

#### 4 Complete the dialogue with phrases

Presenter \_\_\_\_\_<sup>1?</sup>

Susanne Yes, I have a question. \_\_\_\_\_<sup>2</sup> some background information on Track Ltd?

Presenter Certainly. They're one of the leading manufacturers of outdoor equipment in the UK with more than 35 factories worldwide.

Tim \_\_\_\_\_<sup>3</sup> telling us why you've chosen them as partners?

Presenter \_\_\_\_\_<sup>4</sup>. The answer's quite simple. We were very impressed with the quality of their products and their prices are very attractive.

Annette \_\_\_\_\_<sup>5</sup> a question?

Presenter Yes, of course. \_\_\_\_\_<sup>6</sup>.

Annette \_\_\_\_\_<sup>7</sup> to know what their terms of payment are.

Presenter I'm afraid I can't answer that question. \_\_\_\_\_<sup>8</sup> Sylvia Baker – she would be the right person to ask.

Alex \_\_\_\_\_<sup>9</sup>. You mentioned a London office. \_\_\_\_\_<sup>10</sup> we do business through them?

Presenter That's right. We need to discuss the details though.

AUDIO



43-46

7 Sometimes you have to deal with interruptions or unexpected questions during your presentation. Listen to the following excerpts from four different presentations and say in which one the presenter:

- a postpones answering the question.
- b deals with an aggressive question.
- c explains a term that somebody doesn't understand.
- d deals with a difficult question.

## 8 Now listen again and complete the sentences the presenters use to deal with the interruptions.

- 1 \_\_\_\_\_ is how we can meet the delivery date as we are slightly under-staffed in production at the moment.
- 2 Sorry, \_\_\_\_\_ when we discuss the financial side of this merger. OK, I was just moving on to the timing of the merger and ...
- 3 Yes, \_\_\_\_\_. Let me just \_\_\_\_\_. so that everybody can hear.
- 4 Yes, sure. \_\_\_\_\_ the big credit card companies ... use special microchips instead of the usual magnetic strips on their cards. \_\_\_\_\_ your question?