

**A** Choose the correct words to complete the phrases for negotiating.

- Freya Good afternoon. <sup>1</sup> **Can / How** I help you?  
 Camilla Oh, hello. Could I speak <sup>2</sup> **for / to** Andrew McDonald, please?  
 Freya Certainly. I'll try and put you <sup>3</sup> **through / over**.  
 Camilla Thanks.  
 Freya I'm afraid the line's <sup>4</sup> **busy / full** at the moment.  
 Camilla Oh, right. Can I <sup>5</sup> **take / leave** a message?  
 Freya Of course. <sup>6</sup> **How's / What's** the message?  
 Camilla Could you <sup>7</sup> **say / tell** him the conference in Oxford is now on Monday, not Tuesday.  
 Freya Fine. And can I <sup>8</sup> **take / give** your name, please?  
 Camilla Oh yes, it's Camilla Lewis.  
 Freya Thanks. And shall I ask Mr McDonald to call you <sup>9</sup> **again / back**?  
 Camilla Yes, please. My number's 01785 444932.  
 Freya <sup>10</sup> **Thank / Thanks** you very much. Good bye.

**B** Complete the telephone dialogue by adding one word to each gap.

- Finlay Oh hello. Is <sup>1</sup> \_\_\_\_\_ Mr Hall?  
 Mr Hall Yes, it <sup>2</sup> \_\_\_\_\_.  
 Finlay It's Finlay here. <sup>3</sup> \_\_\_\_\_ Daisy there, please?  
 Mr Hall Yes, she's in the garden. <sup>4</sup> \_\_\_\_\_ on a minute. I'll call her... DAISY! ...OK she's coming now.  
 Daisy Hi, Fin. <sup>5</sup> \_\_\_\_\_ are you?  
 Finlay Good, thanks. What are you <sup>6</sup> \_\_\_\_\_ to?  
 Daisy I'm helping mum in the garden. What <sup>7</sup> \_\_\_\_\_ you?  
 Finlay Nothing much. I'm a bit bored. Do you <sup>8</sup> \_\_\_\_\_ doing something later?  
 Daisy Sure. I'll <sup>9</sup> \_\_\_\_\_ you a call when I finish in the garden.  
 Finlay Cool! Oh, I've got a new mobile. I'll give you the <sup>10</sup> \_\_\_\_\_. Umm...it's 07673 220885  
 Daisy So that's 07673 220885  
 Finlay Yeah, that's right. <sup>11</sup> \_\_\_\_\_ later.  
 Daisy OK. Thanks <sup>12</sup> \_\_\_\_\_ calling!



Student A	Student B
<p><b>Dialogue 1 (A begins)</b></p> <ul style="list-style-type: none"> <li>• Answer the phone.</li> <li>• Apologise and say the person isn't available. Offer to take a message.</li> <li>• Ask for the caller's telephone number.</li> <li>• Say you'll get the person to call B back. Finish the call.</li> </ul>	<p><b>Dialogue 1 (A begins)</b></p> <ul style="list-style-type: none"> <li>• Say who you are and who you'd like to speak to.</li> <li>• Leave a message. Say you won't be at the meeting tomorrow. Give a reason.</li> <li>• Give your phone number.</li> <li>• Thank A. Finish the call.</li> </ul>
<p><b>Dialogue 2 (B begins)</b></p> <ul style="list-style-type: none"> <li>• Say who you are. Ask how B is.</li> <li>• Say what you're doing. Make an invitation.</li> <li>• Make an alternative invitation.</li> <li>• Say where and when to meet.</li> <li>• Finish the call.</li> </ul>	<p><b>Dialogue 2 (B begins)</b></p> <ul style="list-style-type: none"> <li>• Answer the phone.</li> <li>• Say how you are. Ask what A is doing.</li> <li>• Reject the invitation. Give a reason.</li> <li>• Accept the invitation.</li> <li>• Agree. Finish the call.</li> </ul>