

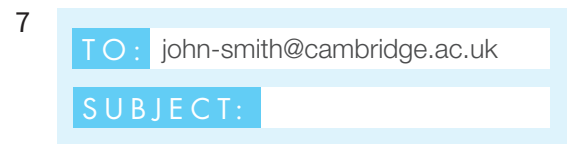
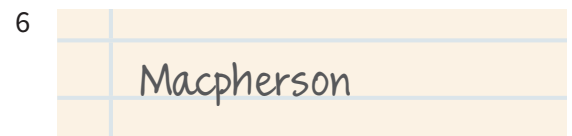
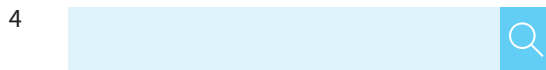
Exercises

- 49.1** Look at A and B opposite. Change the underlined expressions in these conversations so that they are correct and more polite.
- 1 A: I want to speak to Ms Sangster.
B: She's busy.
A: I'm Sven Nyman talking.
B: Why are you calling?
A: I want to discuss her order.
B: I'll tell her to call you when she's free.
- 2 A: Hello. Is Jack Bronson able to speak on the phone?
B: No. Who are you? What company do you work for?
A: Rosario Gonzalez. Excelsior Media Services. Take a message for him. Tell him that I've received his cheque.
B: He will get the message.

- 49.2** Spell the following as you would spell them on the phone. Use the table in C opposite to help you. The first one has been done as an example.

1 Maeght: M for Mike, A for Alpha, E for Echo, G for Golf, H for Hotel, T for Tango.

2 ●Valladolid



- 49.3** Match the responses (1–8) with the questions (a–h) in D opposite.

- 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 Tango.
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 Ls in the middle and a D at the end.

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Over to you

- Practise spelling words you have to give on the phone using the alphabet in C opposite.
- Practise giving your own email address and the address of your company's website.