

A  15 Listen to the conversations. Match the names to the conversations.

Alek Caroline Cindy Debra Esther Serrano Mr. Williams Mrs. Kim

Conversation 1	Conversation 2	Conversation 3



B  15 Listen again. Who is calling who? Use the names in the box in **A**.

Conversation 1

(1) _____ is calling (2) _____.

Conversation 2

(3) _____ is calling (4) _____, but the secretary answers.

Conversation 3

(5) _____ wants to talk to (6) _____, but her mother answers.

C  15 Listen again. Circle **T** for *True* or **F** for *False*.

- Mr. Williams is in a meeting. T / F
- Debra can talk right now. T / F
- Debra is watching TV. T / F
- Cindy is at home. T / F
- Esther Serrano works for *Glaston Interiors*. T / F
- Alek has a question about his homework. T / F



D The caller makes the call. The receiver answers the call. What does a caller say? What does a receiver say? Write **C** for *Caller* or **R** for *Receiver* next to the questions.

- Who's calling, please? _____
- Can I call you back? _____
- Hello, how can I help you? _____
- Can I speak to Ms. Richards, please? _____
- Can I take a message? _____
- When is a good time to call back? _____
- Is Erika there? _____