

Telephoning in English

Second Edition

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Listening

Telephone calls

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    graph TD
      A[Listen to the conversation(s).] --> B{Did you get the general idea?}
      B -- No --> A
      B -- Yes --> C[Listen again. Do the task for that call.]
      C --> D{Were you able to complete the task?}
      D -- No --> C
      D -- Yes --> E[Check your answers in the Key and tapescripts. Listen again while reading the tapescript.]
  
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Other activities

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    graph LR
      F[Study each What to say - what to expect. Make sure you understand everything. Use your dictionary if necessary.] --> G[Do Tasks 3, 4, and 8. Check your answers in the Key.]
  
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Language study

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    graph LR
      H[Read the examples in Tasks 9 and 10 carefully.] --> I[Do Tasks 9 and 10.] --> J[Check your answers in the Key.]
  
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Speaking

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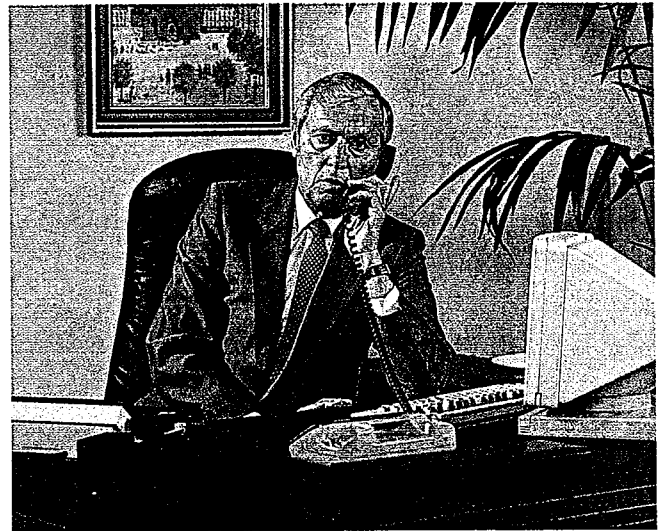
    graph TD
      K[Listen to Task 11.] --> L[Say what you think is needed in the pauses.] --> M[Compare your answers with the answers on the cassette/CD and in the Key.]
      M --> N{Are they the same?}
      N -- No --> K
      N -- Yes --> O[Listen again while reading the tapescript.]
      O --> P[Listen to Task 12.] --> Q[Say what you think is needed in the pauses.] --> R[Compare your answers with the model answers in the Key.]
      R --> S{Are they the same?}
      S -- No --> P
      S -- Yes --> T[Listen again while reading the tapescript.]
  
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Reading

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    graph LR
      U[Read the instructions for Task 14.] --> V[Look at the text and other information carefully.] --> W[Try to give the answers asked for.]
      W --> X[Check your answers in the Key.]
      X --> Y{If your answers are not the same ...}
      Y --> V
  
```

1 Who's calling, please?




Listening

Task 1

 Listen to two telephone conversations and fill in the table.

Call	Number called	Where is called person?	Country of meeting
1			Singapore
2	515 5624		

Task 2

 Listen to the calls in Task 1 again. Write a message for each of the absent people.

1       2

Telephone message

Call from:

Message:



called

Mary

You will find the tapescript on page 81.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Announcing identity

Person calling

Hello, this is Sue, Sue James.

Simpson here.

My name is Jack Simpson.

I'm Jack Simpson. Good morning.

Person called

Hello, 7214 44 22.

Simpson here.

Asking if someone is in

Person calling

Can I speak to Mr Bild, please?

Hello, is Margaret there by any chance?

Could you put me through to Mrs Dylan, please?

I'd like to speak to your husband if I may.

Person wanted is not there

Person called

I'm afraid she isn't in at the moment.

Sorry, she's just gone out. Would you like to ring back later?

He's away for a few days. Can I give him a message?

He's out of town this week, I'm afraid.

When will the person wanted be in?

Person calling

What time could I reach her?

Will he be at home this evening?

Can I contact him on Saturday?

Right, I'll phone again next week.

Ringling off

Person calling

Thanks a lot. Goodbye.

I'll get back to you soon

OK. Bye.

Person called

Thanks a lot. Goodbye.

Thanks for calling.

Bye bye.

Task 3

Complete the sentences with words or phrases from the box. Use each word or phrase only once.

- 1 Hello, who's that
- 2 Just a, please.
- 3 I'll if she's here.
- 4 I'll get the information you want;, please.
- 5 You asked me to when I was in town again.
- 6 Sorry, he's not at the moment.
- 7 You can him any evening
..... six o'clock.
- 8 Well, I can ring later if it's convenient.


after	back	calling	hold the line	in
moment	reach	ring up	see	

Task 4

Choose the best responses.

- 1 I'd like to speak to Mr Kahn, please.
 - a Yes.
 - b I'm afraid he's not here at the moment.
 - c Well, you can't.
- 2 Can I speak to Mr Kahn, please?
 - a Hold on, please.
 - b Don't go away.
 - c All right.
- 3 Who's speaking?
 - a I am Fred Bentley.
 - b This is Fred Bentley here.
 - c Fred Bentley is speaking.
- 4 Could I speak to Mr Kahn, please?
 - a Who's calling?
 - b Who are you?
 - c What's your name?
- 5 Can I ring you back later?
 - a Yes, ring me.
 - b Yes, please do.
 - c Of course ring, yes.
- 6 When can I reach you?
 - a One hour.
 - b When you want.
 - c I'll be in all evening.

Task 5

-  Listen to the telephone conversation once and decide which message pad has the correct information.

1

Tom Parker called
Wants Manila's
address
in till 5.30 -
call back

2

Tom Parker called
Wants Maria
Edwardes' address
Back in an hour

3

Tom Parker called
Wants Maria
Edwardes' address
in till 5.30 -
call back


Listen again and fill in the table. Then answer the questions.

Person called	Caller	Request	Who will make the next call?

- 1 What sort of work does Maria Edwardes do?
- 2 How is Ron Benson going to find out Maria Edwardes' address?

You will find the tapescript on page 82.

Task 6

-  Listen to the telephone conversation and fill in the table. Then listen again and answer the questions.

Person called	Caller	Request	Who will make the next call?

- 1 What have IBD Tokyo ordered from Garston Motors?
- 2 What's the order number?
- 3 When would IBD Tokyo like delivery of their order?

You will find the tapescript on page 83.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Requests

Person calling

- I'd like to speak to somebody about ...
- Can you help me to find out something about ...?
- What's the position on ...?
- Can you deliver them sooner than we agreed?
- We'd like earlier delivery if possible.
- Could you bring delivery forward by a few weeks?

Person called

- What's the order number?
- Can you give me the reference number?
- When did you place the order?
- Well, I'll have to check with the workshop.
- I can't tell you right now, but I can look into it.
- Can I let you know the situation tomorrow?
- I'll ring you back if you like.

Task 7



Listen to Mr Benson and Mr Wayne ringing back as they said they would. Take notes on the two calls on the message pads.

1

Message pad 1 with a row of small circles at the top and a large blank area for notes.

To: _____

From: _____

Information: _____

2

Message pad 2 with a row of small circles at the top and a large blank area for notes.

IBD

To _____

From _____

Information _____

You will find the tapescript on page 83.

1 Who's calling, please?

Task 8

Complete these two conversations with sentences from the list below. Use each sentence only once.

A: Hello, is that 10127?

B: **1**

A: Can I speak to Jack Simpson, please?

B: **2**

A: I see. Well, what time will he be there?

B: **3**

A: Right, I'll ring again then. Thanks a lot.

B: **4**

A: Goodbye.

C: **5**

D: I'd like to speak to someone about bringing forward a delivery.

C: **6**

E: **7**

D: I'm phoning about our order for three motors.

E: **8**

D: Yes, it's FC/172/Y. We'd like earlier delivery if possible.

E: **9**

D: OK. Could you ring me back today?

E: **10**

D: That'll be fine. Thanks very much.

- a I'll put you through to Order Inquiries.
- b From about two this afternoon.
- c Yes, late this afternoon if that's convenient.
- d Yes, it is. Can I help you?
- e I'm afraid he's out of the office at the moment.
- f Garston Motors. Can I help you?
- g Right. Well, I'll have to check with the workshop.
- h Can you give me the order number?
- i Order Inquiries. Can I help you?
- j You're welcome. Goodbye.

Language study

Task 9 Requesting information

Study these examples of how to ask for information politely.

You don't know a caller's name. (give)

Could you give me your name, please?

You aren't sure of the name of the caller's company. (repeat)

Would you repeat the name of your company, please?

You want to know where the caller is ringing from. (tell)

Can you tell me where you're ringing from, please?

Could and *would* are more formal than *can*.

Now make questions using *could*, *would* and *can* in a similar way.

- 1 You aren't sure who the caller wants to speak to. (tell)
- 2 You want to know the caller's telephone number. (give)
- 3 You don't know the spelling of the caller's name. (spell)
- 4 You didn't hear the caller's address clearly. (repeat)
- 5 You don't know when the caller will be in the office tomorrow. (tell)
- 6 You aren't sure about your order's delivery date. (confirm)

Task 10 Countries and nationalities


Fill in the table with the missing countries and nationalities. Use a dictionary to help you if necessary.

	Nationality	Country		Nationality	Country
1	China	9	Swiss
2	American	10	Brazil
3	Jordanian	11	Malaysian
4	France	12	Sweden
5	German	13	Egypt
6	Japan	14	Belgian
7	Spain	15	Mexico
8	The Netherlands	16	Ireland

8 1 Who's calling, please?

Speaking


Task 11

-  Listen to the callers who ask you how to spell these names. Spell the names and then listen to the correct spelling. You may listen to the recording first to help you.

1 Esterhazy 2 Garfunkel 3 Pravda 4 Quoit 5 Walms 6 Jabbock

You will find the tapescript on page 85.

Task 12

-  1 You work in an office with Bob, Jean and Chris. Look at the 'Time out' sheet below, which shows where your colleagues will be during the day. Listen to the callers who want to speak to your colleagues and respond in the pauses. Do the task twice. The first time it is 11.30 a.m. The second time it is 3.00 p.m. You may listen to the recording first to help you.

You will find the tapescript on page 85.

TIME OUT

Wednesday 5 August

	Bob	Jean	Chris
9 - 10	May be in late today – have		Visiting
10 - 11	to take car to garage	Working at home, Tel. 854712	Essex Computers Ltd. Should be back 10.45-ish
11 - 12	Sales meeting part 1		Will be at warehouse
12 - 1	LUNCH		
1 - 2	Sales meeting part 2	Afternoon off	LUNCH
2 - 3	If I'm not around I'll have gone home. Can	– do not disturb	Meeting with Pat
3 - 4	be contacted there if urgent, Tel. 342982		

2 Now you are making the following calls. Listen to the person who answers your call and respond in the pauses.

You may listen to the recording first to help you.

- a** You are ringing Mr Mayo at Essex Electronics.
- b** You have just phoned this person, who is a close business associate of yours.
- c** You're phoning Garston Motors to find out the price of their KS pump motors. You don't know which department you need.
- d** You've just asked to speak to Ms Neil. If she's not in, leave a message for her to call you back. She has the number.

You will find the tapescript on page 86.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 78.

Sit back to back. Student A should now 'ring' Student B. When you have done the calls once, you can change roles.

B1 You are the operator at Seoul Food Trading. The person the caller wants to speak to is on holiday. Take the caller's name and any message.

B2 You are Miss Kim Young Sim at Seoul Food Trading. You think it will be possible to make the change the caller wants. Get the reference number and say you will ring back. Then ring back.

B3 You are a London agent of the Philippine Fruit Export Council. The Marketing Manager for the Pineapple Division at the Council headquarters (2336 Roxas Boulevard, Pasay City, Metro Manila, Philippines) is Mr Emilio Ribano.

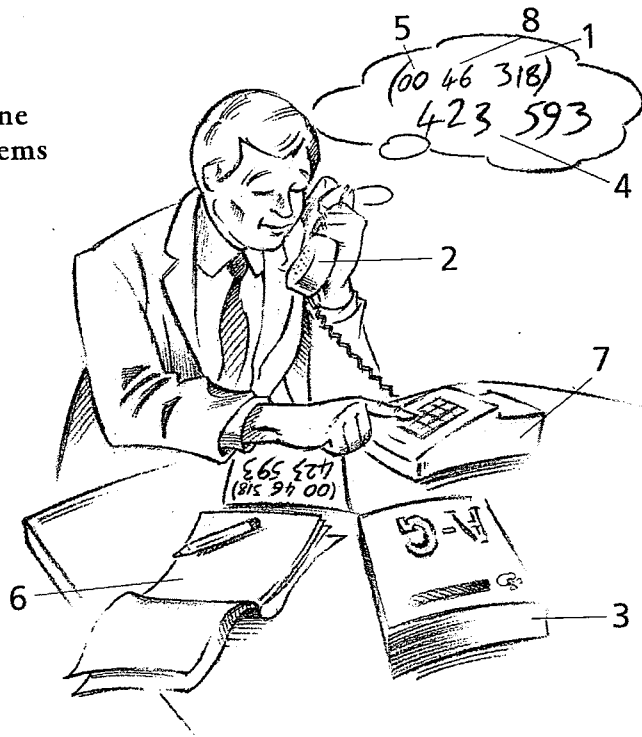


Reading

Task 14

The following text is from a telephone directory. Read it and identify the items in the picture.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8



Before you start

Be sure of the number you wish to call; check it in your personal list of numbers or in the directory.

For calls where you need to dial a code, or codes, before the number you want, check it/them in your dialling instructions. For international calls, dial the international prefix (00) first, then the country code (usually two digits) and then the area code (usually three digits) before the number.

To dial a call

Lift the handset and listen for the dial tone before you make a call. When you dial, don't pause too long between digits. With a press-button telephone, make sure that each button is depressed in turn to its full extent. Press the buttons at a steady rate.

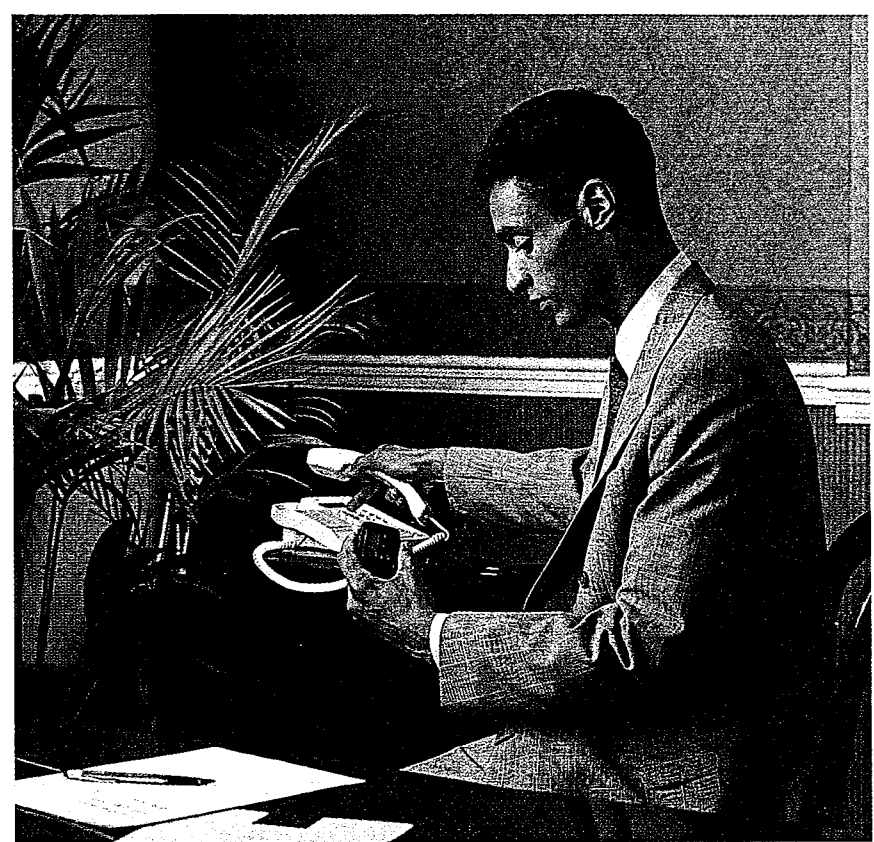
Answering calls

Answer your telephone promptly, giving your name, the name of your firm or your number. Keep a message pad handy.

When you finish


Replace the handset promptly and firmly on its rest. This stops the charging if you made the call. If you fail to do this, your line may be temporarily disconnected.

2 Would you hold on, please?




Listening

Task 1

 Listen to two telephone conversations and fill in the table.

Call	Caller's name	Person wanted	Person answering
1			
2			

Task 2

 Listen to the calls in Task 1 again. Decide if the following statements about the calls are true (T) or false (F).

- 1 John Shackleton tried to make a call straight to Mrs Atkins. **T/F**
- 2 The operator sent someone to look for Mr Williams. **T/F**
- 3 The callers in both calls were asked to wait. **T/F**
- 4 'Beeper' is another term for pager. **T/F**

You will find the tapescript on page 86.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Connecting to an extension

Person calling

Are you sure he isn't there?
Have you tried paging him?
But he asked me to call this morning.
Would you check if he's in another office,
please?

Person called

I'll see if she's in.
Would you hold on, please?
Yes, hang on for a moment and I'll put
you through.
Sorry to keep you waiting.
No, sorry, this is the wrong extension.

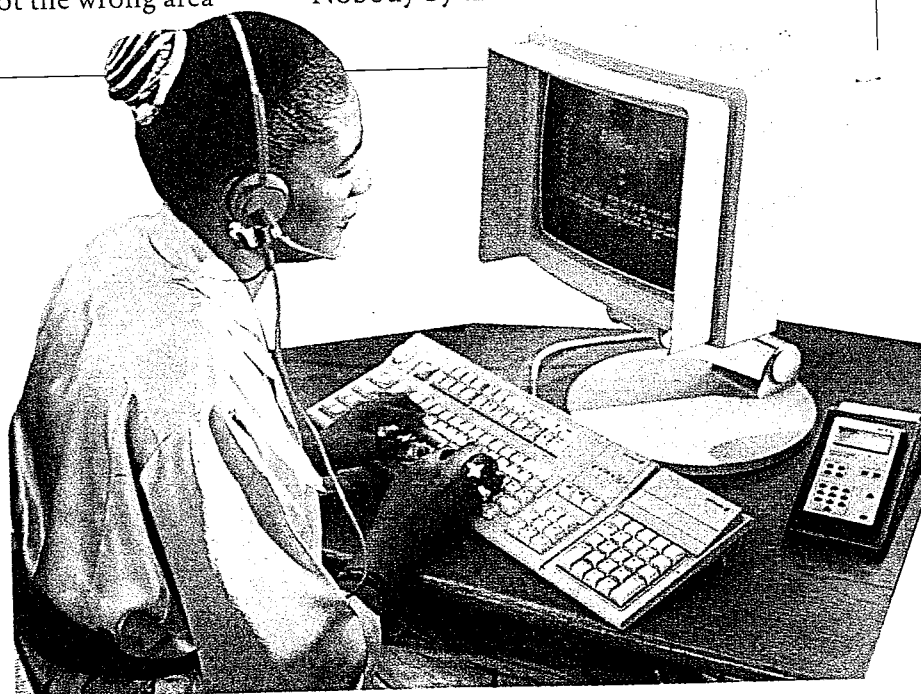
Wrong number

Person calling

Oh, isn't that Preston Builders? So sorry.
Could I check the number? Isn't it 207
3048?
I must have dialled the wrong number.
Sorry to have troubled you.
But I found this number in the Yellow
Pages.
Well, this is the number I was asked to
ring.
Sorry. I must have got the wrong area
code.

Person called

No, this isn't the number you want.
Who did you say you wanted to speak to?
No, I'm not a forwarding company.
This is Mrs Thompson speaking.
Sorry, the number's changed.
I think it's 492 3702, but you might check
with directory inquiries.
What number are you calling?
You must have the wrong number.
Nobody by that name works here.



Task 3

Complete the sentences with words from the box. Use each word only once.

- 1 Isn't that 191 2005? That's what I, I think.
- 2 No, this is the wrong I'll put you on to the switchboard.
- 3 Sorry to have you.
- 4 He's not in the office at the moment. But I can try to find him on the
- 5 I haven't got the new number. Shall I call inquiries?
- 6 This is how things at our end. I'm afraid there's nothing we can do about it.
- 7 I've up on the prices you asked about.
- 8 Now I can the arrangements we made.
- 9 There have been some lately, but I think we'll soon solve them.
- 10 Can we make another for next week, then?

appointment	checked	confirm	dialled	directory
extension	problems	pager	stand	troubled

Task 4


Choose the best responses.

- 1 Can you put me through to Miss Evans, please?
 - a I'll see if she's in her office at the moment.
 - b I've got the wrong number.
 - c I'll check again.
- 2 Isn't that Seattle, then?
 - a No, the number has changed.
 - b No, you must have the wrong area code.
 - c Sorry, I may have dialled the wrong extension.
- 3 You asked me to confirm the dates of delivery.
 - a Yes, that's the best time for them.
 - b Yes, let me just get a note pad to write them down.
 - c Yes, they'll come to England soon.
- 4 No, this isn't the Metal Case Company.
 - a So sorry to have troubled you.
 - b I'll call again later.
 - c Can you connect me with Mr Mansour, please?

2 Would you hold on, please?

- 5 Miss Pearce asked me to call this morning.
- Sorry, your number is the wrong one.
 - Do you know the area code?
 - But there's no person of that name here.
- 6 We can let you know what sizes are available.
- Thank you. I know them.
 - Thanks. I'm glad that's OK now.
 - Thanks. I can order what we need then.

Task 5

 Listen to the telephone conversation and fill in the table.

Caller's name	Person (and company) wanted	Person (and company) answering

You will find the tapescript on page 87.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you.

Making and confirming arrangements

Person calling / Person called

This appointment we've been trying to arrange - well, Thursday would suit us.

These are the details you asked about.

About the delivery times - the earliest date we can manage is May 1st.

Can we get together to talk about this in detail?

I'll pick you up at the entrance to the bus terminal at 8.30.

You wanted to know the final price. Have you got a note pad handy?

The size you suggested is all right after all.

When you've checked things at your end, would you let me know?

You asked me to call back to tell you if it was OK.

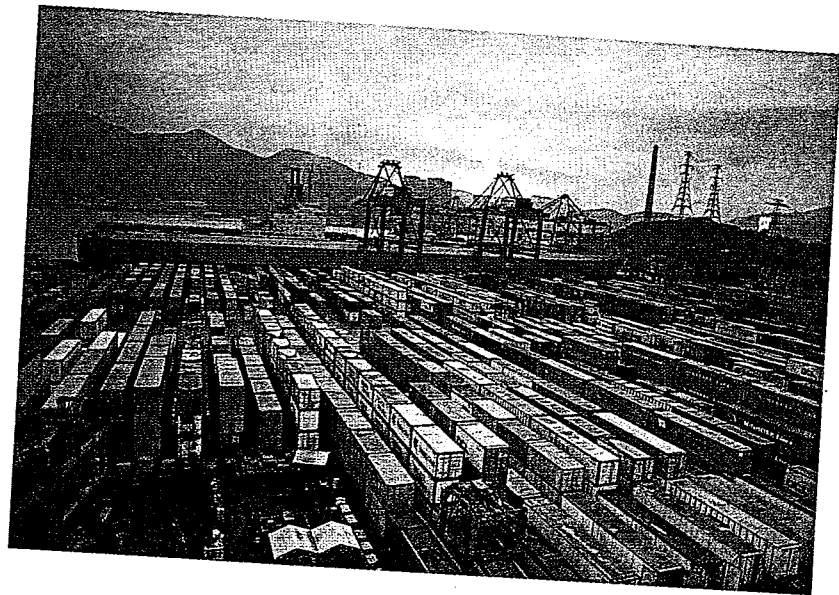
Yes, we can go along with these arrangements.

Well, this is how things stand.

Task 6



Listen to the telephone conversation and fill in the table.



Caller's name	Person spoken to	Reason for calling

Listen again and answer the questions.

- 1 Why is the consignment a little delayed?
- 2 How many containers is the shipment in?
- 3 Why will Pat Thompson probably not visit Hong Kong in the first half of the year?

You will find the tapescript on page 87.

Task 7



Listen to the telephone conversation and fill in the table.

Caller's name	Person spoken to	Reason for calling

Listen again and answer the questions.

- 1 What is Mimi Lau's job area?
- 2 How will ExtelComms send the shipment to Hong Kong?

You will find the tapescript on page 88.

2 Would you hold on, please?

Task 8

Complete these two conversations with sentences from the list below. Use each sentence only once.

A: **1**

B: Good morning. Could I speak to Jane Lewis, please?

A: **2**

B: Lesley Winwood.

A: **3**

B: She said she'd be in all morning.

A: **4**

C: Jane Lewis.

B: **5**

C: Ah yes, it's about ...

D: Carl Anderson.

E: **6**

D: Lindberg, did you say?

E: **7**

D: There's no one here by that name.

E: **8**

D: Yes, this is 08 46 46 24.

E: **9**

D: That's all right.

- a Yes, that's right.
- b You asked me to call as soon as possible.
- c Hold the line, please, and I'll see if she's in.
- d Who's calling, please?
- e Oh, isn't there? Could I check the number?
- f Could I speak to Mrs Lindberg, please?
- g Right, I can connect you now.
- h Reynolds Bicycles, good morning.
- i Oh, I'm sorry. I must have dialled the wrong number.

Language study

Task 9 Asking questions

Study these examples of how to make questions.

You want to know where the nearest payphone is.

Where's the nearest payphone?

Find out how she spells her name.

How do you spell your name?

Now make questions in a similar way.

- 1 Find out when Mr Drake will be back.
- 2 You'd like to know why the sales office hasn't called.
- 3 Find out when he normally arrives at the office.
- 4 You want to know why the consignment has been delayed.
- 5 Find out what you dial for directory inquiries.
- 6 You're interested in knowing where he's phoning from.
- 7 You need to know when you could reach him.
- 8 Find out what the number unobtainable tone sounds like.



Task 10 Note-taking (1)

Write the following words and sentences in note form.

- 1 transport
- 2 Japan
- 3 recommend
- 4 person
- 5 speak
- 6 I'll be driving to the exhibition next week.
.....
- 7 The consignment has been delayed for one month.
.....
- 8 I'd like to book a room for two nights.
.....
- 9 Can you find me a map of the area?
.....
- 10 When the lamp is lit, you can set up a call.
.....

It is often necessary to take notes during phone conversations. You can do this more easily by shortening words and sentences, for example:

Words Leave out letters. Usually we leave out vowels (a, e, i, o, u), use the key part of a word or use a common abbreviation, e.g. send >>> *snd*, Wednesday >>> *W*

Sentences Keep in only the 'content' words (nouns, adjectives, adverbs, important verbs), e.g. Please call office back tomorrow >>> *cll offc tmrrw*.

Speaking

Task 11



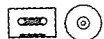
Listen to the callers who ask when certain things happened or will happen. Tell them, using the dates given below. Then listen to the correct way to say them.

You may listen to the recording first to help you.

- | | |
|----------------------|-------------------|
| 1 4 March 1997 | 6 2/6/99 (AmE) |
| 2 17/7/98 (BrE) | 7 Thursday July 2 |
| 3 Wednesday April 12 | 8 29 August 1983 |
| 4 December 7 1999 | 9 7 May 2003 |
| 5 Tuesday 21 April | 10 12/7/99 (BrE) |

You will find the tapescript on page 89.

Task 12



You are making the following calls. Listen to the person who answers your call and respond in the pauses.

You may listen to the recording first to help you.

- 1 You are phoning Preston Builders Ltd.
- 2 You are phoning Kenny Fung at Far Eastern Travel to check on some flight bookings. He asked you to phone him back today.
- 3 You are ringing Ben Seldeen to confirm an appointment you've been trying to arrange. You suggest Monday.
- 4 You work in Sales Accounts. You have just picked up your phone.

You will find the tapescript on page 89.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 78.

Sit back to back. Student A should now 'ring' Student B. When you have made the calls once, you can change roles.

B1 You don't know the person the caller wants to speak to. Has he got the right number? Your number is 75 40 25.

B2 You are Peter Chan. Your wife is away on business in Tokyo for three days. Find out what the caller wants. You think the arrangement is OK, but tell the caller that you will get your wife to ring him when she gets back.

B3 You are Bruno Lampard. You are busy all week except on Thursday from 11.45 a.m.

In British English, dates using only numbers give the day, then the month, then the year, e.g.
10th February 1999 = 10/2/99.

In American English, the order is month, day, year, e.g.
10th February 1999 = 2.10.99.

Reading

Task 14

The following chart is from a guide to using the phone successfully. Match the name of each service below with the description in the chart.

Making the most of your phone

Service	What it can do	How it works
a	You never need miss an important call, but you risk upsetting your first caller.	Bleeps to let you know another caller is trying to get through. You can place your first call on hold and answer the second.
b	Helps control your costs.	Blocks access to international and premium rate calls.
c	Useful if you're out but want to answer calls in person.	Calls are diverted to a selected number.
d	You can find out who's been ringing even if they don't leave a message.	Shows the name and number of the caller even before you pick up the handset, and details of those who called while you were out. (If you're ringing someone and want to keep your number confidential, dial 141 before the number.)
e	You can talk to two people at the same time.	Adds a third person to your phone conversation.
f	If you can't or don't want to answer the phone.	Dial 1471 and you'll be given the number of the last person to ring you.
g	Tells you the cost of your call.	Key in a code before you call to find out the cost.
h	Works as an alarm clock.	Key in the time you want to be called.
i	Recorded answering service – a caller can leave a contact number for you.	Similar to an answering machine but likely to work out more expensive.



- | | | | |
|---------------------------|--------|---------------------|-------|
| 1 Charge advice | g..... | 6 Reminder call | |
| 2 Call diversion | | 7 Call barring | |
| 3 Call hold /Call waiting | | 8 Caller display | |
| 4 Call return | | 9 Three-way calling | |
| 5 Call minder | | | |

3 I'd like to know your prices





Listening

Task 1

  Listen to a message left on an answer machine and a telephone conversation, and fill in the table.

Call	Caller	Called person/company	Caller interested in
1			
2	Fusako Matsumoto		

Task 2

  Listen to the calls in Task 1 again. Take notes on the note pads.

1

PARKER INVESTMENT SERVICES

2

Globe Travel

[Faint, illegible text from the audio transcription, appearing as horizontal lines of noise.]

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Inquiries for prices and discounts

Person calling

I've seen your advertisement in the Builder's Journal and I'd like to know your prices and terms.
What's the price of the Portland cement you're offering?
If your terms are reasonable, we'll be able to place another order soon.
Could you let us have a firm offer?
We sell pumps and need regular supplies.
What are your hotel rates? Does that include breakfast and other extras?

Person called

Our lowest price is \$60 a dozen.
We can give you a 10% discount if your order reaches us by October 30.
Sorry, it's not firm. Prices are likely to go up soon.
No, I can't tell you what the discount is until I know how many you'd like to order. You see, it depends on the quantity.
Yes, if your order's over \$10,000 in value, we can go along with the special discount terms.

Task 3

Complete the sentences with words or phrases from the box. Use each word or phrase only once.

- 1 These are our prices for the material you wanted.
- 2 Couldn't you manage to me a better discount for this large ?
- 3 That's not much more than the price you paid last year. They've only a little.
- 4 There's a very heavy for our tents this year.
- 5 We can offer you a discount if you order before the end of the month.
- 6 What would they if I took a hundred at a time?
- 7 Yes, but don't forget that this is a order.
- 8 prices are quoted on the stock market.

allow	cost	demand	gone up	lowest
quantity	repeat	share	special	



3 I'd like to know your prices

Task 4

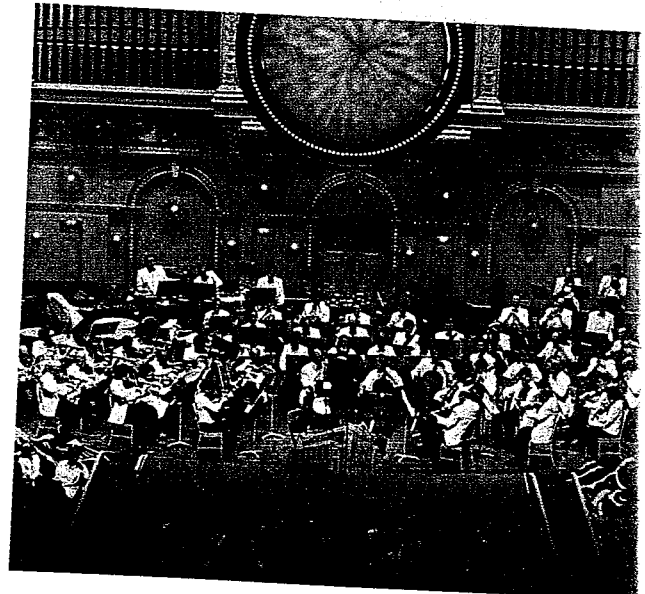
Choose the best responses.

- 1 Can you give me a quotation?
 - a We haven't any more available.
 - b This price is very competitive.
 - c They cost \$3.30 each.
- 2 Can we have a higher discount?
 - a It depends on the number you order.
 - b The prices are our lowest.
 - c It's not so much.
- 3 We are thinking of buying your products.
 - a Then take advantage of our introductory offer.
 - b Business is good at present.
 - c Share prices have been falling lately.
- 4 Can you offer the large size at the same price?
 - a No, it's cheaper.
 - b No, it's more expensive.
 - c No, the price is unchanged.
- 5 Are the terms CIF?
 - a No, no credit is allowed.
 - b Yes, goods are supplied only if cash is firm.
 - c Yes, goods are sent to the customer's place.
- 6 Are those your most favourable prices?
 - a Yes, we have plenty available.
 - b Yes, we can't reduce them.
 - c Yes, they are very important.

Task 5

-   Listen to the telephone conversation and take notes on the note pad.

Notes



You will find the tapescript on page 91.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Inquiries for prices and discounts


Person calling

This is a special introductory offer.
 We'd like a lot of new customers to try our drinks.
 Is this February price list still valid? We usually get a better discount on a repeat order.
 Is that your best quote? I thought prices would be coming down now.
 Are you still running that late summer special on office equipment?

Person called

Those are the best terms we can offer, I'm afraid, Don. Have you checked with our competitors? You'll find our prices can't be beaten.
 The quotation is CIF Venezuela so the prices include freight and insurance.
 It would take too long to give you all the prices and terms on the phone.
 Why don't I send you our price list by special delivery? You'll have it by tomorrow.

Task 6

 Listen to the telephone conversation and complete the e-mail.

From: pross@vtex.co.hk
Date: Tue, 29 November 1997 09:40:53 +0800
Subject: XL 20 Transformers
To: kdsg@peach.co.ger
Organisation: VTEX Electronics, Hong Kong

Dear Konrad

Just to confirm what we discussed today. The price for (1) XL 20s is
 US\$ (2) per piece, (3)

I look forward to receiving your order.

I will also forward a sample XL (4)

Best regards
 Paolo

Listen again and answer the questions.

- Which transformer model has Mr Duensing's company been using up to now?
- Why is Paolo Rossi going to send an XL 20M to Germany?

You will find the tapescript on page 91.

3 I'd like to know your prices

Task 7



Listen to the telephone conversation and complete the e-mail.

From:	echeng@vtex.co.hk
Date:	Wed, 30 November 1997 11:28:07 -0300
Subject:	Miniature Transformers
To:	jhampton@minicomp.co.aus
Organisation:	VTEX Electronics, Hong Kong

Dear Mr Hampton

I'd like to confirm what we discussed today. The (1) price for the XL 20 M is US\$ (2) If you buy (3) per year as you plan, we could offer a (4) quantity discount with a further 2% discount for (5)

I look forward to hearing from you.

Yours sincerely
Ella Cheng

Listen again and answer the questions.

- 6 What does Minicomp need miniature transformers for?
- 7 Does Minicomp use other transformer suppliers?
- 8 Who will take the next action?

You will find the tapescript on page 92.

Task 8

Complete the conversation with sentences from the list below. Use each sentence only once.

- A: Carstairs Ltd.
- B: Could I speak to Mr Cooper, please? Ray Cooper.
- A: 1
- B: I'm ringing from Computer Sales Ltd. We'd like to order some A42 printers.
- A: 2
- B: 3
- A: Oh yes, until the end of the year.
- B: 4
- A: You've done business with us before, haven't you?
- B: Yes, and this is our second order for this type of printer.
- A: 5
- B: 6
- A: Oh we don't normally go over 10%.

B: 7

A: I see. Well, I'd better confirm that with him.

B: 8

A: Yes, Computer Sales Ltd, you said. And your name is ... ?

B: Fowles, Trevor Fowles.

A: 9

- a I see. How many would you like?
- b We're thinking in terms of 12½%. How does that sound?
- c Yes, do that and then perhaps you'll call me back.
- d Right, Mr Fowles. You'll be hearing from us later in the morning.
- e But we had 7½% last time, and Mr Winchester said it would be 5% higher for a repeat order.
- f What discount would you offer on an order for 100?
- g Speaking.
- h That's good. We give a better discount on a repeat order.
- i Well, it depends on your terms. Is your May price list still valid?

Language Study

Task 9 Passing on messages

Study these examples of how to pass on messages.

'Would you inform Mr Benson that the suppliers need confirmation in writing,' said Mr Clark.

Mr Clark said (that) the suppliers needed confirmation in writing, Mr Benson.

'Tell him we'll offer them a bigger discount,' said the Sales Manager.

The Sales Manager said (that) we'd offer you a bigger discount.

Now pass on these messages in a similar way. Make sure that you make all the necessary changes.

- 1 'Could you tell him I'm arriving on BA 651,' said Sven Larsson.
- 2 'Tell him I want at least thirty in the first delivery,' said Mr Dutronc.
- 3 'Let her know she can fly on MAS 1832,' said the travel agency clerk.
- 4 'Tell him there's an extra 2% discount for cash,' said Peter Novak.
- 5 'Let Mrs Petrile know I've received her order,' said the Sales Manager.
- 6 'Tell Mr Blanchard that's the best price we can offer,' said Mr Jackson.
- 7 'Could you tell Mr Klein that his order has been dispatched,' said the clerk.
- 8 'Tell my husband I'll wait for him at the restaurant,' said Mrs Reid.

3 I'd like to know your prices

Task 10 Note-taking (2)

Choose the abbreviation from the list below that matches each of these words and phrases.

- | | |
|------------------------------|-----------------------------|
| 1 note | 9 cost, insurance, freight |
| 2 for example | 10 free on board |
| 3 per year | 11 about, on the subject of |
| 4 and so on | 12 maximum |
| 5 estimated time of arrival | 13 thousand |
| 6 Greenwich Mean Time | 14 for the attention of |
| 7 stamped addressed envelope | 15 especially |
| 8 as soon as possible | |

etc.	ETA	SAE	NB	p.a.	CIF	asap	esp.
re	e.g.	max.	k	GMT	ATTN	FOB	

Now use abbreviations to help you shorten the following sentences into notes.

- 16 Could you ask Mr Dittmar about the invoice as soon as you can?
 17 The cost will be \$27,000 including insurance and freight.
 18 And there'll be interest payable at 18 per cent per year.
 19 Their agent is expected to arrive in London at 22.30.
 20 It is very important that we don't pay more than \$15.

Speaking

Task 11





Listen to the callers and answer their questions using the information given below.

You may listen to the recording first to help you.

- | | |
|------------------|----------------------|
| 1 Burckhardt | 5 midday on 27.11.86 |
| 2 ETA 10.25 a.m. | 6 Gomersall |
| 3 Farquharson | 7 15.30 GMT |
| 4 Pysanczyn | 8 asap |

You will find the tapescript on page 93.

Task 12

  Read this letter you have received from a friend in Madrid.

Have a conversation with the travel agent to get some information about flights. You don't want to pay more than £165. Listen to what the travel agent says and respond in the pauses.

You may listen to the recording first to help you.

Calle Colombia 14

Hi!

Why don't you come over for a week's holiday? Flights to Madrid are very reasonable. Find out if you can get an excursion ticket around 6th April, then you can spend Easter with us.

You will find the tapescript on page 94.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 78.

Sit back to back. Student A should now 'ring' Student B. When you have done the calls once, you can change roles.

B1 You are Donald Scott, a salesman with Supersit Inc. Your price per chair (model A1) is \$32.95. Discounts for large orders are 7% (up to 500), 10% (up to 1,000) and 12% (over 1,000). You can, if you wish, increase these by up to 2% but not more. You have a new, better chair (model A2) which costs \$40, but there is a special introductory discount of 15% (up to 500) and 20% (above 500).

B2 You work for Global Travel. There are flights from London to Turin at 9.30 (arr. 11.40, British Airways, BA 552, £175 PEX) and at 12.00 (arr. 14.15, Alitalia, AL 791, £145 special price).

B3 You are Jane Lever. You want to buy a Datapower 512 computer. You have seen them at £1,100-£1,250 in computer shops. You have asked CompSell, a big London computer distributor, to ring and give you a price.

Reading

Task 14

Read the magazine article and answer the questions.

The National Phone Book

Imagine a phone directory that can help salespeople qualify leads or give company buyers information on suppliers across the country. For the last ten years, Digital Directory Assistance of Bethesda, Maryland, has been building just such a resource by putting America's business and residential phone books on CD-ROM.

With more than 100 million business and residential listings, PhoneDisc PowerFinder 95 is reported to have tens of millions more listings than any other CD-ROM directory. It is the first CD-ROM directory designed specifically for Windows 95 and is also compatible with MS-DOS and Macintosh. Of Digital Directory's seven PhoneDiscs, PowerFinder is its premier product.

Priced at \$159, the directory comes on five regional discs that can be searched by name, address, phone number, area code or Standard Industrial Classifications (SIC) code. A profile of the product in *Computer Technology Review* says that these new features make PhoneDisc PowerFinder 95 a 'superb research tool' for salespeople who sell by territory.




- 1 How many types of traditional phone books are there in America?
- 2 Does Digital Directory have any other products?
- 3 Is all the information on a single CD-ROM?
- 4 How can information be obtained from the directory?

4 We're ready to order now




Listening

Task 1

 Listen to two telephone conversations and an answer machine message, and fill in the table.

Call	Company called	Caller	Reason for calling
1			
2			
3			

Task 2

 Listen to the calls in Task 1 again. Decide if the following statements about the calls are true (T) or false (F).

- 1 Ms Lee will wait for the taxi on the ground floor. **T/F**
- 2 She wants to catch a train to Bangkok. **T/F**
- 3 The customer made a mistake about the price. **T/F**
- 4 Mr Bronson thinks he has a customer reference number with Reliance. **T/F**
- 5 He normally uses his credit card when he pays. **T/F**
- 6 You must always give the size when you order from City Trading Ltd. **T/F**

You will find the tapescript on page 94.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Ordering

Person calling

That offer you sent us was fine.
 We're ready to order now.
 We'd like to place an order for 20 dozen.
 Can you supply us with the equipment from stock?
 I'm phoning you with a repeat order.
 Have you got the details of our last one?

Person called

As this is a repeat order, we could allow you a longer credit period.

Delivery

Person calling

We do need the goods urgently. Can you dispatch them at once?

Person called

We'll dispatch them immediately from stock.
 Sorry, there's a three week delivery time. We'll be able to send your consignment before the end of the month.
 How would you like delivery to be made: by courier, rail, road transport or air freight?
 The consignment was collected this morning. It should reach you by Thursday.

Avoiding misunderstandings

Person calling / Person called

Sorry, I couldn't hear what you said. Would you mind repeating the price?
 I didn't catch what you said. Would you please repeat the last remark?
 Could you possibly speak more slowly?
 This is a very bad line, I'm afraid. Can I ring you back?



Task 3

Complete the sentences with words from the box. Use each word only once.

- 1 We've checked your quotation and we'd like to an order now.
- 2 Yes, I'd be pleased to make a of it.
- 3 Can you the item number from the , please?
- 4 There's rather a We need them urgently.
- 5 Are you planning to by cheque, or do you have a monthly ?
- 6 Yes, we'll enclose the with the goods.
- 7 We've got it in stock, so I can it immediately.
- 8 If you like, we can send them by air
- 9 No, it's not our first one. It's a order.
- 10 Sorry, I didn't quite what you said. Could you repeat the price?

account	bill	catalogue	catch	dispatch
pay	freight	note	quote	place
repeat	rush			



Task 4

Choose the best responses.

- 1 Where are you calling from?
 - a I'm on the phone.
 - b My address is 49, Northwick Street.
 - c This is Mrs Skolnick speaking.
- 2 Can't you reduce the price for our first order?
 - a There are fewer goods available.
 - b The order is firm.
 - c It may be possible for an initial order.
- 3 Why is there no one on the premises now?
 - a The building is quite new.
 - b It is after office hours.
 - c The person wanted is on holiday.
- 4 Would you quote the item number, please?
 - a I have your quote.
 - b Yes, that's the quantity I want.
 - c Wait a moment. I'll just find it.
- 5 Would you prefer the latter?
 - a Yes, I'd rather pay later.
 - b Yes, I like the suggestion you made in your letter.
 - c Yes, the last suggestion is the best one.
- 6 We've got some more on order.
 - a So you expect them to come in soon?
 - b So you can't order enough?
 - c So you'll have to order some more?

4 We're ready to order now

Task 5

  Listen to the telephone conversation and decide which order confirmation form has the correct information.

1

Worldwide Flowers Order Confirmation

Bloomington, Indiana
Tel 555 7103 2266

Order placed by: *Jim Kelly*
Type of flowers: *Roses - red*
Quantity: *12*
Address to be sent: *43 Pennsylvania Ave,
Bloomington,
Indiana 47401*
Delivery date/time: *Sept 6, 12 p.m.*
Message: *All my love, Jim*

Payment: Cheque Credit card

2

Worldwide Flowers Order Confirmation

Bloomington, Indiana
Tel 555 7103 2266

Order placed by: *Jim Kelly*
Type of flowers: *Roses - red*
Quantity: *12*
Address to be sent: *43 Pennsylvania Ave,
Bloomington,
Indiana 47401*
Delivery date/time: *Sept 12, 6 p.m.*
Message: *All my love, Jim*

Payment: Cheque Credit card

You will find the tapescript on page 96.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Travel arrangements

Person calling

Is there a connecting flight to Buffalo from Kennedy International?
What kind of transport is available from the airport into town?
Will I have enough time to get into the airport between flights?

Hotels

Person calling

I'd like to know the price for a single room with shower for one night, please.
I'd like to make a reservation for Friday, 27 August, please.
Are conference room facilities available at your hotel?



Person called

Are you willing to travel standby if I can't get you a confirmed seat?
Be sure to call and confirm your international flight at least 48 hours before departure.
You'll have a 12-hour stopover in Chicago.

Person called

We're fully booked for the night, sir. If you like, we could recommend another hotel.

Task 6

  Listen to the telephone conversation and make a note of the order.



VTEX

Listen again and answer the questions.

- 1 What quantity was Konrad Duensing originally interested in?
- 2 What must Peach Computers send before they receive the goods?

You will find the tapescript on page 96.

Task 7

  Listen to the telephone conversation and make a note of the order.

VTEX

Listen again and answer the questions.

- 1 What does ProComp need the power cards for?
- 2 Is Ella Cheng certain that VTEX can supply the required goods?
- 3 Who will Ella Cheng contact next?

You will find the tapescript on page 97.

Task 8

Complete the conversation with sentences from the list below. Use each sentence only once.

A: London Insurance Ltd. Can I help you?

B: **1**

A: **2**

B: Thanks very much.

A: **3**

C: Travel Department.

B: **4**

C: I see. Could you tell me how long you'll be away?

B: **5**

C: Right. Will you be outside Europe at all?

B: **6**

C: Well, we have 10, 20 and 30 day policies so you'll need a 20 day one.

B: Is it not possible to get cover just for two weeks?

C: **7**

B: Well, it'll have to be 20 days then. How much will it cost?

C: **8**

B: Is there an alternative?

C: **9**

B: But it's better value if I take the full package, I suppose...

- a No, only in France and Germany.
- b I'll put you through to our Travel Department.
- c Good morning. I'd like some insurance for a journey abroad.
- d I'm afraid not. We only have standard periods.
- e Yes, I'd like some travel insurance.
- f Hold the line, please.
- g For full cover - that's death, injury, delay, baggage and money - £57.50.
- h For a fortnight, from 19 September.
- i Well, you could insure each or any of these categories separately.

Language study

Task 9 Talking about the future

Notice how we use the simple present when we talk about a fixed timetable:

The next train to Kyoto leaves at 10.22.

and the present continuous when we talk about future arrangements:

I'm meeting her this evening.

Now put the verb in brackets in the correct form in these sentences.

- 1 Tomorrow's Rio flight at noon (arrive)
- 2 We some relatives next week. (visit)
- 3 The bank at 10 a.m. tomorrow. (open)
- 4 The concert an hour earlier than usual tonight. (start)
- 5 They to Rome this summer. (go)
- 6 We for lunch at the Grand Hotel tomorrow. (meet)


Task 10 Nouns and verbs

Fill in the table with the missing nouns and verbs. Use a dictionary to help you if necessary.

	Noun	Verb		Noun	Verb
1	deliver	9	reserve
2	inform	10	booking
3	cost	11	cancellation
4	inquire	12	quotation/quote
5	charge	13	arrange
6	confirm	14	translation
7	call	15	pager
8	suggestion	16	fly

Speaking

Task 11


-  Listen to the callers who ask you for some reference and phone numbers. These are given below.
You may listen to the recording first to help you.

Symbols used between numbers are spoken as follows:
/ = stroke OR slash
- = dash

- | | |
|-----------------------|--------------------|
| 1 00 19 | 5 009 44 904 42429 |
| 2 CIB7/79 | 6 A-793/NCF |
| 3 ISBN 1 90 374 641 9 | 7 00 254 2 347689 |
| 4 S-116 69 | 8 AA7342/X |

You will find the tapescript on page 98.

Task 12

-  Using the information from a mail order catalogue, have a conversation with a clerk and order a tent. Listen to what the clerk says and respond in the pauses.
You may listen to the recording first to help you.

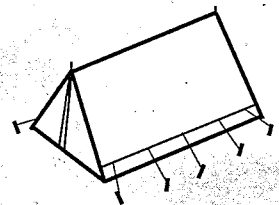
You will find the tapescript on page 98.

REF. XD-4986

**Lightweight
ridge tent**

- Centre height 1m
- Polyester/viscose

£35.00



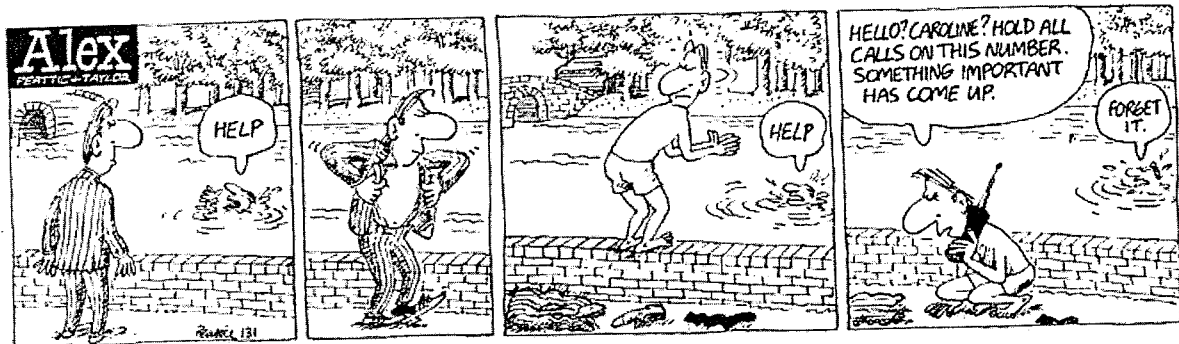
Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 79. Sit back to back. Student A should now 'ring' Student B. When you have done the calls once, you can change roles.

B1 You work at the Grand Palace Restaurant. The restaurant is fully booked today between 7 and 10 p.m. If you cannot help the caller, recommend the Minerva Restaurant. It belongs to the same restaurant group and has approximately the same standard and prices. Its phone number is 791 8181 and the address is 17, York Street.

B2 You work at the Minerva Restaurant. Accept the caller's reservation, get his/her name and make sure he/she knows where the restaurant is.

B3 You work at the Sola Beach Hotel, Bergen, Norway. Your room rates are NOK (Norwegian Crowns) 1,950 single and 2,375 double, including breakfast. The hotel is not full in mid-January.



Reading

Task 14

Read the descriptions of features of a telephone/answering machine and match each one to a suitable heading from the list below.

1

If the tape is full or you don't want callers to leave a message, set your machine to this and it will provide people only with an announcement.

2

Listen to who's leaving a message before you decide to answer.

3

Outgoing messages and callers' messages are recorded and replayed without the need for tapes for consistent quality reproduction and fast resetting.

4

Instead of leaving written notes for family members, record a spoken message for them on the answering machine.

5

You can programme the Response 500 to automatically send your messages to the phone number where you can be reached, or alternatively to alert you on a paging number.

6

If your answering machine has audible alert, it beeps to tell you that messages are waiting for you.

7

With these you can deter other people from gaining remote access to your answering machine messages.

8

You can listen to messages and operate your answering machine even if you're away from home, using the keypad of a tone dialling phone.



- a Memo messages
- b Message indicator
- c Remote access
- d Digital recording


- e Message forwarding
- f Programmable or pre-set security codes
- g Answer only capability
- h Call screening

5 I'll have to change the booking




Listening

Task 1

 Listen to two telephone conversations and fill in the table.

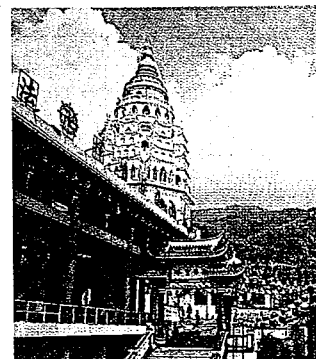
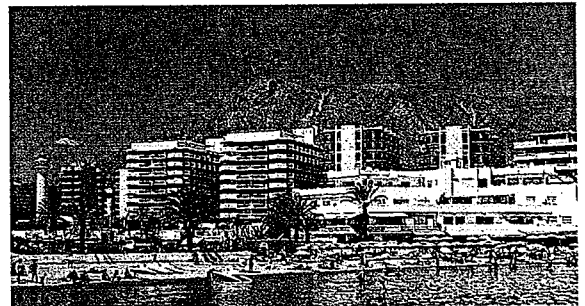
Call	Name of travel agency	Destination	Alternatives discussed
1			a
			b
2			a
			b

Task 2

 Listen to the calls in Task 1 again. Decide if the following statements about the calls are true (T) or false (F).

- 1 The caller is considering more than one type of accommodation in Spain. **T/F**
- 2 He doesn't think staying in Marbella is a good idea. **T/F**
- 3 The Malaysian Airlines flight was more expensive than the Cathay Pacific one. **T/F**
- 4 Mrs Matsumoto lives a long way from the airport. **T/F**
- 5 Globe Travel can confirm the flight bookings immediately. **T/F**

You will find the tapescript on page 99.



What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Travel arrangements – air

Person calling

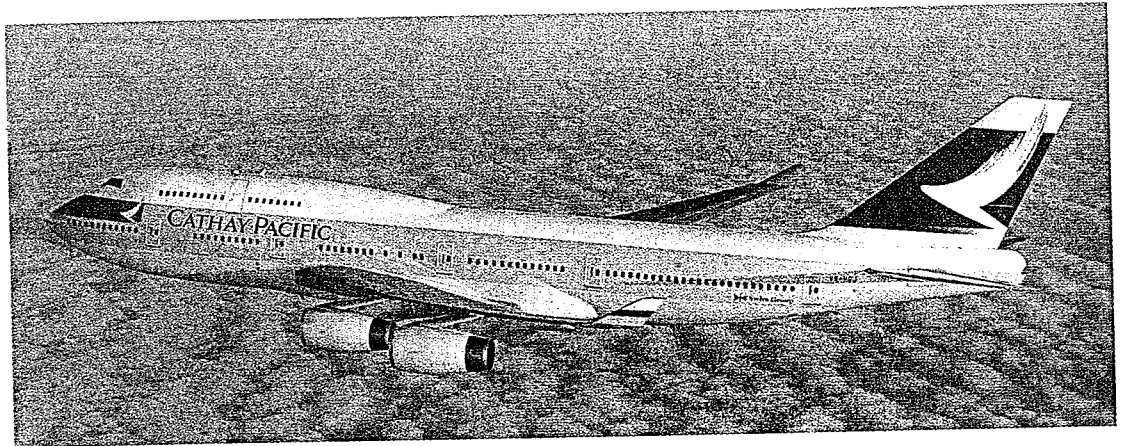
Could you arrange for Mr Rogerson to be met at the airport? He's due to arrive at Paris Charles de Gaulle at 18.25 on flight BA 355.

Is there a direct flight from Dusseldorf to Geneva on Monday afternoon? I have an open ticket for this route.

Person called

I'm awfully sorry, but I couldn't get you on the flight you wanted. Your name's on the waiting list, though. The other possibility would be for you to fly at 9.00 the next morning.

We're not very conveniently located for public transport, I'm afraid. You'd better take a taxi from the airport.



Travel arrangements – rail

Person calling

I'd like a sleeper on the Inter City train from London to Glasgow.

That's right: the one that leaves Euston at 22.15 hours. It gets to Glasgow at about eight o'clock, doesn't it?

Hotel reservations

Person calling

Is that Advance Reservations? I'd like to reserve a double room with shower for three nights, please.

Is it a room with a view over the town?

Person called

Yes, we've booked the room you wanted. The terms are £88.50 for a single room with shower, and £105 for a double room with bath. That includes breakfast, service and value added tax.

Task 3

Complete the sentences with words from the box. Use each word only once.

- 1 Would you like a room or single?
- 2 The time of flight CP 603 is 13.10.
- 3 Several fly the same route, so it's mainly a question of choosing the most time.
- 4 I want to be sure of flying tomorrow, so please book me on a flight.
- 5 Don't forget: time's half an hour before take-off.
- 6 Would you like to stay in an or do you prefer a hotel?
- 7 There are good transport in the area.
- 8 Sorry to have you waiting.
- 9 All the have been made. You'll be from us soon.
- 10 Would you a large hotel in the centre or something smaller out of town?

airlines	apartment	arrangements	check-in
convenient	departure	double	facilities
hearing	kept	prefer	scheduled

Task 4

Choose the best responses.

- 1 Do you have an open ticket, then?
 - a Yes, it's valid for any flight on that route.
 - b Yes, I still have to pay the fare.
 - c Yes, I can go anywhere in the world.
- 2 My name's on the waiting list as a stand-by. Can I fly now?
 - a No, there's no more standing room on the plane.
 - b No, the flight will be announced in the transit lounge.
 - c No, the flight is fully booked.
- 3 Do you want to book a sleeper, or just a seat?
 - a As this is a long flight, I'd like to have a sleep.
 - b As this is an overnight train, I'd like to book a sleeper.
 - c As this is an expensive hotel, I'd like to save some money.

5 I'll have to change the booking

- 4 What's the public transport like? Should I hire a car?
- The public usually does this.
 - Trains and buses do not run frequently.
 - Trains and buses are in bad condition.
- 5 Is service included in the hotel rate?
- Yes, you need not add any tips.
 - Yes, your car will be serviced while you are asleep.
 - Yes, you will be served breakfast in your room.
- 6 Can you reserve three single rooms for our group?
- I'm sorry. Please ask your travel agent for fuller details.
 - I'm sorry. We don't handle package tours for groups.
 - I'm sorry. All our rooms have been reserved.

Task 5



Listen to the telephone conversation once and decide which note pad has the correct flight details.

1	2	3
Continental Express	Continental Express	Continental Express
26 July	26 July	26 July
Boston - Hyannis	Kennedy - Boston	Kennedy - Boston
Midday	Midnight	Midday
28 July	28 July	28 July
Hyannis - Boston	Boston - Hyannis	Boston - Hyannis
Morning	Evening	Morning

Listen again and fill in the table.

Caller	
Hotel location	
Hotel name	
Booking dates	
Type of room	

You will find the tapescript on page 100.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.



Travel arrangements – rail

Person calling

Is there a dining car on the train? And can I reserve a seat there?

Person called

I'm sorry. We can't accept reservations for the dining car, but hopefully I could reserve a seat for you in an adjoining coach. Are you travelling first class or second?



Travel arrangements – road and ferry

Person calling

The best way's to drive to Dover, take the ferry across the Channel, and then drive in the direction of Paris. It's quite easy to find our headquarters, really.

Person called

You needn't trouble to meet me.

I'm hiring a car at the airport. But if you could send me a little map of how to get to your place, that'd be most useful.



Travel arrangements – hotel booking

Person calling

You have a reservation for me for tomorrow. I'll be checking in rather late, I'm afraid, at about 11 p.m. You will hold the room for me, won't you? Sorry, it looks as if I'll have to change my booking. Something urgent has happened, so I've had to change my plans.

Person called

Sorry, we're completely booked up, but you may like to try the Beach Court Hotel. This is their phone number.

We haven't any double rooms left but I can offer you a suite at £160 a night.

I'm awfully sorry, there are no hotel rooms left. Shall I look for private accommodation for you, or try to find a hotel out of town?

Would you mind sending me written confirmation?

Task 6

Listen to the telephone conversation and complete the itinerary.

September Moon Travel Hong Kong Itinerary

Name: Mr Gustav Bengtsson

Company: Swedata, Visby, Sweden

Arrival Date: (1) June

Time: (2)

Airline: SAS

Transfer: (3)

Hotel: (4)



Nights: (5)

Listen again and answer the questions.

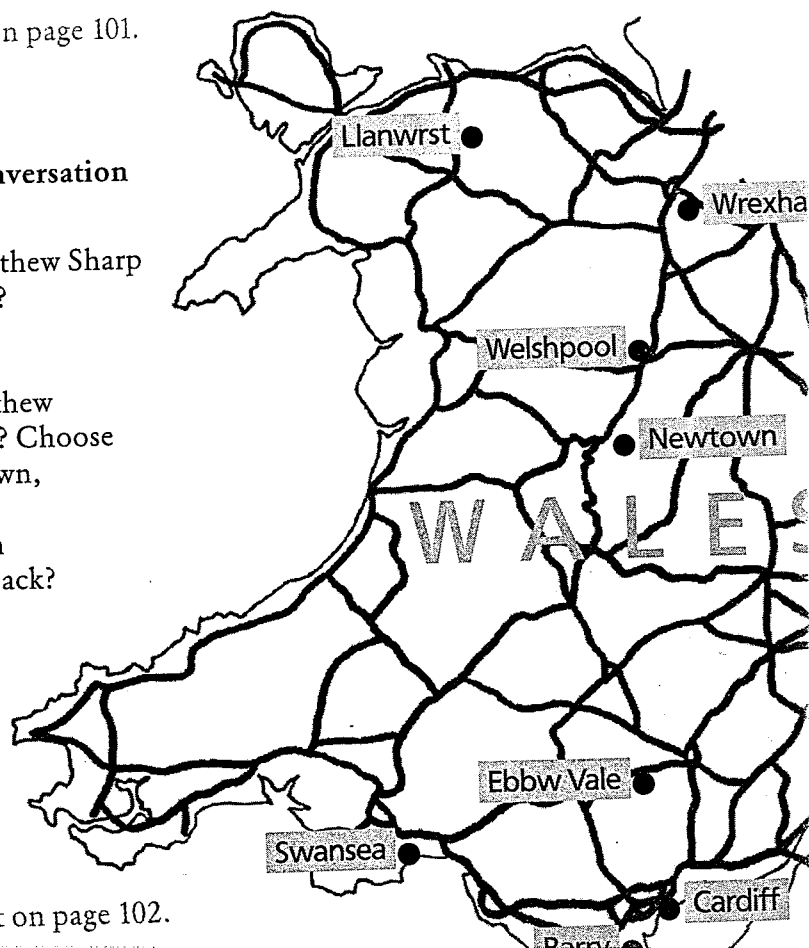
- 6 Why is Mr Bengtsson visiting Hong Kong?
- 7 Is he having lunch with VTEX's Managing Director on his first day there?

You will find the tapescript on page 101.

Task 7

  Listen to the telephone conversation and answer the questions.

- 1 What difficulties did Matthew Sharp encounter during his trip?
- 2 What difficulties will this cause VTEX?
- 3 Which two places is Matthew Sharp visiting in one day? Choose from: Ebbw Vale, Newtown, Welshpool, Wrexham.
- 4 Why does Pat Thompson want Sharp to ring him back?



You will find the tapescript on page 102.

Task 8

Complete the conversation with sentences from the list below. Use each sentence only once.

A: Scandinavian Airlines. Good morning.

B: 1

A: 2

C: Flight Reservations.

B: 3

C: How can we help you, Mr Rogerson?

B: 4

C: I see.

B: 5

C: You're flying business class?

B: 6

C: Well, in that case, if there's a seat available on the plane, you'll have no problem. Do you know which flight you want?

B: 7

C: 8

B: Yes, please.

C: Right, go to the SAS desk at the airport at least 60 minutes before departure.

B: 9

C: Yes, it's YA 712.

B: 10

C: Bye.

a But my conference is ending earlier and I'd like to take an earlier flight back.

b Hold the line, sir, and I'll put you through to Flight Reservations.

c Well, there are a few seats left. Shall I reserve one for you?

d SK 512 is the flight that interests me. The one at 16.35.

e That's fine, then. Thanks very much. Bye.

f Good morning. I'd like to change a flight booking, please.

g Ah, good morning, my name's Rogerson.

h And they'll change the ticket then? Is there a reference number?

i Well, I'm booked on a Swissair flight to Zurich this Friday at 18.40.

j Yes, I am.

xham

XXXXXXXXXX

Language Study

Task 9 Probability and possibility

We often use *will*, *should* and *might* when we want to show how certain we are about what we are saying.

certain	The Managing Director <i>will</i> chair the meeting.
probable	Mr Jones <i>should</i> be back this afternoon.
possible	I <i>might</i> meet him later.

Now change the following sentences to show how certain you are.
Example:

Their order is likely to arrive tomorrow.
Their order should arrive tomorrow.

- 1 I'm not sure if we will visit Sao Paulo on the way home.
- 2 It's likely that the goods will reach you by the end of the week.
- 3 You will probably get a good discount from the car company.
- 4 The discount is certain to be bigger if you order over 1,000 units.
- 5 The reference number is probably at the top of the page.
- 6 He's certain to ring you before 12 tomorrow.

Task 10 Reporting questions

When you pass on a message, you will need to report three types of questions.

'Is he satisfied with the discount?' (He asked)
He asked if/whether you were satisfied with the discount.

'Why haven't you delivered my order?' (He wanted to know)
He wanted to know why we hadn't delivered his order.

'What will the discount be?' (He wanted to know)
He wanted to know what the discount would be.

Now report the following questions in a similar way.



- 1 'Is the order firm?' (They wanted to know)
- 2 'What is the reference number?' (He asked me)
- 3 'Is there a bigger discount for larger orders?' (He inquired)
- 4 'Where have you filed the records?' (She asked me)
- 5 'When will the goods reach us?' (He wondered)
- 6 'Do you expect to receive the goods soon?' (He asked me)
- 7 'How long do I have to wait?' (She asked me)
- 8 'Have you booked your flight yet?' (She wanted to know)
- 9 'Can I pay by credit card?' (She wondered)
- 10 'Where will the goods be delivered?' (He wanted to know)

Speaking

Task 11

Question tags are used at the end of sentences to ask for confirmation or agreement.

He's German, isn't he?









Question tags can be pronounced in two ways. If they are spoken with a rising tone , they are real questions – the speaker doesn't know the answer. If they are spoken with a falling tone , they are only asking for confirmation – the speaker knows the answer but wants to check it.



Listen to the examples that show the difference between the rising and falling tones.

Now add question tags to complete the sentences below. Listen to the sentences to hear the difference between the rising and falling tones indicated by the arrows.

You may listen to the recording first to help you.

- 1 It's twenty past ten, 
- 2 You're going to the Berlin Fair, 
- 3 She's already paid, 
- 4 You can meet them, 
- 5 They haven't called us back, 
- 6 There's a 10% discount, 
- 7 That's the reference number, 
- 8 They can't take another thousand, 

You will find the tapescript on page 103.

Task 12



You work for Mr Rossi at VTEX. He receives this fax from Mr Bengtsson cancelling his visit. Mr Rossi asks you to telephone the hotel to cancel the reservation. Listen to what the hotel receptionist says and respond in the pauses.

You may listen to the recording first to help you.

You will find the tapescript on page 104.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 79.

Sit back to back. Student A should now 'ring' Student B. When you have made the calls once, you can change roles.

B1 You work for Rentacar Ltd. Your smallest cars cost £42 per day, plus £6 per day insurance and then £8.25 in tax. You have no special weekend arrangements.

B2 You work for Cheaprent Ltd. Your cars cost £58, £67 and £76 per day for the small, medium and large sizes respectively. The prices are inclusive, except for petrol. You also do inclusive weekend arrangements at £99, £109 and £129.

B3 You work for Interworld Travel, London. The flight the caller would like is full and there are 17 people on the waiting list. Offer the caller, as the first possible alternatives, British Airways BA 314 at 20.45 from London Heathrow or Virgin Atlantic VS106 at 19.20 from London's Gatwick Airport.

SWEDATA FAX

From Gustav Bengtsson
To Mr Rossi, VTEX HK
Pages One
Date 22nd September

Dear Mr Rossi

I am very sorry but I must cancel my trip to visit your offices in Hong Kong for personal reasons.

I shall call you next week to discuss new dates for the trip.

Please pass on my apologies to your managing director.

With best wishes

G. Bengtsson

G Bengtsson

Reading

Task 14

Read the text from an AT&T Cellular Services brochure. Look at the map and, imagining you live in New York, identify the areas 1-3. Then answer the questions.

From coast to coast, you're covered with AT&T Wireless Services

Our national network finds you - automatically.

With AT&T Wireless Services, almost any place can be just a phone call away. That's because your cellular service is designed to keep you in touch - not just in the tri-state area, but throughout North America with the North American Cellular Network™ (N.A.C.N.).

When you're travelling in the Roaming Rate Area, you'll have access to an exclusive network so powerful, you can place and receive calls in nearly 4,600 cities across North America.

Calling within your Home Rate Area

You pay no long distance charges for calls received or made within your Home Rate Area. The airtime for these calls is applied to your monthly included minutes. Additional minutes will be billed at your Service Plans Peak or Off-Peak rate. Long distance charges may apply to calls placed to destinations outside of this area, and other services charges may apply.

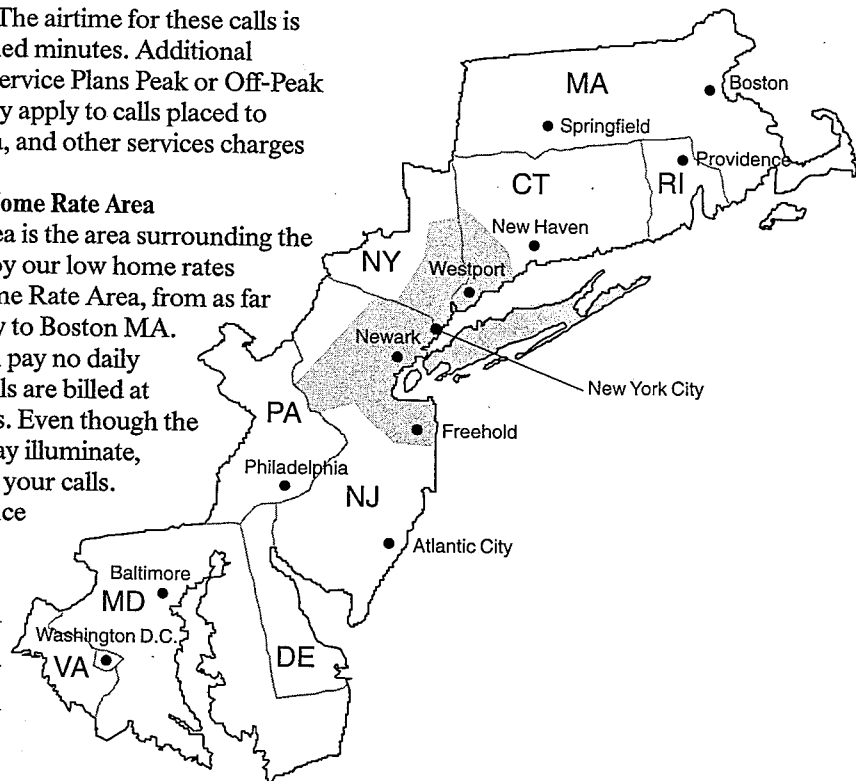
Calling within your Expanded Home Rate Area

The Expanded Home Rate Area is the area surrounding the Home Rate Area. You will enjoy our low home rates throughout our Expanded Home Rate Area, from as far as Washington D.C., all the way to Boston MA.

When calling in this area, you'll pay no daily roaming access charges and calls are billed at your monthly included minutes. Even though the ROAM light on your phone may illuminate, home rate charges still apply to your calls.

Local calling fees or long distance charges may also apply.

- 1
- 2
- 3





- 1 What services are available in the Roaming Rate Area?
- 2 Do you always have to pay long distance charges for calls to destinations outside your Home Rate Area?
- 3 Which areas are covered by your monthly included minutes?

6 Let's fix another date





Listening

Task 1

-   Listen to a telephone conversation and a message left on an answer machine, and fill in the table.

Call	Caller	Person called	Original appointment	Reason for change	New arrangement
1					
2					

Task 2

-   Listen to the calls in Task 1 again. Decide if the following statements about the calls are true (T) or false (F).

- 1 Bob Ross didn't recognise Andrea Brickwood's voice because he was miles away. **T/F**
- 2 Bob Ross can't change his other appointment because his visitor lives a long way away. **T/F**
- 3 Both of them are busy all weekend. **T/F**
- 4 Martin Close and Ann Perkins had together prepared all the material for the meeting. **T/F**
- 5 Ann Perkins considered sending her notes instead of Martin Close. **T/F**
- 6 Mr Masterton thinks he would be able to answer questions about the pension plan. **T/F**



You will find the tapescript on page 104.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Making appointments

Person calling / Person called

I'll just check my appointment book.

When would be convenient for you?

Sorry, I've got something scheduled then.

Could we arrange something else?

Could you send me confirmation of the appointment?

Shall we say Wednesday at 3 o'clock?

Would it be possible to postpone our meeting?

Things are going smoothly, so we can meet as arranged.



Task 3

Complete the sentences with words and phrases from the box. Use each word or phrase only once.

- 1 I can hardly your voice. It's as if you're miles
- 2 My visitor couldn't keep to his, and now I must change my
- 3 Let me just look at my Yes, I could come next Monday.
- 4 So sorry, I'll be then.
- 5 I'm afraid I can't the meeting we'd arranged.
- 6 The of the conference are to our new products and explain our
- 7 No, I'm not the chairman, but I'll act as his
- 8 You arranged things so well that everything ran
- 9 Can you see that the are installed for us?
- 10 Make sure you remember everything: it's best to make a

appointment
describe
recognise
attend
diary
services
away
itinerary
smoothly
checklist
loudspeakers
tied up
stand-in
objectives

Task 4

Choose the best responses.

- 1 Can we make an appointment?
 - a When are you free?
 - b Shall we make a reservation?
 - c Is it difficult for us to meet?
- 2 I'm tied up on Monday and Tuesday.
 - a What about Wednesday?
 - b I'll come on Monday, then.
 - c Oh, I'm sorry to hear it.
- 3 Has this messed up your arrangements again?
 - a My desk is always in a mess.
 - b These things happen.
 - c Yes, I always arrange things like this.
- 4 Did the conference run smoothly?
 - a Yes, we finished much later than usual.
 - b Yes, it went very quickly.
 - c Yes, it was very well organised.
- 5 I've drafted the letter to Ms Clayton.
 - a Oh good, I'll send it this morning.
 - b Right, I'll check it straight away.
 - c Did you keep a top copy?
- 6 Can you get on to him about the report?
 - a Yes, I'll send him a copy.
 - b I'll ring him immediately.
 - c I'll tell him when I see him.

Task 5



Listen to the telephone conversation and fill in the table.

Caller	Person called	Reason for calling	Appointment

You will find the tapescript on page 106.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Changing appointments

Person calling / Person called

Could you manage to fix another appointment?

How about the 4th? Are you free then?

So sorry I missed you when you wanted to visit me. I was away all week and got your message too late.

I'm phoning you because I don't think I'll be able to come after all.

Let's fix another date then. Would it suit you if we met at the club on Friday afternoon?

Task 8

Complete the conversation with sentences from the list below. Use each sentence only once.

- A: 1
- B: Not bad at all. You, Richard?
- A: 2
- B: Well, we're sending a news team to do a story on Central America.
- A: 3
- B: You guessed!
- A: 4
- B: From about the middle to the end of next month.
- A: 5
- B: That's right.
- A: 6
- B: Good. I'll start getting things organised.
- A: 7
- B: What's the problem? We'll pay you your normal rate.
- A: 8
- B: And then you'll confirm?
- A: 9
- B: I'll do that, Richard. Hope it all goes well.
- A: 10
- B: Bye now.

- a Can't complain. What can I do for you?
- b Hold on a minute. It's not definite yet.
- c I'm sure it will. Thanks for calling, Pete.
- d No, it's not that. I'll have to make some arrangements first.
- e Peter, good to hear from you. How are things?
- f About two weeks, then?
- g When would the trip be?
- h Yes, that should be OK.
- i Yes. If I haven't confirmed by the end of next week, get in touch again.
- j Let me guess. You need a cameraman.

Language study

Task 9 Considering future possibilities

Study these examples of how to talk about future possibilities:

What would happen if you couldn't keep the appointment?
(I/telephone/apologise)

I would telephone and apologise if I couldn't keep the appointment.

What would happen if Cheryl Nelson wasn't offered the job?
(she/apply elsewhere)

If Cheryl Nelson wasn't offered the job, she would apply elsewhere.

Now complete the answers to these questions in a similar way.

1 What would be the result if VTEX's products were not well advertised? (their sales / fall)

If

2 What would be the effect if your supplier stopped your discount? (We / consider / using another supplier)

We

3 What would happen if the speaker couldn't come to the conference? (we / look for / replacement)

If

4 What would you do if the TWA flight was cancelled? (I / book / another airline)

I

5 What would be the result if your market share decreased suddenly? (There / be / drop in revenue)

There

6 What would be the result if the value of the US dollar fell? (Peach's exports / be / more competitively priced)

If

Task 10 Using nouns in groups

Complete the list.

- | | | |
|---|---|---|
| a pad for messages | → | a message pad |
| a telephone with buttons
that you press | → | a press-button telephone |
| 1 a number for reference | → | |
| 2 | → | number unobtainable tone |
| 3 code for the area of York | → | |
| 4 a system for connecting calls | → | |
| 5 | → | electronic text communication
system |
| 6 software for a network of
computers | → | |
| 7 | → | Boston Symphony Orchestra |
| 8 | → | three-digit country codes |
| 9 a system for reserving seats
with airlines | → | |
| 10 | → | six-minute Monday
lunch-time call |

Speaking

Task 11



Listen to the callers who ask you for information. Respond to them with the information which is given below.

You may listen to the recording first to help you.

1 27 September

2 A / 7912-FJ

3 Kristiansand

4 009 44 43486 293

5 Piet Boonstra

6 19,200 bits per second

7 Scandata AB

8 00 972 3 635400

You will find the tapescript on page 108.

Task 12

- 14 ⑤ Here is a page from your diary for 27 June. Bob Logan telephones to change the 10 a.m. meeting because he has a dentist's appointment. Have a conversation with him and arrange a time for another meeting. Listen to what he says and respond in the pauses. You may listen to the recording first to help you.

27 June Tuesday

- 9.00 Phone Delhi office
- 10.00 Bob Logan
- 11.00 Sally Parker/Oscar Novak publicity
- 12.00 Lunch with Sergio Rames
- 1.00
- 2.00 Warehouse
- 3.00
- 4.00 Sales meeting Rm 259
- 5.00

You will find the tapescript on page 109.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 79.

Sit back to back. Student A should now 'ring' Student B. When you have made the calls once, you can change roles.

B1 You are Professor Patricia Malcolm, a specialist in market research techniques. You have given keynote speeches before, normally for a fee of about £850 plus travel expenses.

B2 You are Derek Hodgson, the Euronet manager of a telecommunications company. You are very interested in the data communications equipment manufactured by the company the person who calls you represents. You would very much like to meet the caller. Try to arrange a meeting. Here is the relevant page from your appointment diary.

WEEK 48

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
Sales meeting					9
					10
	Planning group	Leave for airport			11
			CCTT working party Data communication standards		12
		13.15 BA 614 to Geneva			13
Prepare planning report			Geneva		14
					15
				15.45 SR 312 to London	16
	Theatre 8.00				EVE

Reading

Task 14

Read the payphone instructions and answer the questions below.

Payphone Instructions


Coins
10p 20p 50p £1
This phone does not give change. It only returns unused coins at the end of a call.

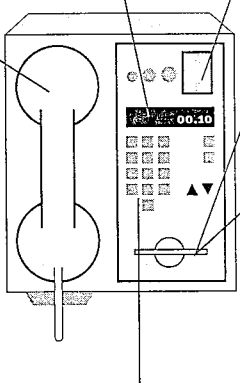
Calls cost 10p a unit. Minimum charge: credit card calls – 50p a call; other calls – 10p a call.

BT Phonocard
You can buy BT Phonecards from Post Offices and at newsagents and shops with the BT Phonocard sign.

BT Chargecard
You can make direct dial calls by inserting your card or by dialling 144 to get into the Chargecard system.

Credit Cards





1
Lift the receiver

2
Coins
* Insert coins
* For short calls avoid using 50p or £1 coins

BT Phonocard
* Push in your card as far as it will go
* Leave it in the phone while you call

BT Chargecard or credit card
* Push in your card as far as it will go
* Take it out immediately
* Wait for a voice message to tell you what to do







3
Dial the number.
Watch the message window while you make your calls.

Message window
Look here for help with using the phone.

Direct Link
Press to ring the place shown on the label.

Voice
Press to hear instructions for this phone (English only).

Languages


		
French	German	Italian
		
Spanish	Welsh	Japanese

Volume
Press ▲ to make louder
Press ▼ to make quieter

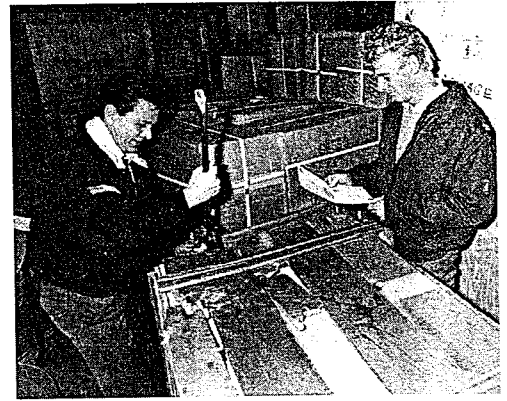
Next call
Do not hang up the receiver. Press the 'Next call' button when you finish one call and want to make another one.

- 1 Are there different ways of using a Chargecard?
- 2 Why shouldn't you use a 50p coin for short calls?
- 3 Can you use coins together with any type of card?
- 4 How do you know what to do when you are using a credit card?
- 5 If you want to make a second call, what shouldn't you do?

Task 2

 Listen to the calls in Task 1 again. Decide if the following statements about the calls are true (T) or false (F).

- 1 Mr Janssen has his own company. **T/F**
- 2 Mr Janssen agrees to call back in a few minutes. **T/F**
- 3 The order was for 600 bottles of malt whisky. **T/F**
- 4 The customs are holding the consignment because they need more information. **T/F**
- 5 Mr MacDougall is going to contact the customs. **T/F**
- 6 The whisky will be delivered today. **T/F**



You will find the tapescript on page 110.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Making and receiving complaints

Person calling

- I'm afraid I have to make/register a serious complaint.
- I must make a complaint about the service at your hotel.
- I'm returning the machine to you by air freight.
- You may think I'm a nuisance, or that I'm too fussy, but I really can't accept this kind of thing again.
- The taxi came so late that I missed my flight to Rome.

Person called

- What seems to be the trouble?
- When did you place the order?
- I'm afraid there's been a mix-up.



Task 3

Complete the sentences with words and phrases from the box. Use each word and phrase only once.

- 1 I'm phoning you about a matter; in fact, it's extremely
- 2 The hasn't reached us yet.
- 3 It must have been during transport.
- 4 You don't need to do anything. The are dealing with the delivery.
- 5 Surely it's your department that the orders beforehand?
- 6 Yes, but certain things may go in any business.
- 7 Of course, we do everything we can to avoid a, though there may be difficulties sometimes.
- 8 We're very to you.

consignment	delayed	forwarding agents	inconvenience
mix-up	processes	serious	sorry
urgent	wrong		

Task 4

Choose the best responses.

- 1 The consignment's got stuck at the customs.
 - a So we can collect it, can we?
 - b Why has it been delayed?
 - c You mean they've stamped it.
- 2 Our forwarding agents will handle it.
 - a It's very fragile.
 - b Will they be here soon?
 - c Are they reliable?
- 3 I'll get on to them.
 - a If you would.
 - b When can you go?
 - c If you see them, tell them.
- 4 I'll call you tomorrow. Would 12.30 suit you?
 - a Yes, I go to lunch at 12.
 - b Yes, it would be a bit difficult then.
 - c 12.30 would be fine.

- 5 I'll get things moving as quickly as I can.
- The sooner you go, the better.
 - I'd appreciate that.
 - Don't move them without telling me.
- 6 There's been a bit of a mix-up.
- What's the problem?
 - Why did you disturb it?
 - I'm sorry everything is in the wrong place.



Task 5

Listen to the telephone conversation and fill in the table.

Caller	Person called	Company called	Reason for complaint

Now find the tapescript on page 111.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Making and receiving complaints

Person calling

They're not like the samples we got. The quality just isn't good enough.

Of course I understand that there may be a delay, but can't you please let us know. Then we can plan accordingly.

I wish you'd keep to the deadlines we fixed. The parts I ordered for last week still haven't arrived.

But you told us we could count on delivery by the 21st and it was only on that condition that we placed the order.

Listen, I haven't got time to wait for your 'full investigation'. When am I going to get full compensation? That's what I want to know.

Person called

Yes, I did report the accident on the day it happened, but you didn't tell me on the phone that I had to send in a written report, too.

Look, I realise this may put you in a difficult position, but I think it's better for you to know exactly how things stand.

7 What seems to be the trouble?

Task 6



Listen to two telephone conversations and decide which fax is the best record of what was said.

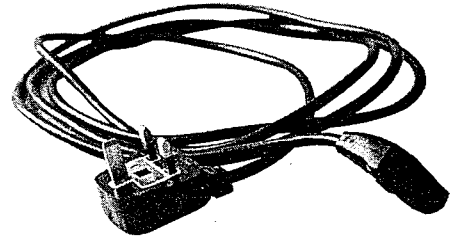
1

VTEX

From: Ella Cheng, VTEX, Hong Kong
To: Mr Tomlin, Roltek Singapore
Date: 30 September
Re: Order 0073921

Dear Mr Tomlin
I am very sorry about the mix-up over your order resulting in your receiving 2,000 2m UK plug power cords instead of 2,000 3m US plug power cords. We are air-freighting the correct ones to you today. We would be grateful if you could forward the other cords (at our expense) to the following address

2



VTEX

From: Ella Cheng, VTEX, Hong Kong
To: Mr Tomlin, Roltek Singapore
Date: 30 September
Re: Order 0073921

Dear Mr Tomlin
I am very sorry about the mix-up over your order resulting in your receiving 2,000 2m UK plug power cords instead of 3,000 2m US plug power cords. We are air-freighting the correct ones to you today. We would be grateful if you could forward the other cords (at your expense) to the following address

Listen again and take notes on each conversation. Imagine you are Ella Cheng in the first and Eduardo Serquiño in the second.

VTEX

VTEX

Task 7

Listen to the calls in Task 6 again and answer the questions.

- 1 Why is Mr Tomlin angry?
- 2 Which department does the operator connect him with?
- 3 How will Ella Cheng find out how the mistake happened?
- 4 How did the mistake happen?
- 5 How can Eduardo Serquiño, the Warehouse Manager, be sure the order will go today?

You will find the tapescript on page 112.

Task 8

Complete the conversation with sentences from the list below. Use each sentence only once.

A: 1

B: Good morning. Could you put me through to Keith Sharp, please?

A: 2

B: Oh dear. Do you know when he'll be back?

A: 3

B: Well, I'm afraid I'm having problems with some of your components.

A: 4

B: Yes, that sounds promising.

A: 5

C: Bob Jackman, Technical Liaison.

B: 6

C: Good morning, Mr Lopic. How can I help you?

B: 7

C: Do you have the code numbers for the ICs, Mr Lopic?

B: 8

C: That's the new range, I believe.

B: 9

C: What seems to be the problem with them?

B: 10

- a I'll put you through to Bob Jackman, then.
- b I'm afraid he's away on a business trip.
- c Yes, they're all from the IC/GA/1764 range.
- d Ah, hello, my name's Pierre Lopic from Autelec in Paris.
- e They're fine except when the ambient temperature drops below ...
- f Medway Electronics. Good morning.
- g Not until next week, I'm afraid. Can somebody else help you?
- h That's right.
- i Well, I bought some integrated circuits from you and ...
- j I see. Technical Liaison should be able to help you.

Language Study

Task 9 Apologising

It is sometimes necessary to apologise because someone has not done something that they *should have done*. Study this example.

The consignment was delayed at the customs.
(send / more information)
I'm sorry. We should have sent more information.

Now apologise in a similar way in these situations.

- 1 Two of the three boxes were wrong. (label / correctly)
- 2 The circuits don't work below 10°C. (tell / about that)
- 3 You sent me the wrong recorder. (check / your order)
- 4 I missed my connection to Miami. (give / more exact information)
- 5 The restaurant was full. (reserve / table)
- 6 There was no instruction manual. (put / in the box)

Task 10 Getting things done

You will often need to say that you will get another person to perform a service for the person you are talking to. Study this example.

The car you lent me is not working well. (service)
I'll have it serviced for you.

Now change these sentences in a similar way.

- 1 Are you sure this invoice is correct? (check)
- 2 The photocopier isn't working too well. (fix)
- 3 There may be some letters for me. (forward)
- 4 I'd like some information about the XT-12. (send)
- 5 I need those parts as soon as possible. (dispatch at once)
- 6 I've left my papers in the top office. (bring down)

Speaking

Task 11



Study the table and then say the figures and calculations below aloud. Then listen to check that you have said them correctly. You may listen to the recording first to help you.

=	equals, is equal to, makes, is	1,204	one thousand two hundred and four
+	plus, and	$\frac{3}{4}$	three quarters
-	minus, less, take away	$\frac{2}{3}$	two thirds
x	times, multiplied by	1.204	one point two oh four
÷	divided by	$\frac{3}{8}$	three eighths

- 1 $\frac{1}{2} + \frac{3}{4} = 1\frac{1}{4}$
 2 27.139
 3 $4.2 \times 3 = 12.6$
 4 11.5%
 5 27, 139

- 6 $10 \div 2 = 5$
 7 $\frac{11}{16} - \frac{3}{8} = \frac{5}{16}$
 8 $12\frac{2}{3}\%$
 9 1.712
 10 $96 + 24 - 13 = 107$

You will find the tapescript on page 114.

Task 12



You work for Johnson Brothers. Here is a copy of an order you sent to Packard Enterprises and the invoice you have just received. Call Ms McLeod of Customer Services to complain. Listen to what she says and respond in the pauses. You may listen to the recording first to help you.

jb Johnson Brothers
 14 May
 Order no 4102
 Please supply:
 13x Model MS 302 clips
 at 15p
 For Johnson Brothers

INVOICE

Packard for Parts
 26 June
 Invoice no 6597
 To Johnson Bros
 Re your order no 4102
 30x Model MS 302
 clips @ 15p
 £4.50

You will find the tapescript on page 114.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 80. Sit back to back. Student A should now 'ring' Student B. When you have done the calls once, you can change roles.

B1 You are the Room Service Manager at the Bristol Hotel. Apologise to the customer for the mistakes and explain that you are short of staff and that the mistakes are because of this. Tell the customer you'll have things fixed as soon as possible.

B2 You are the Customer Liaison Manager for Brown Trading Ltd. Explain to the caller that the F13 is the de luxe version of the F12 and that it has all the features of the F12. Also explain that your publicity material in English is being reprinted. You thought it was better to send something in German than nothing at all. Say that you will send what is required as soon as you can.

B3 You work for Kowloon Travel Services in Hong Kong. Help the customer who rings you.

Reading

Task 14

Read the text about the Internet and label the diagram. Then answer the questions.

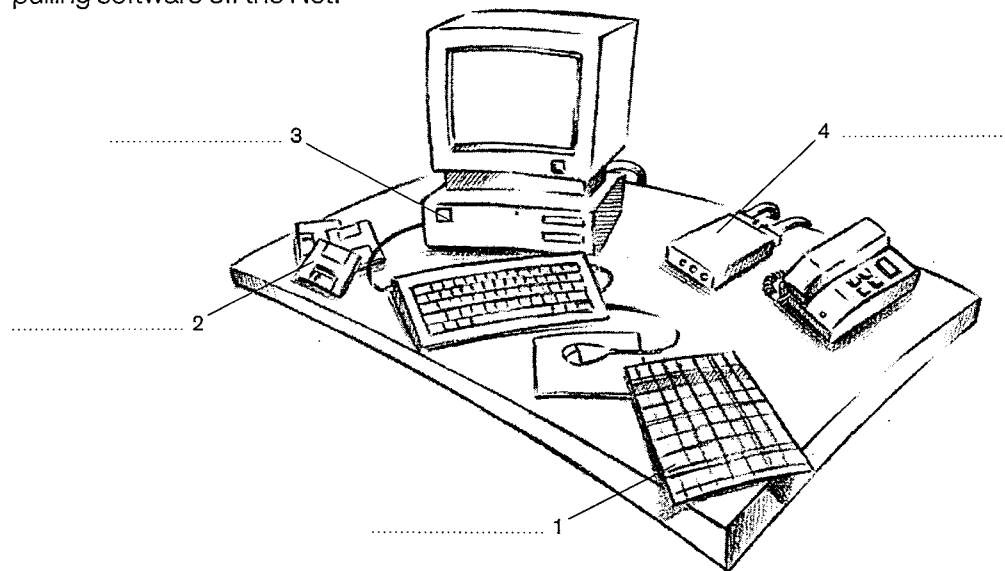
The Internet - What do I need?

In addition to your computer, you'll need:

A modem to link your computer to the telephone line. Modems come in many shapes and sizes with prices around £150. Some of the more sophisticated multimedia systems come equipped with built-in modem and fax. If you are buying a modem get the fastest you can afford – slow ones take ages to download information, and you are paying for every second of time.

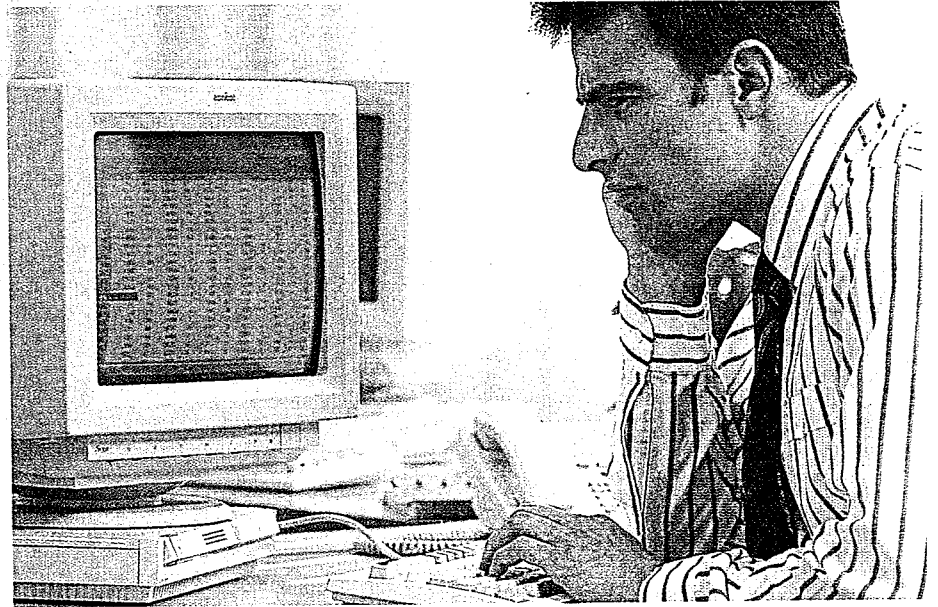
An ISP Account. ISPs (Internet Service Providers) range from the huge, such as Demon and CompuServe, to small services that simply route your e-mail – messages you can send from one pc to another all over the world. If you want full access to the Net, expect to pay around £100 a year – more if the company charges by the minute for some of the services, as CompuServe does. E-mail services are cheaper, and they may even be free.

Software comes in many forms. Some computers come with their own Net software, which is all you need to get on-line, apart from an ISP. Packages vary but they should offer you e-mail, news support (which gets you into a sort of global bulletin board, parts of which you then subscribe to according to your interests) and something called file transfer (FTP), which allows you to start pulling software off the Net.



- 1 What are the disadvantages of slow modems?
- 2 If you use CompuServe as your ISP, how much would you expect to pay?
- 3 What does FTP allow you to do?

8 I'm sure we can sort it out




Listening

Task 1

 Listen to two telephone conversations and fill in the table.

Call	Caller	Company/ Person called	Reason for calling	Action	Next contact
1					
2					

Task 2

 Listen to the calls in Task 1 again. Decide if the following statements about the calls are true (T) or false (F).

- 1 The Reliance Mail Order Company are sure Mr Bronson hasn't paid. **T/F**
- 2 Mr Bronson will check what has happened. **T/F**
- 3 Mr Rodríguez' luggage has been lost before. **T/F**
- 4 His flight should have arrived at 8 o'clock. **T/F**
- 5 His phone number is 691273. **T/F**

You will find the tapescript on page 115.



What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Handling complaints

Person called

Your complaint is perfectly justified, but may I explain the matter from our point of view?

Yes, I do understand your question. It's not easy for me to answer it right now, but I'll certainly try.

You see, when you asked us to make immediate delivery, we did all we could to meet your request.

Establishing a good company image

Person called

Hello, can I help you?

Yes, there does seem to have been a mistake at our end. Thanks for telling me about it.

Something has obviously gone wrong. Please excuse us for this mistake.

Task 3

Complete the sentences with words from the box. Use each word only once.

- 1 I have to phone you because your payment is
- 2 If you let us have fuller, we can out the question.
- 3 It's really a, arriving here without my luggage.
- 4 I can do about it if you can provide me with some more
- 5 And will I have to fill in and sign a or a ?
- 6 Let me see if I've got the check number.
- 7 In the evening I can be at my hotel.
- 8 If I'm not there, please a message for me.



baggage
leave
sort
declaration
nuisance
details
overdue
form
reached
information
something

Task 4

Choose the best responses.

- 1 I think there's been a slip somewhere.
 - a What message?
 - b Where's the note now?
 - c What sort of mistake?
- 2 There may have been a mistake at our end.
 - a So you've found it at last.
 - b I don't know when the mistake was made.
 - c Well, it certainly wasn't our fault.
- 3 I hope you can sort it out.
 - a It's difficult to arrange.
 - b I'm sure we'll find out what went wrong.
 - c What sort do you want?
- 4 My luggage is missing. It's a damned nuisance.
 - a I'm sorry it's giving you problems.
 - b So you have a lot of cases?
 - c We don't have any here.
- 5 If you give me the check number, we'll trace your baggage for you.
 - a It's already labelled.
 - b I don't need a duplicate number.
 - c It's FL 052273.
- 6 I'm sure your complaint is justified.
 - a I'm glad you've done it.
 - b Yes, I've just made it.
 - c It's not the first time, either.

Task 5

-   Listen to the telephone conversation and fill in the table.



Caller	Company called	Reason for call	Action

You will find the tapescript on page 116.

What to say – what to expect

You have heard, and will hear again, phrases like these. Read them and make sure you understand them. Use a dictionary to help you if necessary.

Handling complaints

Person called

Yes, that's right up to a point, but this is how we see the situation.

We did our best to help you, but I do understand your point of view.

I'll tell you what I'll do. I'll find out as much as I can and ring you back this afternoon.

Positively-oriented questions

Person calling / Person called

Have you thought of this possibility?

Would you be interested in hearing our point of view?

May I make a few suggestions?

What do you think of this idea?

Can we come and give you a demonstration?

Is it feasible to coordinate our activities in this area?

Task 6



Listen to two telephone conversations and fill in the table.

Call	Caller	Person called	Reason for call	Action
1				
2				

Task 7



Listen to the calls in Task 6 again and answer the questions.

- 1 What sort of chips is VTEX having problems with?
- 2 How many chips have VTEX sampled?
- 3 What should VTEX do with the faulty chips?
- 4 What is \$ 2,200 compensation for?
- 5 What is the reason for the error, according to Ms March?

You will find the tapescript on page 117.



Task 8

Complete the conversation with sentences from the list below.
Use each sentence only once.

A: Zeller Pharma.

B: 1

A: A little. How can I help you?

B: 2

A: Yes, that's correct. Who would you like to speak to?

B: 3

A: Hold the line, please.

C: 4

B: Good morning. This is Clive Brooking of Pharmarketing Ltd,
London.

C: 5

B: As I'm sure you know, we're doing some work on your new anti-
histamine preparation.

C: 6

B: And I made a preliminary arrangement to meet Mr Bauer this
Friday.

C: 7

B: And I wanted to confirm it.

C: 8

B: What's the problem?

C: 9

B: Oh, that's a real nuisance.

C: 10

- a I'm very sorry for any inconvenience this causes you. Perhaps ...
- b Oh dear. I'm awfully sorry, Mr Brooking. It won't be possible.
- c Yes, Herr Bauer said he was using a London consultancy.
- d Do you speak English?
- e That is Zeller Pharmaceuticals, isn't it?
- f I see.
- g Mr Bauer, please.
- h Good morning, Mr Brooking.
- i Herr Bauer's telephone. Anna Schmidt.
- j Herr Bauer had to leave for New York suddenly yesterday.

Language study

Task 9 Fault diagnosis

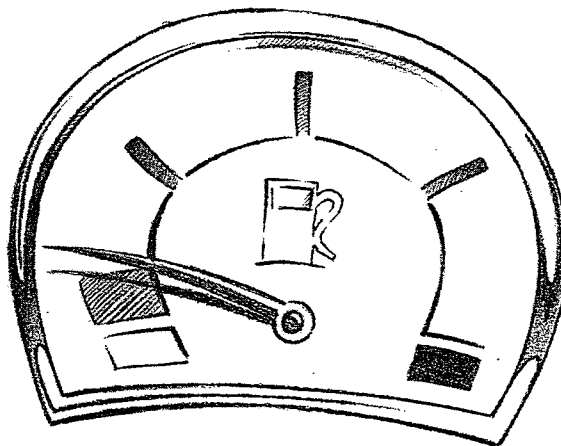
When we are talking about faults, we use *may/might/could* to list possible reasons (affirmative); *may/might* to list possible reasons (negative); *should/ought to* to talk about what we expect to happen; *can't* to exclude various reasons; and *must* when we decide what the reason for the fault is.

Example:

I can't get a dialling tone on my phone. It *may* be because there is a fault in the phone, or it *could* be in British Telecom's equipment, or I *might* not have plugged the phone in. So I check the plug. It's in the socket. So it *can't* be that. British Telecom say their equipment is OK. The phone *ought to* work, but it doesn't. The fault *must* be somewhere in the phone itself.

Complete the fault diagnosis in a similar way.

My car doesn't start one morning. Why not? There are a number of possible explanations. It (1) be the battery. It (2) be the plugs. So I check them. Both of them are OK, so the car (3) start. But it doesn't. I put in a new starter motor last week so it (4) be that. Then I notice that the needle in the petrol gauge is pointing at zero. It (5) be the petrol. The tank (6) be empty. If I put some petrol in, it (7) start. The petrol gauge (8) be faulty, but I don't think it is.




Task 10 Nouns and verbs

Complete the table. Use a dictionary to help you if necessary.

	Noun	Verb		Noun	Verb
1	announce	9	description
2	schedule	10	preparation
3	lunch	11	delay
4	apologise	12	arrival
5	prefer	13	recommend
6	statement	14	pleasure
7	complain	15	transmission
8	refer	16	depart

Speaking


Task 11

-  Listen to the callers who ask you for information. Respond to them with the information which is given below. You may listen to the recording first to help you.

- | | | | |
|---|-----------------|----|-------------------------------|
| 1 | asap | 6 | 009 33 62 817154 |
| 2 | A-B-U D-H-A-B-I | 7 | H-A-R-J-E-E-T S-I-N-G-H L-A-L |
| 3 | 9.615 tons | 8 | ETA 11.45 a.m. |
| 4 | 13 April | 9 | £175 - 10% = £157.50 |
| 5 | D-7 00 0 | 10 | L-L-A-N-R-W-S-T |

You will find the tapescript on page 119.

Task 12

-  Three people call you. Be helpful, and apologise to them if necessary. Listen to what they say and respond in the pauses. You may listen to the recording first to help you.

You will find the tapescript on page 120.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student B has information on this page, Student A on page 80. Sit back to back. Student A should now 'ring' Student B. When you have made the calls once, you can change roles.

B1 You work in a post office in the USA. The information below will help you to answer a foreign caller's questions.

Letters to Europe

Weight (grammes)	up to 20	21-40	41-100
Surface	35c	55c	85c
Air	80c	\$1.15	\$1.70

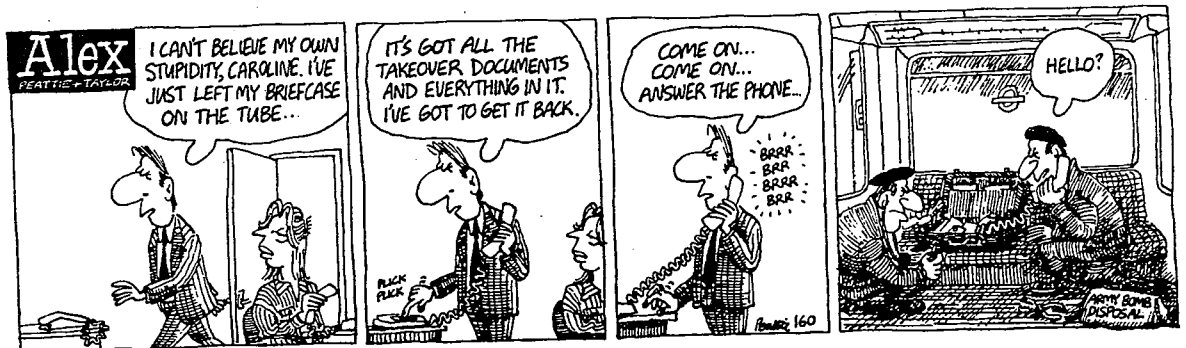
Insurance (both surface and air): 75cents per 15 grammes
 Delivery: 2 to 4 days (air) 8 to 12 days (surface)

B2 You work in a travel agency in the USA. The information below will help you to change a foreign visitor's airline booking.

Flights from MIAMI to NEW YORK (every afternoon)

Flight no.	Airline	dep	arr	notes
EA 612	Eastern	13.00	15.00	
FA 326/491	Air Florida	14.00	17.30	change in New Orleans
EA 614	Eastern	15.00	17.00	fully booked
FA 792/442	Air Florida	16.15	19.30	change in Atlanta, Georgia
FA 806	Air Florida	17.15	19.15	

B3 You are Joanne Spencer in New York. You will be out of town on Wednesday, 18 May, but your assistant, Mark Blunt, is available.



Reading

Task 14

Read the text about British Telecom's Chargecard and answer the questions below.

Making it even easier to stay in touch

It's absolutely FREE. You only pay when you use the card. The calls you make are charged against your home or business phone bill.

You can use millions of UK phones to make BT Chargecard calls, including ALL BT public payphones. No need to be embarrassed about asking to use someone else's phone for free.

And it actually costs LESS to dial direct from a BT public phone using a BT Chargecard, than to pay cash. Using the Chargecard is typically 3 - 8 % cheaper than using coins in a BT public payphone, depending on the type of call you make.

When you are abroad, you can use your BT Chargecard to phone home



from more than 120 COUNTRIES, thanks to the BT Direct service. This is through an English-speaking operator.

You will also be able to DIAL DIRECTLY from a steadily increasing number of countries back to the UK. You can already do so from France.

Every BT Chargecard call is itemised on your phone bill, so it's easy for you to see how much each one costs at a glance.

Why not apply for additional FREE BT Chargecards for your children? You'll have the option of limiting their BT Chargecard calling to your home number only!

- 1 Does the BT Chargecard only allow you to use payphones in the UK?
- 2 Does it cost you more to use a payphone with a BT Chargecard?
- 3 Which service makes it possible to phone home from more than 80 countries?
- 4 How is it possible to see on your phone bill how much each call has cost?
- 5 What important option is there for additional BT Chargecards for children?

Student 'A' role plays (Task 13)

1 Who's calling, please?

A1 You are Lesley Acheson from Sydney, Australia. You met Miss Kim Young Sim from Seoul Food Trading in Australia and said you would call her. Ring Seoul Food Trading and ask to speak to her.

A2 You are Reginald Johnson, manager of Spices Restaurant, Seoul. Ring Miss Kim Young Sim from Seoul Food Trading. You would like to have your order one week earlier than agreed.

A3 You are interested in importing fresh pineapples from the Philippines. Contact their Fruit Export Council agent in London and find the name and address of the best person to contact.

2 Would you hold on, please?

A1 You are William Tegetmeier of Megadecorations Inc. Call Susan Chan in Hong Kong on her home phone number — 75 48 25. You would like her to confirm that she can meet you at 10 a.m. on Monday 14 May in your office.

A2 Try the same call again.

A3 You are Philip Brown. You have an interesting business idea that you want to discuss with Bruno Lampard (a friend of yours gave you his name). Ring him to arrange a meeting as early as possible next week. You'd like to take him out to lunch and then talk for an hour or so.

3 I'd like to know your prices

A1 You are Selena Jones, a buyer for Southern Philadelphia Furniture Centre. Ring Supersit Inc. You would like to buy 450 model A1 Supersit kitchen chairs. Get the best discount you can. Don't accept less than 10%. You have bought 600 A1 chairs over the last two years.

A2 Ring Global Travel and book a flight from London to Turin. You can decide on the date when you want to travel. You want the cheapest possible flight and you want to arrive in time for lunch. Your name is Eastholm.

A3 You are a salesperson for CompSell in London. Ring Jane Lever and give her a price on the Datapower Pentium X90 – £2,150. This is relatively expensive but it includes delivery and installation, a two-year guarantee, service for three years and half a day's training. Computer shops, which are cheaper than your company, normally offer a one-year guarantee but nothing else. Come down to £1,950 if necessary.

4 We're ready to order now

A1 You are meeting some important guests and would like to take them out to dinner. Ring the Grand Palace Restaurant and book a table for four people at 8 p.m. today.

A2 Make a call to the restaurant that has been recommended to you.

A3 Use your own name. You need a hotel room in Bergen, Norway, for five nights from 17 January. Your company pays you NOK (Norwegian Crowns) 2,000 per day for hotel accommodation. If the difference in price is not too great, you'd like your wife/husband to accompany you. Ring the Sola Beach Hotel. A friend has recommended it.

5 I'll have to change the booking

A1 A2 You are on holiday in Britain and would like to hire a car. You'd like a small car for the weekend. First phone Rentacar Ltd and then Cheaprent Ltd and see what they can offer you. The total cost (without petrol) must be under £100.

A3 You hold a ticket on British Airways flight BA 312 from London Heathrow to Paris at 6 p.m. on Friday 19 September. You now know that you will not be able to catch this flight as you will be a little delayed. Call Interworld Travel to change your booking to the Air France flight (AF 794) that leaves one hour later.

6 Let's fix another date

A1 You are Peter Probe, Chairman of the Scottish Association of Market Researchers. Ring Professor Patricia Malcolm and see if she is prepared to be the keynote speaker at your next conference (opening day 16 November). You can offer her a fee of up to £750. The theme of the conference is 'Recent Developments in Market Research'.

A2 Your name is Sara Leijonflycht. You work for the Data Communications division of Scandata AB. You will be in London in week 48 and would very much like to meet Derek Hodgson, the Euronet manager of a telecommunications company, to discuss some of your company's equipment. Phone Mr Hodgson. This is your diary page for week 48. Note: *p.m.* refers to the afternoon and evening.

November/December (Week 48)

	Monday 27	Tuesday 28	Wednesday 29	Thursday 30	Friday 1
a.m.	free	BCL	BCL	free	free
p.m.	BCL Computers	BCL	free	free	free

7 What seems to be the trouble?

A1 You are staying at the Bristol Hotel. You ordered, by telephoning Room Service, continental breakfast (with tea) and the London Times. You have received continental breakfast (with coffee) and the New York Times. Ring Room Service, ask for the manager and complain.

A2 You asked Brown Trading Ltd for information about their F12 photocopier. They have sent you information about the F13. It is in German and not, as you requested, in English. Ring and complain.

A3 Your name is Kiyooki Arai. You booked a flight from Hong Kong to Tokyo from the hotel (the Meridien) by ringing Kowloon Travel Services. The ticket has now been delivered. The date and time of day are correct, but you specifically asked for business class on Cathay Pacific and they have booked you discount economy on Japan Air Lines (JAL). Ring and complain.

8 I'm sure we can sort it out

A1 You are visiting the USA. You have a letter you'd like to send to Greece, where you come from, insured if possible. It weighs about 20 grammes. Ring a post office and get the necessary information.

A2 You have a booking on Air Florida flight FA 806 from Miami to New York. It arrives at Kennedy International at 19.15 but you need to be there at 19.00 at the latest in order to transfer to your flight back to Switzerland. Ring a travel agency and change your booking.

A3 You are José Ordoñez. You have an appointment with Joanne Spencer in New York at 10 a.m. on Tuesday 17 May. It is now 9 a.m. and you are in Philadelphia. Your flight was diverted there because of fog over New York. Ring Ms Spencer, apologise and see if you can postpone your meeting for 24 hours.

Key and tapescripts

- M** model answer (other correct answers are possible)
A possible abbreviated form for messages and notes



1 Who's calling, please?

Task 1

- 1 278 0040 / in a meeting / Singapore
- 2 515 5624 / at a conference / Saudi Arabia

Task 2

- M** 1 Georg Wenzel. Call him on 00 49 40 80 70 55.
 2 Ahmed Mansour called. He's flying back to Saudi Arabia tomorrow but will call you tonight.
- A** 1 Call G Wenzel 00 49 40 80 70 55
 2 A Mansour calling eve (flies Saudi A tomorrow)

  Listen to two telephone conversations and fill in the table.

- 1
- Sheila Clark: 278 0040.
 Georg Wenzel: Hello, is Harry Bild there?
 Sheila Clark: I'll see if he's in the office. Who's calling?
 Georg Wenzel: Wenzel, Georg Wenzel.
 Sheila Clark: Hold the line, please ... He's in a meeting with the Managing Director at the moment, I'm afraid. Can I help you?
 Georg Wenzel: Well, I met Mr Bild when we were both at the Singapore trade fair. He suggested I should call him when I got back to Europe. When could I reach him?
 Sheila Clark: I don't think the meeting will go on much longer. Shall I ask him to call you when he's free?
 Georg Wenzel: Yes, that would be easiest.
 Sheila Clark: Could I have your name again, please?
 Georg Wenzel: Ah yes, it's Georg Wenzel. W-E-N-Z-E-L.
 Sheila Clark: And the number?
 Georg Wenzel: I'm in Hamburg. From England it's 00 49 40 80 70 55.
 Sheila Clark: Right, you'll be hearing from Mr Bild later in the morning then. Goodbye.
 Georg Wenzel: Thank you for your help. Bye bye.

2

Mary Wilson: 515 5624, Mary Wilson.
 Ahmed Mansour: Ah, good morning Mrs Wilson. My name is Ahmed Mansour, M-A-N-S-O-U-R. I'd like to speak to your husband, if I may.
 Mary Wilson: I'm afraid he's not in. He's at a conference in Manchester all day. Can I give him a message?
 Ahmed Mansour: Well, when we met in Saudi Arabia, he asked me to call him when I was in London. I'm flying back tomorrow. Will he be at home this evening?
 Mary Wilson: Yes, he'll be back at about eight thirty.
 Ahmed Mansour: Fine, I'll ring him at about nine then.
 Mary Wilson: Right, I'll tell him you called. Bye bye.
 Ahmed Mansour: Goodbye, Mrs Wilson.

Task 3

1 calling 2 moment 3 see 4 hold the line 5 ring up 6 in
 7 reach; after 8 back

Task 4

1 b 2 a 3 b 4 a 5 b 6 c

Task 5

Message pad 3 is correct.

Ron Benson / Tom Parker / Maria Edwardes' address / Ron Benson

- 1 She's got an import/export office.
- 2 He's going to look it up.



Listen to the telephone conversation once and decide which message pad has the correct information.


Listen again and fill in the table. Then answer the questions.

Ron Benson: Ron Benson.
 Tom Parker: Hello, Ron. Tom Parker here. How are you?
 Ron Benson: Oh, hello Tom. I'm fine. Er ... rather busy at the moment ...
 Tom Parker: Sorry to disturb you. I'll keep it short. Could you give me the address of that person you mentioned last week? You know, the woman who's got that import/export office in Manila.
 Ron Benson: Ah, you mean Maria Edwardes. Now let me see. Umm ... I don't know her address offhand, but I can easily look it up for you. Or, Tom, I've got a better idea. Let me ring you back in about an hour. Are you at the office now?
 Tom Parker: Yes, I'll be here till about five thirty. Thanks a lot.
 Ron Benson: OK. You'll be hearing from me. So long. Bye now.

Task 6

M Mr Wayne / Mr Hoshino / bringing order forward / Mr Wayne

- 1 72 KS pump motors and a series of spare parts.
- 2 The order number is GM/3721.
- 3 In April.

 Listen to the telephone conversation and fill in the table. Then listen again and answer the questions.


Operator: Garston Motors. How can I help you?
 Mr Hoshino: Good morning. IBD Tokyo here. I'd like to speak to someone about an order.
 Operator: Right. I'll put you through to Mr Wayne.
 Mr Hoshino: Thank you.
 Mr Wayne: Wayne speaking.
 Mr Hoshino: IBD Industries. Mr Hoshino here. Good morning, Mr Wayne. Er ... can I ask you to bring forward our order?
 Mr Wayne: Well, we'll see. What's the order number, please?
 Mr Hoshino: Ah ... yes, I've got it. Er ... GM/3721.
 Mr Wayne: Right. You ordered 72 KS pump motors and a series of spare parts.
 Mr Hoshino: That's it. Could ... could you possibly bring forward delivery to next month? We need them sooner than we thought.
 Mr Wayne: Next month. And ... umm ... you originally specified delivery at the end of May. I'll see what we can do. Can I ring you back, Mr Hoshino?
 Mr Hoshino: Yes, I'd be very glad if you would. We thought May would be OK, but we've been given shorter deadlines ourselves. We'd very much like to have the order in April if at all possible.
 Mr Wayne: Right. Could you give me your phone number? Or is it the one on the order?
 Mr Hoshino: Yes, that's the number. Let me give you my extension, too. It's 319.
 Mr Wayne: OK. You'll be hearing from me by tomorrow at the latest.
 Mr Hoshino: Ah, that's fine. Thanks very much. Goodbye.

Task 7

M 1 To: Tom Parker
 From: Ron Benson
 Information: Miss Maria Edwardes, 18 Dones Street, Cavite City, Manila.

2 To: Mr Hoshino
 From: Mr Wayne
 Information: The pumps and parts will be delivered by 20 April.

A 1 Ron B - Miss Maria Edwardes, 18 Dones Street, Cavite City, M'la
 2 Wayne - pumps + parts del. by 20/4

 Listen to Mr Benson and Mr Wayne ringing back as they said they would. Take notes on the two calls on the message pads.

1
 Tom Parker: Parker speaking.
 Ron Benson: Is that you, Tom? It's Ron. I said I'd phone you back.
 Tom Parker: Ah, Ron. Sorry I disturbed you before.
 Ron Benson: Oh, that's OK. You couldn't have known that I had someone here then. Listen, you wanted Maria Edwardes' address, didn't you?
 Tom Parker: Yes, have you got it?
 Ron Benson: Mm, here it is. Miss Maria Edwardes - Edwardes spelt E-D-W-A-R-D-E-S - 18 Dones Street, Cavite City, Manila.

- Tom Parker: Thanks a lot. May I just repeat it? Maria Edwardes – Edwardes with an E at the end – 80 Dones Street, Cavite ...
- Ron Benson: No, it's 18, not 80.
- Tom Parker: OK, 18 Dones Street, Cavite City, Manila. Well, thanks again. Sorry to have troubled you.
- Ron Benson: Not at all. You're welcome. Hope to see you again soon. Bye then, Tom.
- Tom Parker: Bye Ron. Take care.
- 2
- Operator: IBD Tokyo.
- Mr Wayne: Could I have extension 319, please?
- Operator: Extension 319. The phone is ringing ... I'm sorry, caller, there's no reply.
- Mr Wayne: Oh ... I wanted to speak to Mr Hoshino. When will he be in?
- Operator: Well, he should be in the building. Would you hold on, please? I'll page him.
- Mr Hoshino: Hello, Hoshino speaking.
- Mr Wayne: Hello, this is Mr Wayne from Garston Motors. I'm phoning back about your order for the seventy-two KS pumps and parts.
- Mr Hoshino: Oh yes, good. Can you do anything?
- Mr Wayne: Yes, I've checked with the plant. We can send you the whole lot by the 20th of April.
- Mr Hoshino: Ah, that's great, really great! Thanks very much. Can I really count on it?
- Mr Wayne: Absolutely.
- Mr Hoshino: I'm very pleased about that. And I'm very grateful to you for arranging things.
- Mr Wayne: Er ... that's all right. We're always glad to help if we can. I'll fax the new arrangements to you.
- Mr Hoshino: Good, and once again, many thanks. Bye bye.
- Mr Wayne: Bye then.

Task 8

1 d 2 e 3 b 4 j 5 f 6 a 7 i 8 h 9 g 10 c

Task 9

M *Could, would* and *can* are all possible depending on the level of formality.


- 1 Could you tell me who you want to speak to, please?
- 2 Can you give me your telephone number, please?
- 3 Could you spell your name, please?
- 4 Would you repeat your address, please?
- 5 Can you tell me when you will be in the office tomorrow, please?
- 6 Would you confirm the delivery date, please?

Task 10

- 1 Chinese 2 America 3 Jordan 4 French 5 Germany 6 Japanese
 7 Spanish 8 Dutch 9 Switzerland 10 Brazilian 11 Malaysia
 12 Swedish 13 Egyptian 14 Belgium 15 Mexican 16 Irish

Task 11


- 1 E-S-T-E-R-H-A-Z-Y 2 G-A-R-F-U-N-K-E-L 3 P-R-A-V-D-A 4 Q-U-O-I-T
5 W-A-L-M-S 6 J-A-B-B-O-C-K

 Listen to the callers who ask you how to spell these names. Spell the names and then listen to the correct spelling. You may listen to the cassette first to help you.


- 1 Esterhazy. Could you spell that for me, please?
- 2 Garfunkel. Could you spell that for me, please?
- 3 Pravda. Could you spell that for me, please?
- 4 Quoit. Could you spell that for me, please?
- 5 Walms. Could you spell that for me, please?
- 6 Jabbock. Could you spell that for me, please?

Task 12

1

 (11.30 a.m.)

- a No, I'm afraid it isn't. Bob's in a meeting right now. Can I take a message?
 - b She's at the warehouse at the moment. Would you like to ring back later?
 - c She's working at home this morning. You can call her on 854712.
- (3.00 p.m.)
- d I'm afraid Bob's gone home. I can give you his home number if it's urgent.
 - e I'm sorry, Chris is in a meeting at the moment, but she'll be back soon. Can I give her a message?
 - f She's out of the office this afternoon, I'm afraid. Can I help you?

 You work in an office with Bob, Jean and Chris. Look at the 'Time out' sheet below, which shows where your colleagues will be during the day. Listen to the callers who want to speak to your colleagues and respond in the pauses. Do the task twice. The first time it is 11.30 a.m. The second time it is 3.00 p.m. You may listen to the cassette first to help you.

1


It's 11.30 a.m.

- a Hello, is that Bob?
- b I wanted to speak to Chris. Is she in today?
- c Could I speak to Jean Ferris, please?

Now it's 3.00 p.m.

- d Hello, is that Bob?
- e I wanted to speak to Chris. Is she in today?
- f Could I speak to Jean Ferris, please?

2

-  a Yes, can I speak to Mr Mayo please?
- b OK, I'll ring you back if you like.
 - c Hello, I'd like to speak to somebody about the price of your KS pump motors.
 - d Would you ask her to ring me back when she comes in? She has the number.

2



⊙ Now you are making the following calls. Listen to the person who answers your call and respond in the pauses. You may listen to the cassette first to help you.

- a Essex Electronics. Good morning, can I help you?
- b Oh, hello. Listen: I'm afraid I've got a meeting in about two minutes' time, so I can't talk long.
- c Garston Motors.
- d I'm afraid Ms Neil isn't in the office right now. I think she's just popped out.

Task 14

- 1 area code (318) 2 handset 3 telephone directory 4 number (423 593)
5 international prefix (00) 6 message pad 7 telephone 8 country code (46)

2 Would you hold on, please?

Task 1

- 1 John Shackleton / Mrs Atkins / operator
- 2 Takiro Watanabe / John Williams / operator

Task 2

- 1 T 2 F 3 T 4 T



⊙ Listen to two telephone conversations and fill in the table.

- 1
- John Shackleton: Hello, is that the *Journal of Commerce*?
- Operator: Yes, that's right.
- John Shackleton: Look, I've just tried to get hold of Mrs Atkins by dialling her extension direct, but there's no reply. She asked me to call this morning.
- Operator: Well, direct dialling normally works but if you'll hold on, I'll try to connect you. Who's calling, please?
- John Shackleton: Oh, Shackleton's my name.
- Operator: Sorry, I didn't catch that. Could you repeat it?
- John Shackleton: It's Shackleton, John Shackleton.
- Operator: Just a moment, please, Mr Shackleton ... Mr Shackleton, I can put you through to Mrs Atkins now.
- John Shackleton: Hello, is that Mrs Atkins ...?
- 2
- Takiro Watanabe: This is Takiro Watanabe speaking. Could I speak to John Williams, please?
- Operator: Well, er ... he's here today, but he may not be in his office right now.
- Takiro Watanabe: Er ... he did ask me to phone today. Do you think you could find him for me? Has he got a pager?
- Operator: Yes, I'll try to get him on the bleeper. Can you hold on?
- Takiro Watanabe: OK, operator, er ... if it doesn't take too long.

Operator: Sorry, caller, what did you say your name was?
 Takiro Watanabe: It's Watanabe, W-A-T-A-N-A-B-E ...
 John Williams: Hello, Mr Watanabe. Thanks for calling. So sorry you've been kept waiting. Um, you must be phoning about ...

Task 3


1 dialled 2 extension 3 troubled 4 pager 5 directory 6 stand
 7 checked 8 confirm 9 problems 10 appointment

Task 4

1 a 2 b 3 b 4 a 5 c 6 c

Task 5

Peter Wilson / Mr Hewitt, Packard Enterprises / operator, Packard Electric


 Listen to the telephone conversation and fill in the table.

Peter Wilson: Hello, Peter Wilson here. Can I speak to Mr Hewitt?
 Operator: Sorry, there's no Mr Hewitt at this number.
 Peter Wilson: The number I have here is Packard Enterprises - Butler 34992.
 Operator: That's our number all right, but this is Packard Electric. You must have the wrong Packard from the phone book.
 Peter Wilson: Sorry, I'll take another look in the Yellow Pages.
 Operator: That's all right. Bye.
 Peter Wilson: Bye.

Task 6

Paolo Rossi / Pat Thompson / explaining delay in delivery

- 1 It was (a little) late getting to the container terminal.
- 2 Two.
- 3 He's too busy.

 Listen to the telephone conversation and fill in the table. Listen again and answer the questions.

Paolo Rossi: VTEX, Hong Kong here. May I speak to Pat Thompson, please?
 Operator: Yes, of course. I'll just put you through. Who's calling, please?
 Paolo Rossi: Paolo Rossi here. ...
 Pat Thompson: Pat Thompson.
 Paolo Rossi: Oh, hello Pat. How are things?
 Pat Thompson: Well, busy, you know. What about you? Any problems with the May consignment?
 Paolo Rossi: No, not really. In fact that's what I'm calling you about. It was a little late getting to the container terminal so it'll be a couple of days late at your end.
 Pat Thompson: But it'll definitely arrive here before the end of the month?
 Paolo Rossi: Yes, certain to. And the second container also has the spare parts you ordered.
 Pat Thompson: Well, I'm glad to hear that. The documents are on the way, I suppose?

- Paolo Rossi: Well, that's really all I wanted to confirm. Will you be coming out here soon?
- Pat Thompson: Doesn't look like it. Not in the first half, at least. Too busy. Thanks for calling, Paolo.
- Paolo Rossi: That's OK. Bye for now, Pat.

Task 7

Lucienne Reynaud / Mimi Lau / confirming day of delivery

- 1 Software purchasing
- 2 By courier (Air Express)



Listen to the telephone conversation and fill in the table. Listen again and answer the questions.

- Operator: VTEX, Hong Kong. How can I help you?
- Lucienne Reynaud: ExtelComms in Brussels here. May I speak to Mimi Lau, please?
- Operator: I'll put you through to software purchasing.
- Lucienne Reynaud: Thank you.
- Mimi Lau: Mimi Lau speaking.
- Lucienne Reynaud: Hello, Lucienne Reynaud from ExtelComms here.
- Mimi Lau: Good afternoon, Ms Reynaud. I was hoping you would call. We haven't received the software for the power supply controllers.
- Lucienne Reynaud: That's why I'm calling. Our couriers, Air Express, picked up the package yesterday afternoon, so you should have it by tomorrow.
- Mimi Lau: That's excellent news. Thanks for letting me know.

Task 8

1 h 2 d 3 c 4 g 5 b 6 f 7 a 8 e 9 i

Task 9

- 1 When will Mr Drake be back?
- 2 Why hasn't the sales office called?
- 3 When does he normally arrive at the office?
- 4 Why has the consignment been delayed?
- 5 What do you/I dial for directory inquiries?
- 6 Where are you phoning from?
- 7 When could I reach you?
- 8 What does the number unobtainable tone sound like?


Task 10

- M** 1 trnsprt 2 Jpn 3 rcmand 4 prsn 5 spk 6 drv to exhb nxt wk
 7 cnsngmnt delay 1 mth 8 bk rm 2 nts 9 find map area?
 10 lamp lit, set up call

Task 11

- 1 On the fourth of March nineteen ninety-seven
- 2 On the seventeenth of July nineteen ninety-eight


- 3 On Wednesday April twelfth
- 4 On December seventh nineteen ninety-nine
- 5 Tuesday the twenty-first of April
- 6 February sixth nineteen ninety-nine
- 7 On Thursday July the second
- 8 The twenty-ninth of August nineteen eighty-three
- 9 On the seventh of May two thousand and three
- 10 On the twelfth of July nineteen ninety-nine

 **⊙** Listen to the callers who ask when certain things happened or will happen. Tell them, using the dates given below. Then listen to the correct way to say them. You may listen to the cassette first to help you.

- 1 When did you last see him?
On the 4th of March 1997.
- 2 When is the director's visit?
On the 17th of July 1998.
- 3 When's the meeting?
On Wednesday April 12th.
- 4 When was the product introduced?
On December 7th 1999.
- 5 What's the final planning day?
Tuesday the 21st of April.
- 6 What's the date of the presentation?
February 6th 1999.
- 7 When are you going on holiday?
On Thursday July the 2nd.
- 8 And the launch date was?
The 29th of August 1983.
- 9 When is the new office opening?
On the 7th of May 2003.
- 10 When is the contract due for renewal?
On the 12th of July 1999.

Task 12

- M**
- 1 Sorry, I must have dialled the wrong number.
 - 2 But he asked me to call today. Are you sure he isn't there?
 - 3 This appointment we've been trying to arrange - well, Monday would suit me.
 - 4 I'm afraid this is the wrong extension. This is Sales Accounts. (Just a moment)
I'll put you on/through to the switchboard.

 **⊙** You are making the following calls. Listen to the person who answers your call and respond in the pauses. You may listen to the cassette first to help you.

- 1 Marston Group Limited, can I help you?
- 2 I'm sorry. Mr Fung isn't in the office today.
- 3 Seldeen here. What can I do for you?
- 4 Hello, I wanted to speak to someone in Home Sales.

Task 14

- 1 g 2 c 3 a 4 f 5 i 6 h 7 b 8 d 9 e

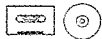
3 I'd like to know your prices

Task 1

- 1 Mr Murray / Peter Parker (Parker Investment Services) / buying shares
- 2 Fusako Matsumoto / Globe Travel / flights and prices to Penang

Task 2

- M** 1 Mr Murray. About shares (Electroworks).
Buy 500 if price is good. He'll contact us next week.
- 2 Ms Matsumoto. To Penang next month. Economy flight. Dep Friday 9 June.
Malaysian Airlines excursion. HK\$7,250/12,650 return.
Cathay Pacific HK\$7,950/13,500. Malaysian Airlines dep 9.40 arr 12.00.
CP dep 11.40 arr 14.30.
- A** 1 Murray re shares (E'works) – 500 if right price. Back nxt wk.
2 Ms Matsumoto, Penang nxt mth, econ, dep 9/6
MAS \$7250/12650 rtn 9.40-12. CP \$7950/13500 rtn 11.40-14.30



Listen to a message left on an answer machine and a telephone conversation, and fill in the table.

1

Answerphone: This is Parker Investment Services. Our office is closed at the moment. Normally we are open weekdays between 9 a.m. and 6 p.m. If you leave your name and number after the tone, we'll get back to you as soon as the office is open again.

Mr Murray: Mr Murray here, for Peter Parker. It's about some shares I was thinking of getting. Electroworks seem undervalued to me. What do you think? I'm off to New York for five days. That's why I'm calling so early. If you agree they're a good buy, get 500 for me, would you? I'll make contact again as soon as I'm back. Bye for now.

2

Travel agency: Globe Travel here. Can I help you?

Customer: Yes, please. This is Fusako Matsumoto speaking. I'm planning to fly to Penang next month. What's the price of a flight at the moment?

Travel agency: Well, er, that depends. Do you want to fly business or economy class? When will you be going? And how long would you like to stay?

Customer: Well, I'm planning a short holiday, maybe ten days or so. But I don't want a package tour. Just the flight, er, economy class, I suppose.

Travel agency: And when is it you'd like to leave?

Customer: On Friday the 9th of June.

Travel agency: Then I can get you an excursion ticket. That's on Malaysian Airlines and it'll cost HK\$7,250 return, or HK\$12,650 in business class.

Customer: And what would it be if I flew Cathay Pacific?

Travel agency: Now, let's see. That's ten days' time. It's only slightly more, HK\$7,950 in economy and HK\$13,500 in business.

Customer: Well, I'll have to think about ...
 Travel agency: There is one thing with the Cathay Pacific flight. The time might be more convenient for you because it leaves rather later in the morning, at 11.40. That's CP 432.
 Customer: And the other one? When's that?
 Travel agency: That's much earlier, at 9.40. That means you're in Penang at about 12 noon, whereas the Cathay Pacific flight lands at about half past two.
 Customer: Er ... I'll have to think about that. Er, what about the return flight? Could you tell me ...

Task 3

1 lowest 2 allow; quantity 3 gone up 4 demand 5 special 6 cost
 7 repeat 8 Share



Task 4

1 c 2 a 3 a 4 b 5 c 6 b

Task 5

M BSO concert sold out, possibility of cancellations at box office, price \$10



A BSO sold out, \$10 cancellations at box office?

  Listen to the telephone conversation and take notes on the note pad.

Booking Clerk: Concert Bookings, good morning.
 Jack Snow: This is Jack Snow. Can you tell me if there are any tickets left for the Boston Symphony Orchestra on Sunday?
 Booking Clerk: Sorry, the concert is completely sold out. You might try the box office just before the performance. We often have last minute cancellations.
 Jack Snow: How much are the tickets?
 Booking Clerk: It's a unit price of ten dollars a ticket.
 Jack Snow: All right then. Thanks very much. Bye.
 Booking Clerk: Bye now.

Task 6

1 1,000 2 \$22 3 ex-works 4 20M
 5 XL 18 6 as a sample for testing

  Listen to the telephone conversation and complete the e-mail. Listen again and answer the questions.

Operator: VTEX, Hong Kong, good afternoon.
 Konrad Duensing: Good morning. This is Konrad Duensing, from Hamburg. It's early morning here. Could I speak to Mr Rossi, that's Paolo Rossi?
 Operator: Hold the line and I will connect you.
 Paolo Rossi: Hello, Konrad. How are you?
 Konrad Duensing: Fine, thanks. Paolo, I need the price of the new XL 20 transformer. For a first order of 1,000.

- Paolo Rossi: OK, I've got it right here. For 1,000, it will be \$22 per piece, that's US dollars and ex-works, of course. Not much more than for the XL 18 you're using now, really.
- Konrad Duensing: No, that's fine. I'm not quite ready to place an order yet, but you'll be hearing from us soon.
- Paolo Rossi: Good. Oh, one other thing. We've just got the first production models of the XL 20M, you know, the miniature one for use in notebook computers.
- Konrad Duensing: Excellent. Can you send us a sample for initial testing?
- Paolo Rossi: Glad to. Get your order in for the others as soon as possible, Konrad. Demand is building up quite fast.
- Konrad Duensing: I will. Goodbye for now.
- Paolo Rossi: Bye bye, Konrad. Thanks for calling.

Task 7

- 1 standard unit 2 \$37 (ex-works) 3 15,000 4 7.5%
 5 payment within 15 days 6 its range of hand-held computers 7 yes, one other
 8 Jim Hampton. He will check the terms with his boss and then contact Mrs Cheng again.



Listen to the telephone conversation and complete the e-mail. Listen again and answer the questions.

- Operator: VTEX, Hong Kong. Can I help you?
- Jim Hampton: Yes, hello. This is Jim Hampton from the purchasing department of Minicom in Sydney, Australia. I'm interested in prices for miniature transformers.
- Operator: Right. I'll put you on to Ella Cheng. She's Asia-Pacific Sales Manager. Just a moment, please. ...
- Ella Cheng: Hello, Mr Hampton. How can I help you?
- Jim Hampton: Well, we're looking for a second supplier of miniature transformers for our range of hand-held computers. XL 20M is the product we have in mind. Can you give me a good price for it?
- Ella Cheng: OK, the standard unit price is US \$37, ex-works.
- Jim Hampton: That's quite a lot more than we expected. Can you give me a good discount?
- Ella Cheng: Well, it depends on the size of the order. Can you give me an idea of how many you would need?
- Jim Hampton: Probably three batches of 5,000, spread over the year.
- Ella Cheng: So, 15,000 per year. I could certainly give 7.5% quantity discount on that.
- Jim Hampton: Couldn't you make that 10%? We hope to be doing a lot of business with you.
- Ella Cheng: 7.5% is as high as I can go for quantity, but I could offer you another 2% for payment within 15 days. How's that?
- Jim Hampton: All right, I think we'll be able to order on those terms, but I'll need to check that with my boss. And when I've done that, I'll get back to you.
- Ella Cheng: That's fine. I'll confirm what we've discussed by e-mail. What's your e-mail address?

Task 8

1 g 2 a 3 i 4 f 5 h 6 b 7 e 8 c 9 d

Task 9


- M** 1 Sven Larsson said (that) he was arriving on BA 651.
 2 Mr Dutronc said (that) he wanted at least thirty in the first delivery.
 3 The travel agency clerk said (that) you could fly on MAS 1832.
 4 Peter Novak said (that) there was an extra 2% discount for cash.
 5 The Sales Manager said (that) he had received your order, Mrs Pertile.
 6 Mr Jackson said that (that) was the best price we could offer, Mr Blanchard.
 7 The clerk said (that) your order had been dispatched, Mr Klein.
 8 Mrs Reid said (that) she'd wait for you at the restaurant, Mr Reid.

Task 10

- 1 NB 2 e.g. 3 p.a. 4 etc. 5 ETA 6 GMT 7 SAE 8 asap
 9 CIF 10 FOB 11 re 12 max. 13 k 14 ATTN 15 esp.
M 16 Ask Dittmar re invoice asap
 17 Cost = CIF \$27 k 18 18% p.a. interest 19 Agent ETA Lon 22.30
 20 NB pay \$15 max

Task 11


- 1 B-U-R-C-K-H-A-R-D-T
 2 The estimated time of arrival is ten twenty-five a.m.
 3 F-A-R-Q-U-H-A-R-S-O-N
 4 P-Y-S-A-N-C-Z-Y-N
 5 At midday on the twenty-seventh of November nineteen eighty-six
 6 G-O-M-E-R-S-A-L-L
 7 At fifteen thirty GMT
 8 As soon as possible

 **Ⓢ** Listen to the callers and answer their questions using the information given below.
 You may listen to the cassette first to help you.

- 1 How do you spell your name?
 Burckhardt.
 2 When's he arriving?
 The estimated time of arrival is 10.25 a.m.
 3 Spell your name would you?
 Farquharson.
 4 Spell that for me can you?
 Pysanczyn.
 5 When did you say the meeting was?
 At midday on the 27th of November 1986.
 6 How do you spell that, then?
 Gomersall.
 7 When's the plane due?
 At 15.30 GMT.
 8 When do you need the report?
 As soon as possible.

Task 12

- M** Yes, please. I'm planning to fly to Madrid. (Can I get an excursion ticket?)
 On the 6th of April.
 (About) a week.
 That's fine. Can you make the reservation for me, please?

-  **©** Read this letter you have received from a friend in Madrid. Have a conversation with the travel agent to get some information about flights. You don't want to pay more than £165. Listen to what the travel agent says and respond in the pauses. You may listen to the cassette first to help you.

Travel World here. Can I help you?/

When will you be going?/

And how long do you want to stay?/

Well, I can get you a week's excursion ticket on Iberia for £159 return./

Task 14

- 1 Two - business and residential.
- 2 Yes, six other PhoneDiscs.
- 3 No, it's on five regional discs.
- 4 It can be searched by name, address, phone number, area code and SIC code.


4 We're ready to order now

Task 1

- 1 Fast Taxi Service / Barbara Lee / ordering a taxi for Changi Airport
- 2 Reliance Company / Edward Bronson / ordering a bicycle
- 3 City Trading Company / - / placing an order

Task 2

1 T 2 F 3 T 4 T 5 F 6 F

-  **©** Listen to two telephone conversations and an answer machine message, and fill in the table.

- 1
- | | |
|---------------|---|
| Taxi service: | Fast Taxi Service here. Can I help you? |
| Ms Lee: | Ah yes, please. I'd like a taxi in about ten minutes' time. |
| Taxi service: | OK. Where are you calling from? |
| Ms Lee: | I'm at the Singapore Rubber House, Collyer Quay. My name is Lee, Barbara Lee. |
| Taxi service: | Right. Could you just wait in the entrance hall, please. |
| Ms Lee: | All right. I'll be there. Let's see ... that'll be at ten to eleven. |
| Taxi service: | Yes, OK, ten to eleven. I'll be there. Er ... where are you going to? |
| Ms Lee: | I want to go to Changi Airport. I'm catching a plane to Bangkok at 11.25. |
| Taxi service: | That's OK. I'll be right over. |
| Ms Lee: | Thanks. Goodbye. |

2

- Customer: Hello, is that the Reliance Company?
 Clerk: Yes, that's right. Can I help you?
 Customer: Yes, I'd like to place an order for a bicycle I've seen in your catalogue. With a 22-inch frame.
 Clerk: Bicycle? Well, we have three different models. Could you quote the reference number please?
 Customer: I'll just have a look. Here it is - number AD 47301.
 Clerk: Right, I'll just key that in. That's the sports model at £237.50.
 Customer: No, wait a moment, I thought it was £182. Has the price gone up?
 Clerk: If you check, sir, you'll see that the touring model is £182 and the sports one £237.50.
 Customer: You're quite right. It's the sports model I want.
 Clerk: I'll take the order down then, sir. Could I have your name and address? Or do you have a customer reference number?
 Customer: Well, I might have, but I can't tell you what the number is right now.
 Clerk: We can look it up at this end. It doesn't matter. Would you give me your name and address, then?
 Customer: Yes, it's Edward Bronson of 16, Fryent Road, London NW9 4AH.
 Clerk: Sorry, I didn't catch the name of the street. Could you repeat it?
 Customer: Yes, it's 16, Fryent Road. I'll spell it: F-R-Y-E-N-T.
 Clerk: So it's for Mr Edward Bronson, 16, Fryent Road, London NW9 4AH. And how would you like to pay, sir? By cheque or by credit card?
 Customer: I'll pay by cheque, as usual. When can I expect it?
 Clerk: It should reach you within 28 days. Let us know if it doesn't. We'll enclose the bill with the bicycle.
 Customer: OK. Thank you. Goodbye.
 Clerk: Thank you for calling, Mr Bronson. Goodbye.

3

This is 0171 431 9200, City Trading Ltd. There is no one on the premises at the moment, but you can give us your order when you hear the tone. First we shall ask you to give us your name and address, as well as your account number. Then please quote the item number from our catalogue, the quantity of goods requested and the size, where applicable. You'll receive an order acknowledgement from us by mail and we will dispatch the articles you've ordered as soon as possible. Thank you for calling.

Task 3

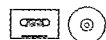
1 place 2 note 3 quote; catalogue 4 rush 5 pay; account 6 bill
 7 dispatch 8 freight 9 repeat 10 catch

Task 4

1 b 2 c 3 b 4 c 5 c 6 a

Task 5

Order confirmation form 2 is correct.



Listen to the telephone conversation and decide which order confirmation form has the correct information.

- Saleswoman: Hello, Worldwide Flowers. Mrs Green speaking.
 Jim Kelly: This is Jim Kelly. I'd like to order some flowers and have them sent to my home.
- Saleswoman: Fine, Mr Kelly. What kind of flowers did you have in mind?
 Jim Kelly: I'd like to send a dozen red roses.
 Saleswoman: A dozen red roses. Our long-stem red roses are selling for twelve dollars a dozen this week, and they're really quite nice.
- Jim Kelly: All right then. I'll take those.
 Saleswoman: I'll need your complete address with the zip code, Mr Kelly.
 Jim Kelly: The address is: 43 Pennsylvania Avenue, Bloomington, Indiana, 47401.
- Saleswoman: What would you like us to put on the card?
 Jim Kelly: Hm, just something simple. How about: All my love, Jim.
 Saleswoman: OK. Now, when should they arrive?
 Jim Kelly: They should be there before six in the evening on September 12th.
- Saleswoman: That should be no problem. Just one more question, Mr Kelly. How do you intend to make payment?
 Jim Kelly: You can put it on my Visa card. The number is ...

Task 6

M Konrad Duensing (Peach) called. Needs 1,800 XL 20. Send this week by air. \$ 21. Transferring money today

A K D'sing (Peach). Needs 1800 XL 20, snd this wk air. \$21, trnsfg money today

1 1,000

2 Payment (by draft on VTEX's bank)



Listen to the telephone conversation and make a note of the order. Listen again and answer the questions.

- Konrad Duensing: Can I speak to Paolo Rossi, please?
 Paolo Rossi: Speaking.
 Konrad Duensing: Ah, good morning, Paolo, or good afternoon, I guess, for you. This is Konrad Duensing from Peach Computers in Germany.
 Paolo Rossi: Hello, Konrad. Yes, late afternoon here. What can I do for you?
 Konrad Duensing: Well, we spoke the other day about prices for 1,000 XL 20 transformers and I'm ready to place an order now. In fact, we need 1,800 of them and we need them quickly.
 Paolo Rossi: Let me just check the stock situation. That's no problem. We can dispatch them later this week, air freight, and you should have them by the end of the month.
 Konrad Duensing: That's wonderful. I'd just like to confirm the price. It was US\$22, wasn't it?
 Paolo Rossi: That's right.
 Konrad Duensing: But that was for 1,000. Could you make a little concession for 1,800?

Paolo Rossi: Now, let's see. 1,800 – yes. What I can do, Konrad, is make it \$21 for payment by cheque or by draft on our bank. Actually, I'd prefer the latter in view of the rush.

Konrad Duensing: That's no problem. I'll get the money transferred to you today.



Paolo Rossi: Fine, we'll dispatch the consignment as soon as we get your payment. Thanks for ringing, Konrad. Bye.

Task 7

M ProComp, Kusyik Kim needs IEEE 75612 power cards: 500 in 2 weeks, 500 in 1 month. From Thailand. Fax times and prices today

A ProComp, K Kim needs IEEE 75612 pwr cds: 500 in 2 wks, 500 in 1 mth. Frm Thai. Fax times + prices today

- 1 Its desktop PC range.
- 2 No, but she thinks they can.
- 3 The VTEX plant/factory in Thailand.

  Listen to the telephone conversation and make a note of the order. Listen again and answer the questions.

Operator: VTEX, Hong Kong. Good morning.

Mr Kim: Ah, this is Kusyik Kim from ProComp in Seoul. Is that the sales department?

Operator: No, hold on, please. I'll connect you. ...

Ella Cheng: Good morning, Mr Kim. My name is Ella Cheng. I'm the Sales Manager for the region. How can I help you?

Mr Kim: We need some IEEE standard 75612 power cards for our desktop PC range, very urgently, and our normal supplier can't help us.

Ella Cheng: We should have some in our factory in Thailand. We could send those to you very quickly. How many do you need?

Mr Kim: 500 within two weeks and another 500 within a month.

Ella Cheng: I think we should be able to handle that. I'll check with our Thai plant and fax you delivery times and prices before the end of the day.

Mr Kim: That's exactly what I hoped to hear. Let me give you my fax and phone numbers. They're, fax, from Hong Kong ...

Task 8

1 e 2 b 3 f 4 c 5 h 6 a 7 d 8 g 9 i

Task 9

1 arrives 2 are visiting 3 opens 4 starts 5 are going 6 are meeting

Task 10

1 delivery 2 information 3 cost 4 inquiry 5 charge 6 confirmation
 7 call 8 suggest 9 reservation 10 book 11 cancel 12 quote
 13 arrangement 14 translate 15 page 16 flight

Task 11

- 1 Double oh 19
- 2 CIB7 stroke 79
- 3 ISBN 1 9 oh 374 641 9
- 4 S dash double 1 6 69
- 5 Double oh 9 double 4 9 oh 4 42429
- 6 A dash 793 stroke NCF
- 7 Oh oh 254 2 347689
- 8 AA7342 slash X



Listen to the callers who ask you for some reference and phone numbers. These are given below. You may listen to the cassette first to help you.

- 1 What's the number I have to dial?
00 19.
- 2 Have you got the reference number?
Yes, it's CIB7/79.
- 3 What's the book's code number?
It's ISBN 1 90 374 641 9.
- 4 What's the Stockholm postcode?
It's S-116 69.
- 5 What's his phone number?
It's 009 44 904 42429.
- 6 Have you got the reference number then?
Yes, it's A-793/NCF.
- 7 What's the Kenyan number, then?
It's 00 254 2 347689.
- 8 I need the code number.
It's AA7342/X.

Task 12



Yes, I'd like to place an order for the tent I've seen in your catalogue.
Yes, it's XD 4986.
No, wait a moment. It's XD 4986.
Yes, it's ... (name and address of student).
(Student spells name.)
Thank you. Goodbye.



Using the information from a mail order catalogue, have a conversation with a clerk and order a tent. Listen to what the clerk says and respond in the pauses. You may listen to the cassette first to help you.

Bell's Home Shopping. Can I help you?/
Could you quote the reference number, please?/
Right, I'll just key that in - XD 4586./
Sorry, 4986. Could I have your name and address, please?/
Sorry, I didn't catch the name. Could you spell it please?/
Thank you. The order should reach you within a week. We'll enclose the bill with it./

Task 14

- 1 g 2 h 3 d 4 a 5 e 6 b 7 f 8 c



5 I'll have to change the booking

Task 1

- 1 Aston Tours and Travel / Spain / a (apartments in) Marbella
b (bungalows at) Torremolinos
- 2 Globe Travel / Penang (Malaysia) / a Cathay Pacific
b Malaysian Airlines

Task 2

- 1 T 2 T 3 F 4 F 5 F

  Listen to two telephone conversations and fill in the table.

1

- Aston: Aston Tours and Travel. Could you hold on a minute? I'll be with you right away ... Sorry to have kept you waiting. I was on the other line. How can I help you?
- Client: That was a damn long minute. I haven't got all the time in the world, you know.
- Aston: So sorry, sir. But what can I do for you?
- Client: Well, I've got your catalogue, and I think I'd like to go to Spain this Christmas, to the Costa del Sol.
- Aston: The Costa del Sol? Well, we can certainly arrange a wonderful holiday for you there, especially as you're booking quite early. Is it for one person, sir, or more?
- Client: It's for three, actually. My wife and me, and our son.
- Aston: So you'd like a double room and a single. Could I have your name and address, please?
- Client: Hang on just a minute. Your catalogue says there are self-catering apartments, too.
- Aston: That's right. Have you found anything that appeals to you?
- Client: Well, my wife likes the description of those apartments at Marbella, I think it is.
- Aston: A very good choice, if I may say so.
- Client: But I think they're rather a long way from the centre, the golf courses and so on.
- Aston: That's true, but there's a wonderful beach at Marbella, and transport facilities are good in the area.
- Client: What about the holiday bungalows at Torremolinos? They're on the next page. Er, they look quite interesting ...

2

- Mrs Matsumoto: Fusako Matsumoto.
- Agency: Good morning, Mrs Matsumoto. Globe Travel on the line. You rang us up a few days ago about a trip you were planning to Penang. Have you made a booking yet?
- Mrs Matsumoto: No, um ... I haven't done anything yet. I was just planning to phone you in fact.
- Agency: That's a coincidence. Let's see now - you were inquiring about Cathay Pacific flights and Malaysian Airlines, weren't you?

- Mrs Matsumoto: Yes, the Malaysian Airlines flight was a bit more reasonable, wasn't it?
- Agency: That's right, Mrs Matsumoto, but I seem to remember that the time of the other flight was rather more convenient.
- Mrs Matsumoto: Oh, but that doesn't really matter so much in my case. My flat is near the airport. When does the Malaysian Airlines' flight take off, did you say?
- Agency: MAS 174 leaves at 9.40, so check-in's at about half past eight.
- Mrs Matsumoto: That's fine.
- Agency: So, I'll check if that's OK, shall I? It's for June the 9th, isn't it? And when will you be returning, Mrs Matsumoto?
- Mrs Matsumoto: A fortnight later: that's the 23rd of June. Can you give me the times for a flight then?
- Agency: Let's see. Er ... there's a direct flight from Penang, er, departure time 17.30, or half past five in other words. You'd be in Hong Kong at 7.30 p.m. Would that be all right?
- Mrs Matsumoto: Perfect. Could you book that for me?
- Agency: Yes, I'll check with the airline. You'll hear from me in about an hour's time. Is that all right?
- Mrs Matsumoto: Fine. I'll be in all afternoon. Goodbye and thank you.

Task 3

- 1 double 2 departure 3 airlines; convenient 4 scheduled 5 check-in
6 apartment 7 facilities 8 kept 9 arrangements; hearing 10 prefer

Task 4

- 1 a 2 c 3 b 4 b 5 a 6 c

Task 5

Note pad 3 is correct.

Elaine Morrison / Boston / Ritz Carlton / 26 and 27 July / single with bath



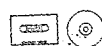
Listen to the telephone conversation once and decide which note pad has the correct flight details. Listen again and fill in the table.

- Operator: Continental Express. Good afternoon.
- Elaine Morrison: Good afternoon. John Hill, please.
- Operator: Who's calling, please?
- Elaine Morrison: Elaine Morrison.
- Operator: I'll connect you.
- Elaine Morrison: Thank you. ...
- John Hill: John Hill.
- Elaine Morrison: Hello, John. How are you?
- John Hill: Elaine! Good to hear from you. How are things?
- Elaine Morrison: Fine thanks. Now I know you're going to be thrilled. I finally have my vacation plans pinned down, and I would like to make some reservations.
- John Hill: Well, Elaine, I'll be glad to help you. What have you decided?
- Elaine Morrison: I'm going to Boston and Hyannis.
- John Hill: Sounds good. What dates are you travelling on?

- Elaine Morrison: Er ... starting Monday, July 26th. About midday – late morning or early afternoon.
- John Hill: Let me just check. Hang on for a moment, please. ... You still there, Elaine? I can get you a noon flight from Kennedy to Boston. How does that sound?
- Elaine Morrison: That's just fine.
- John Hill: OK. Now, where are you planning to stay?
- Elaine Morrison: Moving right along here, John – Ritz Carlton Hotel, Boston. Would you make reservations for Monday, July 26th and Tuesday, July 27th. Two nights, single with bath, please.
- John Hill: July the 26th and 27th, single with bath. Yes, I've noted that.
- Elaine Morrison: Yes, fine. Now, Wednesday, July the 28th ... an a.m. flight Boston to Hyannis. Can you do that for me?
- John Hill: Just have a look. ... Hey, Elaine, I've got just what you want. Departure from Boston at 10.45. How's that?
- Elaine Morrison: Fine, terrific. Can I pick up the tickets this evening?
- John Hill: Of course. And I hope there'll be time for us to have a drink together.
- Elaine Morrison: That'd be great. See you later, John. Thanks.

Task 6

- 1 25 2 9.30 a.m. 3 hotel car 4 Grand Hyatt 5 2
 6 To meet the Managing Director and discuss the preliminaries (of contract terms)
 7 No, with Paolo Rossi (at Grissini's)



Listen to the telephone conversation and complete the itinerary. Listen again and answer the questions.

- Paolo Rossi: Paolo Rossi from VTEX in Hong Kong. Is Mr Bengtsson in yet?
- Operator: Yes, I believe so. I'm sorry, I didn't catch your name.
- Paolo Rossi: My name is Paolo Rossi and I'm calling from VTEX in Hong Kong.
- Operator: Thank you. I'll put you through to Mr Bengtsson now.
- Mr Bengtsson: Bengtsson.
- Paolo Rossi: Mr Bengtsson, hello. Paolo Rossi from VTEX here. Thanks for your fax. I thought I'd get straight back to you.
- Mr Bengtsson: Ah, yes. Everything's in place for next week?
- Paolo Rossi: Yes, I've arranged a meeting with our Managing Director for Wednesday at 11 a.m. and then he'd like you to join him for lunch.
- Mr Bengtsson: Fine. Where am I staying?
- Paolo Rossi: My secretary has put you in the Grand Hyatt again. I remember you were very comfortable there last time. From the 25th to the 27th.
- Mr Bengtsson: Good. My flight gets in fairly early in the morning, at 9.30, I think.
- Paolo Rossi: Yes, there'll be a hotel car there to pick you up.
- Mr Bengtsson: Excellent. Why don't you come and join me for lunch at Grissini's? Then we can discuss the preliminaries during the afternoon.
- Paolo Rossi: Good idea. Shall we say 12.30?

Mr Bengtsson: Fine. I look forward to seeing you then.
 Paolo Rossi: Me too. Bye bye, Mr Bengtsson.

Task 7

- 1 He couldn't find the customer he wanted to visit: the company is not in business any more.
- 2 They will not get the money owed to them by the Evanson Company because it is bankrupt.
- 3 Newtown and Welshpool
- 4 Because he will have some news for him after the sales meeting on Thursday morning.



Listen to the telephone conversation and answer the questions.

Matthew Sharp: Hello, Pat, Matthew Sharp here.
 Pat Thompson: Hello, Matthew. How are you doing?
 Matthew Sharp: Could be better at this end, Pat, I can tell you. How are things with you?
 Pat Thompson: Not so bad. What's the problem, then?
 Matthew Sharp: Well, you know the new customer you wanted me to call on in Barry – the Evanson Company – I must have spent half a day searching around and then I didn't get hold of them.
 Pat Thompson: How come?
 Matthew Sharp: They've moved twice and now they've gone broke.
 Pat Thompson: Oh, hell, they owe us quite a lot. A thousand at least.
 Matthew Sharp: Yes, and we're not the only ones. But what I really wanted to tell you is this: I'm going up north now and as my itinerary has changed, I wanted to let you know where you can contact me until the weekend.
 Pat Thompson: OK, I'm ready.
 Matthew Sharp: Tomorrow I'll be in Ebbw Vale, where I'll be visiting Ashton and Taylor. Then Newtown on Thursday and then on to Welshpool.
 Pat Thompson: So you'll be in Welshpool on Friday, will you?
 Matthew Sharp: No, I can manage both of those in one day. You could contact me in Wrexham on Friday. I'll book into the Welsh Harp Hotel on Thursday evening. That's where I usually stay. You can leave a message if you like.
 Pat Thompson: Right. Would you give me another call beforehand, say on Thursday in the late morning? We're having a sales meeting, and I'm sure to have some news for you.
 Matthew Sharp: Yes, there was some talk about some new introductory offers, wasn't there?
 Pat Thompson: That's right. I'd like you to be in the picture when we've reached a decision on that.
 Matthew Sharp: Fine, then you'll be hearing from me again on Thursday. Bye for now.
 Pat Thompson: Cheers then. Thanks for ringing.

Task 8

1 f 2 b 3 g 4 i 5 a 6 j 7 d 8 c 9 h 10 e

Task 9

- 1 We might visit São Paulo on the way home.
- 2 The goods should reach you by the end of the week.
- 3 You should get a good discount from the car company.
- 4 The discount will be bigger if you order over 1,000 units.
- 5 The reference number should be at the top of the page.
- 6 He will ring you before 12 tomorrow.

Task 10

- 1 They wanted to know if/whether the order was firm.
- 2 He asked me what the reference number was.
- 3 He inquired if/whether there was a bigger discount for larger orders.
- 4 She asked me where I had filed the records.
- 5 He wondered when the goods would reach them.
- 6 He asked me if/whether I/we expected to receive the goods soon.
- 7 She asked me how long she had to wait.
- 8 She wanted to know if/whether I had booked my flight yet.
- 9 She wondered if/whether she could pay by credit card.
- 10 He wanted to know where the goods would be delivered.

Task 11

- 1 It's twenty past ten, isn't it?
- 2 You're going to the Berlin Fair, aren't you?
- 3 She's already paid, hasn't she?
- 4 You can meet them, can't you?
- 5 They haven't called us back, have they?
- 6 There's a 10% discount, isn't there?
- 7 That's the reference number, isn't it?
- 8 They can't take another thousand, can they?



⊙ Listen to the examples that show the difference between the rising and falling tones.

(rising tone) He's German, isn't he? They were cheaper, weren't they? You're staying, aren't you?


(falling tone) He's German, isn't he? They were cheaper, weren't they? You're staying, aren't you?

Now add question tags to complete the sentences below. Listen to the sentences to hear the difference between the rising and falling tones indicated by the arrows. You may listen to the cassette first to help you.

- 1 It's twenty past ten, isn't it?
- 2 You're going to the Berlin Fair, aren't you?
- 3 She's already paid, hasn't she?
- 4 You can meet them, can't you?
- 5 They haven't called us back, have they?
- 6 There's a 10% discount, isn't there?
- 7 That's the reference number, isn't it?
- 8 They can't take another thousand, can they?

Task 12

- M** Hello, VTEX here. We have a reservation for the 25th to the 27th of September, and now I'm afraid I shall have to cancel it.
Mr Bengtsson.
No, I shall have to cancel it, I'm afraid.
Thank you, goodbye.

-  **⊙** You work for Mr Rossi at VTEX. He receives this fax from Mr Bengtsson cancelling his visit. Mr Rossi asks you to telephone the hotel to cancel the reservation. Listen to what the hotel receptionist says and respond in the pauses. You may listen to the cassette first to help you.

Grand Hyatt Hotel, good morning./
I see. So the name of the guest was ... ?/
Ah yes, I've got it. You want to change the booking, do you?/
OK, I'll cancel it then./

Task 14

- 1 Expanded Home Rate Area 2 Home Rate Area 3 Roaming Rate Area
- 1 You can place and receive calls in nearly 4,600 cities.
 - 2 No, but you may have to.
 - 3 Only your Home Rate Area.


6 Let's fix another date

Task 1

- 1 Bob Ross / Andrea Brickwood / Friday / Argentinian visitor with change of itinerary / meeting on Tuesday 12 June, 11.30
- 2 Ann Perkins / Mr Masterton / tomorrow / illness ('flu) / Martin Close to go to meeting

Task 2

1 F 2 T 3 F 4 F 5 T 6 F

-  **⊙** Listen to a telephone conversation and a message left on an answer machine, and fill in the table.

- 1
Andrea Brickwood: Stonewood Consultancy.
Bob Ross: Bob Ross here. Could I speak to Ms Brickwood, please?
Andrea Brickwood: Speaking.
Bob Ross: Oh, it's you Andrea, is it? I didn't recognise your voice. Sounds as if you're miles away.
Andrea Brickwood: Oh, hello, Bob. Yes, the line isn't very good. I'll speak a bit louder. Is that any better?
Bob Ross: Yes, that's much better now. Andrea, it looks as if I won't be able to keep the appointment we made.
Andrea Brickwood: That was to be Friday, wasn't it?

- Bob Ross: Yes, I'm so sorry. This visitor I was actually expecting last week had some kind of change in his itinerary, and now he's rung me up to say the only day he can come is next Friday.
- Andrea Brickwood: I see.
- Bob Ross: And the trouble is, as he's over from Argentina, I can't very well put him off. Hope you understand.
- Andrea Brickwood: Well, I suppose so.
- Bob Ross: But could we meet on Saturday? Or would you prefer the beginning of next week?
- Andrea Brickwood: Afraid I'm tied up at the weekend. And, er ... let me just check. No, no, Monday's not too good a day either. Tuesday would be all right, I think.
- Bob Ross: Tuesday's OK for me too. Oh good. Shall we say the same time as we'd arranged? Could you come here at 11.30? I'll show you round our place. We could lunch together and work out the terms of our contract in the afternoon. How does that sound to you?
- Andrea Brickwood: Yes, fine. I'll just note it down in my diary. That's Tuesday the 12th of June. Right, I'll be at your place at 11.30 then, Bob.
- Bob Ross: Thanks, Andrea. Hope I haven't messed up your arrangements too much.
- Andrea Brickwood: Oh, no, these things happen, don't they? See you next Tuesday, Bob. And have a nice weekend.
- Bob Ross: Thanks. You too, Andrea. Bye.

2

- Female voice: Masterton, Sachs and Broadbent: there's no one in the office at the moment. Press star and then one for John Masterton, star and two for Emma Sachs and star and three for William Broadbent. This will connect you to their personal Voicemail boxes ...
You may now leave your message.
- Ann Perkins: Morning, Mr Masterton, Ann Perkins here. I'm afraid I've got 'flu, it seems, so I can't attend the board meeting tomorrow after all and I know we've got some important things to discuss: the pension plan, and those other points we discussed last time we met. I've asked Martin Close, my assistant, to go to the meeting in my place. He and I drafted these new pension plan regulations for our employees, so he really knows what they're all about. Could you check that that's all right with Harold Foster? He's chairing the meeting, I believe. The alternative would be to send you my notes, perhaps, and you could put forward my ideas. But I think Martin would be in a better position to answer very detailed questions. Let me know what you think. I'm at home in bed, but there is a phone here, so do contact me. Bye.

Task 3

- 1 recognise; away 2 itinerary; appointments 3 diary 4 tied up 5 attend
6 objectives; describe; services 7 stand-in 8 smoothly 9 loudspeakers
10 checklist

Task 4

1 a 2 a 3 b 4 c 5 b 6 b

Task 5

John Deluca / Nicole Johnson / problems with Peach X20 / Wednesday 2 p.m.

**Listen to the telephone conversation and fill in the table.**

Nicole Johnson: Hello, Peach Sales and Service, Nicole Johnson speaking.
 John Deluca: Good morning Mrs Johnson, John Deluca of New York Life here.
 Nicole Johnson: Oh, hello Mr Deluca, what can I do for you?
 John Deluca: We bought a Peach X20 from you about six months ago and we're having some problems with it.
 Nicole Johnson: Can you tell me what the main problem is, Mr Deluca?
 John Deluca: I don't think it's anything major. It just seems that the quality of the printouts could be better.
 Nicole Johnson: I see. Has your staff been given instruction on how to operate the machine?
 John Deluca: I don't believe we've had any formal instruction yet, Mrs Johnson.
 Nicole Johnson: That's strange. I'll send a service operator over. If you'd like, he could also give your staff some instruction on how to use your new Peach X20.
 John Deluca: That sounds fine.
 Nicole Johnson: When would it be convenient for you?
 John Deluca: How about Wednesday at two in the afternoon?
 Nicole Johnson: That would be possible. I'll send you confirmation of that appointment.
 John Deluca: Thanks very much. Bye Mrs Johnson.
 Nicole Johnson: Thanks for calling, Mr Deluca. Bye.

Task 6

1

1 (late) September 2 sales staff 3 Asia-Pacific 4 150 5 Convention
6 Indonesian 7 Wednesday 8 12.30

2

1 Intola sales 2 electronics 3 updated 4 40 5 questions 6 15%

Task 7

- 1 It was also a sales conference.
- 2 New products (for the next half year) and service for customers.
- 3 No, it was held abroad.
- 4 To cover inflation.

**Listen to two telephone conversations and complete the e-mail and fax.**

1

Ella Cheng: Hello, Susan, how are you these days?
 Susan Shields: Hi, Ella! Nice to hear from you again.

- Ella Cheng: Look, Susan, I'm phoning you because we're putting on a conference in late September, and you handled things so well for us last time. I thought I couldn't do better than ask you to help us again this time.
- Susan Shields: I'd be glad to. Is it a sales conference again?
- Ella Cheng: Yes, it's for agents and for our own sales staff from the Asia-Pacific region. The objectives are mainly to introduce the products we're putting on the market in the next half, and to describe our services for customers, and so on.
- Susan Shields: And how many people are expected to attend this time? Last year it was about 120.
- Ella Cheng: Yes, We're counting on 150 this time. No more.
- Susan Shields: Do you have anywhere in mind?
- Ella Cheng: I thought the Convention Centre here in Hong Kong.
- Susan Shields: Yes, you were abroad last time, after all. Do you know yet how many rooms you'll need for discussion groups and workshops?
- Ella Cheng: No, I must go into that. We're going to work out the details next week. Why don't we get together for lunch, and then we could have a bit of a planning session about it all afterwards. What about next Wednesday?
- Susan Shields: I think that's OK by me Yes, that's fine.
- Ella Cheng: OK, they say that new Indonesian restaurant in Exchange Square is very good. How about there at 12.30?
- Susan Shields: Yes, OK, Ella. See you then. Bye.

2

- Jim Harris: Jim Harris.
- Susan Shields: Ah, good afternoon, Mr Harris. This is Susan Shields of Conference Consultants. You remember we invited you to speak at a sales conference we arranged for one of our clients last year?
- Jim Harris: I do indeed. Semiconductor manufacturer, wasn't it, Intola Inc?
- Susan Shields: That's right. Well, we're arranging a conference for another electronics client and we wondered if you'd have the time to give an updated version of your talk on electronics sales strategies.
- Jim Harris: I'd be happy to, as long as the date, time and fee are OK. It's here in Hong Kong, I take it?
- Susan Shields: That's right, at the Convention and Exhibition Centre in Wan Chai, from the 20th to the 23rd of September. Any time on the first day or morning of the second would be OK. And the fee would be the same as last time plus 15% to cover inflation.
- Jim Harris: Good. Er, well, the afternoon of the 20th would be best for me.
- Susan Shields: OK. The format will be the same as last time. A 40-minute talk followed by half an hour for questions.
- Jim Harris: Fine, and I'll need the same equipment as last time. How many are there in the audience, so that I can bring the right number of handouts?
- Susan Shields: Between 130 and 150, but I'll contact you nearer the date to give you a more exact number.

Task 8

1 e 2 a 3 j 4 g 5 f 6 h 7 b 8 d 9 i 10 c

Task 9

- 1 If VTEX's products were not well advertised, their sales would fall.
- 2 We would consider using another supplier if our supplier stopped our discount.
- 3 If the speaker couldn't come to the conference, we would look for a replacement.
- 4 I would book on another airline if the TWA flight was cancelled.
- 5 There would be a drop in revenue if our market share decreased suddenly.
- 6 If the value of the pound fell, Peach's exports would be more competitively priced.

Task 10



- 1 a reference number
- 2 a tone that informs you that the number is unobtainable
- 3 York area code
- 4 a call connect system
- 5 a system for communicating text electronically
- 6 computer network software
- 7 an orchestra from Boston that plays symphonies
- 8 codes with three digits for countries
- 9 an airline seat reservation system
- 10 a call lasting six minutes made at lunch time on Monday

Task 11

- 1 On the twenty-seventh of September
- 2 A stroke 7912 dash FJ
- 3 K-R-I-S-T-I-A-N-S-A-N-D
- 4 Double oh 9 double 4 43486 293
- 5 P-I-E-T B-double oh-N-S-T-R-A
- 6 Nineteen thousand two hundred bits per second
- 7 S-C-A-N-D-A-T-A AB
- 8 Oh oh 972 3 6354 double oh




Listen to the callers who ask you for information. Respond to them with the information which is given below. You may listen to the cassette first to help you.

- 1 When was the contract signed?
On the 27th of September.
- 2 Have you got the reference?
Yes, it's A / 7912-FJ.
- 3 How do you spell Kristiansand?
K-R-I-S-T-I-A-N-S-A-N-D.
- 4 What's their number?
It's 009 44 43486 293.
- 5 How do you spell his name?
P-I-E-T B-O-O-N-S-T-R-A.
- 6 What speed modem is it?
19,200 bits per second.

- 7 Could you spell that for me, please?
S-C-A-N-D-A-T-A AB.
- 8 What's his number in Tel Aviv?
00 972 3 635400.

Task 12

- M** (Student's name)
Sorry, I'm afraid I'm tied up at 12.00.
I'll just check. Yes, I am, at 3.00.
Bye.

-  **Ⓢ** Here is a page from your diary for the 27th of June. Bob Logan telephones to change the 10 a.m. meeting because he has a dentist's appointment. Have a conversation with him and arrange a time for another meeting. Listen to what he says and respond in the pauses. You may listen to the cassette first to help you.

Hello, Bob Logan here. It looks as if I won't be able to keep the 10 o'clock appointment we made on the 27th of June. I have to go to the dentist at 9.30 and I might not be finished in time. Can we make it 12 o'clock?/
Are you free in the afternoon, then, instead?/
Good, I'll see you then. Bye./

Task 14

- 1 Yes, you can insert it or dial 144.
- 2 The payphone doesn't give change.
- 3 Yes, with the Phonocard.
- 4 A voice message tells you what to do.
- 5 You shouldn't hang up the receiver.


7 What seems to be the trouble?

Task 1

- M** 1 To: Mr MacDougall. From: Mr Janssen, Janssen Co., Hilversum, Holland. Mr MacDougall to call back asap (before 12 our time) – tel: 3135 789280
2 Janssen, Janssen Co., Hilversum. 600 cases of malt stuck at the customs. Incomplete details. Contact forwarding agents. Ring Janssen Co. today. Leave message after 12 our time.
- A** 1 Janssen, Hilv, NL for MacD: call back asap (before 12)
2 Janssen, 600 cases stuck in cstms, incompl details. Ctact fwdng agts. Ring J today, leave mssg after 12

Task 2

1 T 2 F 3 F 4 T 5 F 6 F

-  **Ⓢ** Listen to two telephone conversations and take notes on the message pads. In the first call, you are the operator, and in the second you are Mr MacDougall.

1

Operator: Whitehill, Inverness.
 Mr Janssen: Hello, I'm calling from Holland. This is the Janssen Company of Hilversum. Is Mr MacDougall there?
 Operator: Well, yes he is here, but he's on another line. Hold the line, please, and I'll tell him you're calling.
 Mr Janssen: Yes, if you would. It's urgent. ...
 Operator: Excuse me, Mr MacDougall, there's an urgent call from Holland. Could you take it please? It's Mr Janssen.
 Mr MacDougall: Oh, could you tell him I'll call him back in a few minutes? ...
 Operator: Mr Janssen, can Mr MacDougall ring you back in about five minutes' time?
 Mr Janssen: Oh, all right - if it's not longer. I'm only in till 11 o'clock.
 Operator: Right, Mr Janssen. I've made a note of that. That's 12 o'clock our time. I'm sure he'll call you well before then. The number's 3135 789280, isn't it?
 Mr Janssen: Yes, that's it. So long.
 Operator: Goodbye, Mr Janssen.

2

Mr MacDougall: MacDougall of Whitehill here, returning Mr Janssen's call.
 Mr Janssen: Oh, hello, Mr MacDougall. Wim Janssen here. I'm glad you rang back so soon. There's a serious problem, I'm afraid. You know that order for 600 cases of Whitehill Malt Whisky we put in recently?
 Mr MacDougall: Oh yes, I saw to it myself. What's the problem? Hasn't it arrived?
 Mr Janssen: Well, in a way, but it's got stuck at the customs. There's something wrong with the declaration, it seems. Some kind of omission or error.
 Mr MacDougall: Oh, really? That's strange. D'you know what it is?
 Mr Janssen: Well, I only heard that some of the details were incomplete and the customs can't let the consignment through.
 Mr MacDougall: Mr Janssen, I'll tell you what I'll do. Our forwarding agents are handling this delivery and they're generally very reliable. Er ... let me just get on to them.
 Mr Janssen: Yes, if you would. And can you let me know as soon as possible when I can have the whisky? Time's rather short, you know.
 Mr MacDougall: Of course. I'll see to it, Mr Janssen, and if at all possible, you'll get a call today.
 Mr Janssen: Well, getting the delivery today would suit me better. Oh, one other thing, I'm out of the office after 12 o'clock, your time, so would you leave a message with our switchboard operator. I'll tell her to expect your call.
 Mr MacDougall: Yes, I spoke to her before. I'll get things moving as quickly as I can.
 Mr Janssen: Right. Thanks. Goodbye then, Mr MacDougall.
 Mr MacDougall: Goodbye. You'll be hearing from us very soon.

Task 3


1 serious; urgent 2 consignment 3 delayed 4 forwarding agents
 5 processes 6 wrong 7 mix-up 8 sorry; inconvenience

Task 4

1 b 2 c 3 a 4 c 5 b 6 a

Task 5

1 Doug Saxton / Mrs Sullivan / Sun Air / incorrect information about flight schedules

 Listen to the telephone conversation and fill in the table.

Doug Saxton: Hello, this is Doug Saxton of International Paper. I'd like to speak to the Office Manager.

Operator: Hold the line, please, I'll see if Mrs Sullivan is in ... Go ahead. Mrs Sullivan can take your call.

Doug Saxton: Hello, Mrs Sullivan, this is Doug Saxton of International Paper. I'm afraid I have to make a serious complaint.

Mrs Sullivan: Hello, Mr Saxton. What seems to be the trouble?

Doug Saxton: I've been flying Sun Air for nearly five years, Mrs Sullivan, and I must say that I have always been very satisfied with the service, but last Tuesday something happened which was inexcusable.

Mrs Sullivan: Can you give me the details, Mr Saxton?

Doug Saxton: Yes. I was scheduled on Flight 401 from Washington to New York with a connecting flight out of New York to Boston the same morning. Your flight agent, Mr Green, assured me that I would have plenty of time to catch the plane to Boston. However, it was impossible to make that connection and, as a result, I was late for a very important business meeting.

Mrs Sullivan: I see. I'm very sorry to hear that, Mr Saxton. I can assure you that such things don't happen very often.

Doug Saxton: I hope not. What do you intend to do about this, Mrs Sullivan?

Mrs Sullivan: I'll look into the matter for you, Mr Saxton, and talk to the person responsible for this mistake.

Doug Saxton: All right, then.

Mrs Sullivan: Thanks for calling, Mr Saxton. If you have any further questions about exact flight schedules, don't hesitate to contact me direct.

Doug Saxton: I'll do that, Mrs Sullivan. Goodbye.

Mrs Sullivan: Goodbye, Mr Saxton.

Task 6

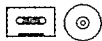
Fax 1 is correct.

- M** 1 Tomlin. Order 0073921. Sent 2,000 2m 3-pin UK plug power cords instead of 3m 2-pin US. Call him around 2.30 to explain.
- 2 2nd page mixed up with another order for Singapore. Correct cords going to Roltek today by air. Ask Roltek to forward wrong 2,000 to other customer (our expense).
- A** 1 Tomlin. Ord 0073921. Sent 2000 2m 3-pn UK plg pwr cds not 3m 2-pn US. Cll 2.30.
- 2 2nd p mxd with anthr ord to Sing. Corrcd cds to Rlltk tdy by air. Rlltk fwd wrng 2000 to othr cust (our expns)

Task 7

- 1 Because he received the wrong power cords.
- 2 The Sales Department.

- 3 She will call the warehouse.
- 4 The key words 'Singapore' and '2,000' were mixed up. Unfortunately there were two orders with the same keywords and they became confused.
- 5 He will see to it that it is dispatched himself.



Listen to two telephone conversations and decide which fax is the best record of what was said.

Listen again and take notes on each conversation. Imagine you are Ella Cheng in the first and Eduardo Serquiño in the second.

- 1
- Mr Tomlin: Hello, Tomlin here. Put me on to your Sales Manager, would you? As quickly as possible.
- Operator: Yes, sir. May I ask what you'd like to discuss with her?
- Mr Tomlin: It's about your damn delivery! I ordered 2,000 power cords and you've sent me the wrong kind completely.
- Operator: Just a minute, please, and I'll connect you ... Mrs Cheng, there's a rather angry man on the phone, a Mr Tomlin. It's something to do with power cords.
- Ella Cheng: OK thanks, I'll deal with it. Mr Tomlin, good morning. Ella Cheng here, Sales Manager. I understand there's a problem.
- Mr Tomlin: There certainly is. I ordered some power cords from you. They came as quickly as you said but they're wrong in every respect.
- Ella Cheng: Oh I'm sorry to hear that. Could you tell me what your order number was?
- Mr Tomlin: Let me just check. Ah, here it is: 0073921.
- Ella Cheng: 0073921. Right ... That's 2,000 power cords to Roltek in Singapore. What exactly is wrong with the delivery, Mr Tomlin?
- Mr Tomlin: Everything. We should've had three-metre cords with American two-pin plugs and you've sent us two-metre cords with three-pin British plugs.
- Ella Cheng: Yes, there's obviously been some mix-up, Mr Tomlin. I'll have to go into this with Mr Serquiño at our warehouse, but I'll ring you back as soon as I can.
- Mr Tomlin: Look, I've got to know when that's going to be. And what about the cords? We need them today, if not yesterday. Delays like this can have a really bad effect on our sales.
- Ella Cheng: Yes, I realise that. But we have got plenty of cords in stock and as soon as I've looked into things I'll be able to get the right ones off to you. You may even have them tomorrow.
- Mr Tomlin: Well, that'd certainly help. Perhaps you could ring me back this afternoon, Mrs Cheng. Say, about half past two.
- Ella Cheng: Yes, I'll do that, Mr Tomlin. I'm very sorry you have been inconvenienced.
- Mr Tomlin: So am I. I'm busy enough without having to phone around for things like this.
- Ella Cheng: I hope you'll believe this, Mr Tomlin, but it's something that doesn't often happen.
- Mr Tomlin: Well, I'll believe you. Thousands wouldn't. And you see that you set things straight for me. Then I'll forgive and forget.
- Ella Cheng: Of course I will. Goodbye for now.
- Mr Tomlin: Bye.

2

- Ella Cheng: Morning, Eduardo, I have just had an angry customer on the line.
 Eduardo Serquiño: That so? What was the problem?
 Ella Cheng: It's job number 0073921. Can you look up the delivery note for me?
 Eduardo Serquiño: Hang on. Er ... yes, here it is. A consignment of 2,000 power cords for Roltek in Singapore.
 Ella Cheng: That's right: three metres long with two-pin American plugs.
 Eduardo Serquiño: No, two metres long with standard British plugs. Now let me just compare the delivery note with the order. Oh, I can see what's gone wrong. I'm awfully sorry, Mrs Cheng, the second page is for another customer.
 Ella Cheng: What does that mean?
 Eduardo Serquiño: There's another order for Singapore for the same number of power cords. It looks as if the stock search was done with 'Singapore' and '2,000' as the keywords, and the two orders have got mixed up. Sorry about that.
 Ella Cheng: Oh, well, these things can happen. Now how can we sort it all out?
 Eduardo Serquiño: Well, we've got plenty of power cords in stock. I can send Roltek the correct cords today. Perhaps you could explain to them and ask them to send on the other power cords to the other Singapore company. At our expense of course.
 Ella Cheng: You're sure we can get the second lot of cords in the air today?
 Eduardo Serquiño: No problem. I'll see to it myself. I'll fax you the details straight away.

Task 8

1 f 2 b 3 g 4 j 5 a 6 d 7 i 8 c 9 h 10 e

Task 9

- 1 I'm sorry. We should have labelled them correctly.
- 2 I'm sorry. We should have told you about that.
- 3 I'm sorry. We should have checked your order.
- 4 I'm sorry. We should have given you more exact information.
- 5 I'm sorry. We should have reserved a table (for you).
- 6 I'm sorry. We should have put one in the box.

Task 10

- 1 I'll have it checked for you.
- 2 I'll have it fixed for you.
- 3 I'll have them forwarded for you.
- 4 I'll have it sent for you.
- 5 I'll have them dispatched for you at once.
- 6 I'll have them brought down for you.

Task 11

- M** 1 A half plus three quarters equals one and a quarter.
 2 Twenty-seven point one three nine

- 3 Four point two times three is equal to twelve point six.
- 4 Eleven point five per cent
- 5 Twenty-seven thousand one hundred and thirty-nine
- 6 Ten divided by two equals five.
- 7 Eleven sixteenths minus three eighths makes five sixteenths.
- 8 Twelve and two thirds per cent
- 9 One point seven one two
- 10 Ninety-six plus twenty-four less thirteen makes one hundred and seven.



Study the table and then say the figures and calculations below aloud. Then listen to check that you have said them correctly. You may listen to the cassette first to help you.

- 1 A half plus three quarters equals one and a quarter.
- 2 Twenty-seven point one three nine
- 3 Four point two times three is equal to twelve point six.
- 4 Eleven point five per cent
- 5 Twenty-seven thousand one hundred and thirty-nine
- 6 Ten divided by two equals five.
- 7 Eleven sixteenths minus three eighths makes five sixteenths.
- 8 Twelve and two thirds per cent
- 9 One point seven one two
- 10 Ninety-six plus twenty-four less thirteen makes one hundred and seven.

Task 12



M It's Johnson Brothers here. I'm afraid I have to make a complaint. The invoice you've just sent us isn't correct. The invoice number is 6597 and our order number is 4102. You've invoiced us for 30 clips, but we only ordered 13. OK. Thanks.



You work for Johnson Brothers. Here is a copy of an order you sent to Packard Enterprises and the invoice you have just received. Call Ms McLeod of Customer Services to complain. Listen to what she says and respond in the pauses. You may listen to the cassette first to help you.

Kate McLeod, Customer Services. How can I help you?/

What seems to be the trouble?/

Can you give the number, please, and your order number?/

And what seems to be the problem?/

I see. I'm so sorry. There's obviously been a mix-up. I'll have it checked for you and ring you back as soon as I can./

Task 14



M 1 account with ISP 2 software 3 computer 4 modem

- 1 They are slow to download information, and are therefore expensive to operate.
- 2 About £100 a year, or more.
- 3 It allows you to pull software off the Net.

8 I'm sure we can sort it out

Task 1

- 1 Reliance Mail Order Company / Mr Bronson / overdue payment / Mr Bronson to contact bank / from Mr Bronson or his bank
- 2 Carlos Rodríguez / Flyway Airlines / missing luggage / Flyway Airlines to trace luggage / Flyway to contact Mr Rodríguez

Task 2

1 F 2 T 3 T 4 T 5 F



Listen to two telephone conversations and fill in the table.

1

Reliance: Reliance Mail Order Company here. Is that Mr Bronson?
 Edward Bronson: Speaking.
 Reliance: Good morning, Mr Bronson, I'm sorry to disturb you. We don't usually phone customers about overdue payments, but we have, in fact, written to you twice.
 Edward Bronson: Written to me twice? What on earth about?
 Reliance: It's about the bicycle we sent you. You did get it all right, didn't you?
 Edward Bronson: Oh, that. Yes, I did. Now I know who you are. Yes, I got the bicycle and I think I've paid for it, too.
 Reliance: Sorry, Mr Bronson, that's what I'm ringing about. We haven't received a cheque from you.
 Edward Bronson: No, I didn't pay by cheque. I gave my bank instructions to make a transfer.
 Reliance: Well, there may have been a slip at our end, but according to our records, nothing's come in. Could I ask you to check with your bank and let me know exactly when the remittance was made, you know, date, which bank, how it was transferred and so on? I'm sure we'll be able to trace it then.
 Edward Bronson: OK, I'll do that. Yes, I think I've got your bill somewhere.
 Reliance: We could send you a duplicate if you like.
 Edward Bronson: Oh, yes, would you do that? Then I'll look into it right away. I ... I'm sure we can sort it out.
 Reliance: Right. Then we'll get a notification from you.
 Edward Bronson: From me or my bank. I'll see to it. Goodbye then.
 Reliance: Thanks, Mr Bronson. Goodbye.

2

Flyway: Flyway Airlines. Good morning.
 Carlos Rodríguez: Hello. My name is Carlos Rodríguez. I didn't get my luggage when I arrived here yesterday.
 Flyway: Yes, sir. I'll put you on to our Lost and Found Office. Just a second, please.
 Lost and found: Lost and Found Office. Can I help you?
 Carlos Rodríguez: I certainly hope so. I flew here from Toronto yesterday, but when I arrived my luggage was missing.
 Lost and found: Oh, dear! Did you report it when you landed?

- Carlos Rodríguez: Yes, I told them at the information office but I didn't have time to contact you, too. I had a business meeting to attend. It's a damned nuisance this, and it isn't the first time, either.
- Lost and found: Mr Rodríguez, I'll try to find out where your luggage is, but I do need some information from you. What flight was it and what time did you arrive at the airport?
- Carlos Rodríguez: It was flight FL 879, and I had a two-hour stopover in New York. The plane was almost an hour late, so we landed at about nine o'clock yesterday morning.
- Lost and found: Fine, I also need to know the number of your baggage check, Mr Rodríguez. You'll find it on the front of your ticket.
- Carlos Rodríguez: Why can't you people do anything without masses of numbers and things? I suppose there'll be forms and declarations that I'll have to fill in.
- Lost and found: No, that won't be necessary. I'm sorry, I realise it must be annoying, but you see there are hundreds of passengers passing through here every day, so there has to be some system.
- Carlos Rodríguez: OK, OK. Here's the number of the baggage check. It's FL 052273 and 052274. A small case and a large one. Both in dark brown leather.
- Lost and found: Thank you, Mr Rodríguez. Now I'll be able to trace your missing luggage. If you give me your phone number, I'll call you back.
- Carlos Rodríguez: Right. It's 5691273 until four o'clock and after that you can reach me, or leave a message, at the Grand Hotel. The number's ...
- Lost and found: That's OK, Mr Rodríguez, we've got the number. I do hope we can get your bags to you this evening or tomorrow. If it's not today, I'll give you a call where you are now or at your hotel.
- Carlos Rodríguez: Fine. Please do your best to make it today. It really is quite difficult for me without my things.
- Lost and found: Of course we will. You can be sure of that, Mr Rodríguez. Goodbye.
- Carlos Rodríguez: Goodbye.

Task 3

- 1 overdue 2 details; sort 3 nuisance 4 something; details
5 form; declaration/declaration; form 6 baggage 7 reached 8 leave

Task 4

- 1 c 2 c 3 b 4 a 5 c 6 c

Task 5

Fred Barnes / Bargain Rental / a misunderstanding about a discount / the company will return the mileage charge



⊙ Listen to the telephone conversation and fill in the table.

- Sam Rizzo: Bargain Rental, Sam Rizzo speaking.
Fred Barnes: Hello, Mr Rizzo. This is Fred Barnes. I'm afraid there's been a mix-up and I'd like to clear the matter up as soon as possible.
Sam Rizzo: What seems to be the problem, Mr Barnes?

- Fred Barnes: Let's see, two weeks ago I rented a small Ford economy car from your downtown office. The agent there told me that I could have the car for 80 dollars a day, mileage included. When my son returned the car last week, the agent insisted that he pay 80 dollars a day plus an additional charge of 80 cents a mile. My son paid the extra money, but I think that I should get the mileage money back.
- Sam Rizzo: I see. I think I know what the problem is, Mr Barnes. We don't offer the special mileage discount on our small economy cars.
- Fred Barnes: In that case your agent should have made that clear to me when I rented the car. I've been renting cars from Bargain Car Rental for years, Mr Rizzo, and this is no way to treat a regular customer.
- Sam Rizzo: I'm very sorry about that, Mr Barnes. You're right, the agent should have informed you the discount is limited to our middle-sized and luxury cars.
- Fred Barnes: Yes, I do believe it's the agent's fault.
- Sam Rizzo: I see no reason why you should have to pay for this mistake, Mr Barnes. If you send me the bill and your receipt of payment, I'll see to it that you get your money back.
- Fred Barnes: That's very kind of you, Mr Rizzo.
- Sam Rizzo: Don't mention it. Customer satisfaction is our main concern.
- Fred Barnes: Thanks again. Goodbye.
- Sam Rizzo: Goodbye, Mr Barnes.

Task 6

- 1 Mr Abreu / Mr Langton / 30% faults in chip order / send replacements asap
- 2 Mr Abreu / Ms March / insufficient compensation / send cheque for balance

Task 7

- 1 RAM (Memory) chips.
- 2 Over 100.
- 3 They should keep them while Mr Langton discusses what to do with his management.
- 4 A lost shipment of plugs from Vietnam.
- 5 A computer fault.



Listen to two telephone conversations and fill in the table.

- 1

Mr Abreu: VTEX São Paulo here. Can I speak to someone in your dispatch department, please? It's about your invoice C 139022.

Operator: Mr Langton is the person you want. Just a moment, please, and I'll connect you.

Mr Langton: Langton speaking, Order Dispatch.

Mr Abreu: Ah, hello, Mr Abreu here. From VTEX, São Paulo.

Mr Langton: Yes, hello, Mr Abreu. How can I help you?

Mr Abreu: Well, I've got a bit of a problem here. You remember those memory chips we bought from you? Your invoice reference is C 139022. Well, three out of ten of the ones we've sampled so far simply don't work.

- Mr Langton: Oh, my word! Let me check the consignment number . . . That's 4,000 16-megabyte RAM chips, reference 7665588. What's wrong with them? I'm very surprised to hear you've had problems. They're usually very reliable.
- Mr Abreu: I don't know about that. These ones certainly aren't. And we've tested over 100 of them.
- Mr Langton: Is that so? How very strange, and so many, too. I must say, your delivery was from a new consignment we had in about ... ooh ... six weeks ago. Er ... but our control system is usually very reliable.
- Mr Abreu: There seems to have been an oversight or something this time, though. I'm afraid we just can't accept these faulty goods.
- Mr Langton: No, obviously not. Yes, er, of course, we'll send replacements as soon as we can.
- Mr Abreu: Would you, please? We've got customers waiting for delivery.
- Mr Langton: In the meantime, I'd like to apologise on behalf of the company and thank you for being so cooperative about it.
- Mr Abreu: Well, if you get those new chips to us quickly, there's no great harm done. And will you let us know what to do with the faulty ones?
- Mr Langton: Yes. Keep them in the meantime. I'll report this to our management and we'll decide where to go from here. This is most unusual.

2

- Mr Abreu: I'd like to talk to someone about your settlement slip DT3-19, dated 14 November.
- Ms March: Yes, that's right. We're the office for that. This is Christine March speaking.
- Mr Abreu: And I'm Mr Abreu of VTEX in São Paulo. We put in a claim for damage in the amount of US \$4,200, and you've only paid us \$3,690.60 as compensation.
- Ms March: Hold on a second and I'll get my copy. DT3-19, you said, didn't you?
- Mr Abreu: That's right ...
- Ms March: Are you there, Mr Abreu? Now, let me see. The first item's the loss of that shipment of plugs from Vietnam, that's 2,200, and then there's ... oh, yes, you're right ... there's another item for 1,900 and then there are claim expenses, too.
- Mr Abreu: Yes, that comes to about \$4,200, as I thought.
- Ms March: Oh no, it's that computer again. Those things are hardly worth the trouble, you know.
- Mr Abreu: That's right. But they're wonderful as an excuse. Would you send us a cheque for the balance, then?
- Ms March: Yes, of course. I'll send you a cheque at once. Awfully sorry about this, Mr Abreu. I'll put it in the mail today. Thanks for letting us know the mistake. Goodbye.
- Mr Abreu: Thank you. Goodbye.

Task 8

1 d 2 e 3 g 4 i 5 h 6 c 7 f 8 b 9 j 10 a

Task 9

- 1 may/might/could 2 may/might/could 3 should/ought to 4 can't
5 must 6 must 7 should/ought to 8 may/might/could

Task 10

- 1 announcement 2 schedule 3 lunch 4 apology 5 preference 6 state
7 complaint 8 reference 9 describe 10 prepare 11 delay 12 arrive
13 recommendation 14 please 15 transmit 16 departure

Task 11

- M** 1 As soon as possible
2 A-B-U D-H-A-B-I
3 Nine point six one five tons
4 On the thirteenth of April
5 D dash seven double oh oh
6 Double oh nine double three six two eight one seven one five four
7 H-A-R-J-double E-T S-I-N-G-H L-A-L
8 The estimated time of arrival is eleven forty-five a.m.
9 A hundred and seventy-five pounds less ten per cent makes a hundred and fifty-seven pounds fifty.
10 Double L-A-N-R-W-S-T



Ⓢ Listen to the callers who ask you for information. Respond to them with the information which is given below. You may listen to the cassette first to help you.

- 1 When do you want the goods?
As soon as possible.
2 Spell it for me, would you?
A-B-U D-H-A-B-I.
3 What does it weigh?
9.615 tons.
4 When did the Leeds Fair open?
On the 13th of April.
5 What's the Stuttgart postcode?
D-7 00 0.
6 How do you ring him from England?
009 33 62 817154.
7 How do you spell his name?
H-A-R-J-E-E-T S-I-N-G-H L-A-L.
8 When are they expected?
ETA 11.45 a.m.
9 What's the cost less the discount?
£175 - 10% = £157.50
10 How do you spell that village?
L-L-A-N-R-W-S-T.

Task 12

- M** 1 What was your order number, please?
Ah yes, 3216. Something has obviously gone wrong. I'll have the order checked for you.

- 2 I'm sorry. There does seem to have been a mistake at our end. Thanks for telling me about it. I'll call you back in ten minutes.
- 3 Yes, sir. Can we come and give you a demonstration?



Three people call you. Be helpful, and apologise to them if necessary. Listen to what they say and respond in the pauses. You may listen to the cassette first to help you.

- 1 Claudia Silva here. You promised delivery of 200 cases of wine by Monday. It's now Friday and it hasn't arrived./
It's 3216, dated 14th March./
- 2 It's Peter Pan Toys here. We ordered 150 battery-operated cars, model HC40, from you last month. And you've just made delivery of 150 model 20 speed boats./
- 3 I'm enquiring about the new model VCR you have on the market, the TSX 416. I'd like to have a look at it./

Task 14

- 1 No, you can use private phones, too.
- 2 No, it costs less.
- 3 BT Direct
- 4 Every call is itemised.
- 5 You can limit them to calling home only.

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