

1.4 Speaking and writing

Speaking dealing with problems on the phone



1a Choose the correct options to complete the conversations.

A Oh, it's been great ¹ *talk* / *(talking)* to you, Jess. I'll ² *leave* / *let* you get on.

B Oh, I'm not in any hurry. I've got plenty of time to chat.

A Well, actually, I've got a ³ *ton* / *volume* of work to do, so ...

B But I haven't told you about the party.

A Tell me about that next time.

B All right, then. Bye.

C Good morning. I'm calling from JP Solar Heating Systems. I wonder if I could interest you in some products ...

D No, thanks. And I don't ⁴ *make* / *take* sales calls, so can you please ⁵ *add* / *remove* my name from your database? Goodbye.

E Good morning. It's Stan from Go Sports. I'm calling with regard to your order of ...

F I'm sorry - someone's at the door. Could you ⁶ *wait* / *bear* with me a moment? Right, I'm back. Sorry about that.

E That's fine. I was calling to say ...

F I'm really sorry. It's the doorbell again. Could you hold the ⁷ *line* / *call*?

E I think I've ⁸ *caught* / *taken* you at a bad time, haven't I? I'll call back later.

G Hi, Bernard. Thanks for getting back to me. I was calling to see if you'd booked the flights ... Sorry? ... I can't hear you very well. The ⁹ *cover* / *coverage* is terrible here. Sorry, I'm ¹⁰ *losing* / *missing* you again. What was that? ... How much? Bernard, could you call me on my ¹¹ *land phone* / *landline*? Thanks.

b 1.2))) Listen to the conversations in exercise 1a and check your answers.

Writing an informal email giving news

2 Complete the email with words from the box.

am better catch doesn't great loads moon saw sounds touch will

Hi Pete,

¹ Great to hear from you. Really pleased all's working out well for you in Sydney. ² _____ like it was a very good decision to move out there. ³ _____ quite jealous, to be honest!

All's fine here. My news is that I've been offered a marketing job at a pharmaceuticals company in London. ⁴ _____ start till April, so I'm off to Mexico for a month before then. Thought I'd better get some travelling in, as I may not get another chance once the job starts.

⁵ _____ Kate the other day. I told her you'd been in ⁶ _____, and she says she'd love to ⁷ _____ up with you. She's going to email you. She and Mike have just got engaged, by the way, so she's over the ⁸ _____. I'm sure she'll tell you all about it.

Anyway, ⁹ _____ go, as I've got ¹⁰ _____ of stuff to do before I go away.

¹¹ _____ be in touch soon.

Emma x

I can ...

Very well Quite well More practice

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