

Listening 1: People are leaving voicemail messages. Why are they calling? Listen and circle the correct answer.

- | | |
|----------------------------|---------------------------|
| 1 a to say congratulations | 4 a to make a request |
| b to make a suggestion | b to make an apology |
| 2 a to give an invitation | 5 a to give a reminder |
| b to make an apology | b to make a suggestion |
| 3 a to make an offer | 6 a to give an invitation |
| b to give a reminder | b to say congratulations |

Listening 2: People are leaving voicemail messages. Listen and number the pictures.



Listening 3: Listen to the phone conversations and complete the message pads.

1

WHILE YOU WERE OUT

To: *Bess Carter*

From:

Company: *Healthy Planet*

Phone number:

Message: *Your order has arrived.*

2.

WHILE YOU WERE OUT

To: *Chef Michael*

From:

Company:

Phone number:

Message: *Call her back immediately.*