

#### 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?