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1. Look at A and B opposite and change these conversations so that they are correct and more polite.

1

A: I want to speak to Mrs Lee.

B: That's me but I'm busy.

A: Sven Nyman talking. I want to talk about your order.

B: Call me back later.

2

A: Are you James Cassidy?

B: No. Who are you?

A: Annelise Schmidt. Is James Cassidy there and, if he is, can I speak to him?

B: He can't speak to you. He's in a meeting. Give me a message.

A: He has to call me as soon as possible.

2. Match the responses (1-8) with the questions (a-h) in D.

1 No, actually it's 46.

2 It's Valladolid with a V at the beginning, V for Victor.

3 No, it's Schmidt with a T at the end, T for Tommy.

4 Two. T-I-double-M-E-R-M-A-N.

5 No, 642 246.

6 Springer Verlag in Hamburg.

7 Krieslovski. K-R-I-E-S-L-O-V-S-K-I.

8 No, it's with two Ns in the middle.

Taking messages: checking information

a I'm sorry, I didn't catch your name.

Could you spell it, please?

b Is that with a D at the end, D for David?

c Did you say your number is 624 426?

d Is that with B for Bravo or V for Victor?

e Where did you say you're calling from?

f Is that with one M in the middle or two?

g The code for Sweden is 49, right?

h Is that Ginola like the football player?

KEYS:

1

A: Can I speak to Mrs Lee, please?

B: Speaking. I'm rather tied up at the moment.

A: Sven Nyman here. I'm calling about your order.

B: I wonder if you could call back later.

2

A: Is that James Cassidy?

B: No, I'm afraid not. Can I ask who's calling?

A: Annelise Schmidt. Is James Cassidy available?

B: I'm afraid he's in a meeting. Would you like to leave a message?

A: Could you ask him to call me back as soon as possible?

2.1g 2d 3b 4f 5c 6e 7a 8h

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TASK 1

Read the article further and choose the proper grammatical form to fill in the blanks.

Responsibilities for buddies:

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