



## 1 Telephoning

The telephone is very important in the business world and you looked at telephoning in the Job Talk sections of your book. Write this telephone dialogue between two people, Anna Rau and Brian Smith, by connecting the correct or most suitable parts of the sentences to each other. The first one has been done for you.

### Brian Smith:

1. Hello, is that Anna Rau?
2. Hello, this is Brian Smith from Unicore.
3. We're meeting next week in Munich.
4. I have a slight problem. My flight doesn't get in until 10.30.
5. I'll give you my mobile number, in case there are any problems.
6. Ok. It's 017218967122.
7. No, it's double two at the end.
8. Good, I look forward to seeing you all on Tuesday then. Goodbye.

### Anna Rau:

- a. Right, sorry, I've got that now.
- b. Ok. Just let me get something to write.
- c. Yes, 01721896712.
- d. Hello Brian. What can I do for you?
- e. Yes, goodbye Brian and thanks for calling.
- f. Yes. On Tuesday from 11.00
- g. Speaking.
- h. Don't worry. We'll just start when you arrive. You'll need about 45 minutes by taxi.

## 2 Business situations: requesting and complaining

In the Job Talk sections you looked at polite requests and complaints. What would you say in the following situations? Write your answers on a separate piece of paper.

1. You would like some more coffee in the hotel room where you are holding a meeting.
2. You have prepared a presentation, but the overhead projector doesn't work.
3. Someone asks you a question in the presentation, but you don't understand it.
4. There is a problem with the room booking. You wanted a room for 20 people. Your room is only big enough for 8.
5. Your presentation has finished late and now you need a taxi to get you to the airport quickly.

## 3 A good job

Below is a mind map for ideas and words associated with the perfect job. Fill in the spaces with words you learnt in the Job Talk sections:

