

12.4 Speaking and writing

Speaking on the phone

1a Choose the correct options.

- Hi, Artem, it's / I am Megan. Is / It's Ellie there?
- Could you ask him to *call back me* / *call me back*, please?
- She's not here at the *time* / *moment*.
- Speak* / *Hang* on a minute. I'll *just* / *soon* get her.
- Can* / *Do* you tell her to *call* / *answer* me back, please?
- I'm *afraid* / *scared* he's *out of* / *into* the office.
- Could I *have* / *give* your number, please?
- Hello. *I could* / *Could I* speak to the manager, please?
- I'm afraid he's unable to *give* / *take* your call at the moment.
- Hold *on* / *it*.



b 12.3 Listen, check and repeat.

2 Are the sentences in exercise 1a formal (F) or informal (I)?

- | | | | | |
|------------|-------|-------|-------|--------|
| 1 <u>I</u> | 3 ___ | 5 ___ | 7 ___ | 9 ___ |
| 2 <u>F</u> | 4 ___ | 6 ___ | 8 ___ | 10 ___ |

3a Put the sentences in the right order in each conversation.

- a ___ B Hi, Chris. Have you booked the restaurant for Alison's surprise birthday party?
 ___ B Hi, Alison, it's Bashir. Is Chris there?
 ___ B OK. Can you tell him to call me back, please?
 8 C No, I haven't had time. I'll do it now and I'll call you back in a minute.
 ___ C Hi, Bashir.
 ___ A Sorry, he's not here at the moment.
 1 A Hello.
 ___ A Sure - oh hold on, he's just come back. Chris, Bashir wants to speak to you.
- b ___ A I'm afraid she's unable to take your call at the moment. Can I help?
 ___ A Yes, of course. Could I have your name and telephone number, please?
 ___ A Oh, you'll need to speak to the restaurant manager about that.
 1 A Good afternoon. How can I help you?

- 8 B Yes, it's Chris Brown and the number is 072 ...
 ___ B Maybe. I'd like to book a table for twelve for tomorrow night.
 ___ B Could you ask her to call me back, please?
 ___ B Hello. Could I speak to the restaurant manager, please?

b 12.4 Listen and check.

Writing a review

4a Put the words in order to make sentences.

- about / was excited / seeing / the film, / better / I / but the book / was .
I was excited about seeing the film, but the book was better.
- doesn't / the show / like / was / My son / museums, / he thought / usually / amazing / but .

- the film / I / to be / expected / but / great, / it / wasn't .

- and / the play / thought / was / too long / the main actor / I / terrible / was .

- don't / playing / tonight, / again / I / recommend / but / going / They're .

- the concert, / enjoyed / a bit / was / I / too loud / but / the guitar player .

- the circus / I / was / expect / didn't / good, / to be / amazing / but / it .

- recommend / I / thought / fantastic / it / was / and / it / to everyone / I .

b Decide if the reviews are positive (+) or negative (-). Which sentence is both positive and negative?

I can ...

	Very well	Quite well	More practice
use past participles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
speak on the phone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
write a review.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>