

# Listening



## Task 1

Listen to two phone conversations and complete 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 statements about the calls are true (T) or false (F).

- The visitor from Korea was originally going to come the previous week. T/F
- Robert Manzini will be playing golf with clients on Friday. T/F
- There won't be time for any lunch when they have the meeting. T/F
- The Heron International office will reopen at 9 a.m. T/F
- The caller will have to stay in bed for at least two days. T/F
- The caller's colleague will take their list of proposals to the meeting. T/F

## Task 4

Choose the best responses.

- Can we make an appointment?  
a When are you free?  
b Shall we make a reservation?  
c Is it difficult for us to meet?
- I'm going to have to postpone our meeting, I'm afraid.  
a I don't want to postpone it.  
b Don't worry, I'm sure we can find another date.  
c What are you afraid of?
- I'm tied up on Tuesday and Wednesday.  
a Oh, I'm sorry to hear that.  
b I'll come on Tuesday then.  
c What about Thursday?
- I'm glad we've finally managed to fix a date.  
a So am I.  
b Yes, we have.  
c What about next Monday?
- Is everything ready for the meeting?  
a No, we're not there.  
b It's all noted in my diary.  
c Yes, I think so.
- I hope this hasn't messed up your arrangements.  
a Well, my desk is always in a mess.  
b These things happen.  
c Yes, I always arrange things like this.

## Task 5

Listen to the phone conversation and complete the table.

Caller	Person called	Reason for calling	Appointment

You will find the transcript on page 97.

## What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

### Changing appointments

#### Person calling / Person called

Could we arrange another appointment?

How about the 7th rather than the 1st? Are you free then?

I'm sorry, I can't manage that day after all. Can we find another date?

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

Let's fix another time then. Would it suit you if we postpone the meeting until next month?

There's been a change of plan and I'm afraid I'm going to have to rearrange things to try to fit everything in.

I've been double-booked, because my assistant was confused by the appointments written in my diary, so we'll have to change the time of our meeting.

## What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

### Making appointments

#### Person calling / Person called

How about meeting on Tuesday 21st at 11.00?

I'll just check my diary.

When would be convenient for you?

Could you manage one morning next week?

Shall we say Wednesday 29th at 3 o'clock?

I'm afraid I'm tied up all that day.

I'll pencil that in for now. Can you tell me soon whether we can go firm on that?

Sorry, I've already got an appointment then. Can we arrange another time?

Could you send me a fax / an email confirming all the details?

Would it be possible to postpone the meeting?

Sorry to be difficult, but something urgent has come up, and I'm not going to be able to make it on the day we'd fixed.

It looks as if everyone involved can manage Friday next week, so let's go for that.



## Task 3

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

- I can hardly ..... you. It ..... as if you're miles away.
- My client had to make a ..... change to her itinerary.
- Let me just look at my ..... Yes, I could certainly ..... to come for a meeting on Tuesday afternoon.
- Sorry, I can't ..... if that day – I'm going to be ..... with something else.
- Several people can't come on Thursday – I think we'll have to ..... the meeting.
- Would it be ..... for you if we come in two weeks' time?
- There's a line through the diary that day – that means I have to keep it .....
- I try to make sure I have at least half an hour between .....
- Every ..... seems to generate a lot of .....
- Please could you email me ..... of the arrangements?

appointments, convenient, confirmation, tied up, free, manage, paperwork, postpone, sounds, diary, hear, last-minute, make, meeting

## Task 6

Listen to two phone conversations and complete the table.

	Caller	Dates booked	Room type	Special request
1	Hotel Saint-Jean			
2	Royal Western Hotel			

You will find the transcript on page 98.

## Task 7

Listen to the phone conversation in Part 1 and complete the notes on the message pad. Then listen to the phone conversation in Part 2 and complete the email.

**# Tarquin Services .....**

Annual Dinner

Date (1) .....

Barbara Zimmermann called – problem:

(2) .....

Alternative dates:

(3) .....

Hotel booked:

(4) .....

Time: (5) .....

**To: Bill**

**Subject: Tarquin Services Annual Dinner**

**Dear Colleagues,**

As you know, we had previously arranged to hold our Annual Dinner on (6) ..... at the (7) ..... Hotel. Due to unforeseen circumstances, we have had to postpone it by a few days. It will now be held at the Hotel (8) ..... on (9) ..... at (10) ..... p.m. A room has been booked for you in the hotel that night.

I hope this will not inconvenience you. Please send confirmation that you will be able to come. I look forward to seeing you all there.

Best wishes, Barbara Zimmermann

Marketing Manager

Listen again to Part 1 and Part 2 and answer the questions.

- Why can't the speaker come on the date they'd arranged?
- Why does Henri ask Barbara if she will email everyone?

## Task 8

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

- A: 1 \_\_\_\_\_  
B: Oh, fine really. And you, Sara, how are you?  
A: 2 \_\_\_\_\_  
B: Well, we're sending a film crew to do a short piece in Malaysia.  
A: 3 \_\_\_\_\_  
B: You guessed!  
A: 4 \_\_\_\_\_  
B: For two weeks, leaving at the end of next month.  
A: 5 \_\_\_\_\_  
B: That's right.  
A: 6 \_\_\_\_\_  
B: Good. I'll start getting things organised then.  
A: 7 \_\_\_\_\_  
B: What's the problem? We'll pay you your normal rate.  
A: 8 \_\_\_\_\_  
B: And then you'll be able to confirm?  
A: 9 \_\_\_\_\_  
B: Yes, I'll do that, Sara. I hope you can get everything arranged.  
A: 10 \_\_\_\_\_
- a Fine, thanks. What can I do for you?  
b Hold on a minute. It's not quite definite yet.  
c I'm sure I can. Thanks for calling, Alex.  
d No, it's not that. I'll have to make some arrangements first.  
e Hello, Alex, good to hear you. How are things?  
f So only a fortnight?  
g When would the trip be?  
h Well, I'll just check ... yes, that should probably be OK.  
i Yes, if I haven't confirmed by the end of the week, ring me again.  
j Ah, let me guess. You need a sound recordist.

## Task 10 Phrasal verbs

We often use phrasal verbs in conversation. Choose the correct  
adverb or preposition in brackets to complete these phrasal verbs.

- Sorry, I can't make the meeting this afternoon. Could we put it \_\_\_\_\_ until tomorrow? (up/forward/back)
- I'll get in touch \_\_\_\_\_ Matt Setton and see if we can change the date. (with/by/for)
- I'd like to go \_\_\_\_\_ the report before the meeting. (in/through/at)
- My diary is pretty full, but I could fit \_\_\_\_\_ a lunchtime appointment on Thursday. (on/in/at)
- It's too late to change everything now - let's stick \_\_\_\_\_ our original plan. (with/on/up)
- Send Louis an email with the details and copy me \_\_\_\_\_ (on/by/in)
- Thanks a lot for sorting it \_\_\_\_\_. (through/over/out)
- The only suitable dates are the 4th and the 12th. Let's go \_\_\_\_\_ the 4th. (at/for/by)

Now match each of the phrasal verbs to one of the definitions from the list below.

- a choose  
b read carefully  
c find time in a busy period  
d send a copy to someone  
e deal with a problem  
f contact someone  
g postpone  
h stay with / not change

## Language study

### Task 9 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 Sun Jim Kim wasn't offered the job?  
(he/apply elsewhere)  
*If Sun Jim Kim wasn't offered the job, he would apply elsewhere.*

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

- What would you do if the hotel was fully booked? (I/find another hotel)  
If \_\_\_\_\_
- What would happen if the speaker couldn't come to the conference?  
(we/look for a replacement)  
If \_\_\_\_\_
- What would you do if your client couldn't come to the meeting?  
(we/postpone the meeting)  
We \_\_\_\_\_
- What would be the effect if the computers crashed? (it/be/a disaster)  
It \_\_\_\_\_
- What would Markus do if the sales figures were well below the target?  
(Markus/resign)  
If \_\_\_\_\_
- What would you do if you missed your flight? (I/take/the train)  
I \_\_\_\_\_
- What would Anne Marie do if she forgot to go to her dental appointment? (she/ring/apologise)  
If \_\_\_\_\_
- What would happen if you were ill that week? (Catherine/stand in for me)  
If \_\_\_\_\_

## Speaking

### Task 11

- Listen to the callers. Pause the recording and answer their questions, using the information given.  
You may listen to the recording first to help you.

- |                     |                                      |
|---------------------|--------------------------------------|
| 1 9-11 July         | 5 wilson@transdeal.net/validator.com |
| 2 PB/9534-06        | 6 07998 652714                       |
| 3 Heydenfeldt       | 7 17 April                           |
| 4 0039 011 864 4360 | 8 Polozova                           |

You will find the transcript on page 100.

### Task 12

- Here is a page from your diary for 2 February. Philippe Lamoine dentist's appointment. Have a conversation with him and arrange a time for another meeting later in the day. Listen to what he says. You may listen to the recording first to help you.

2 February	Tuesday
9.00 Phone Taiwan office	
10.00 Philippe Lamoine - here	
11.00 Carmen Lee / Publicity	
12.00 Lunch with Hans Dankova	
1.00	
2.00 Warehouse	
3.00	
4.00	
5.00 Sales meeting - room 308	