

Answer Key

Unit 1: How May I Help You?

2A

Caller: 1, 2, 3, 4, 6

Call receiver: 1, 3, 5

2B

1, 3, 5, 6

Greeting on the phone: 1

Saying who you are: 3

Asking to speak to someone: 5

Asking when the person will be in: 6

5A

A: Good morning. LP Support. How can I help you?

B: Hi, this is Bruce. Can you put me through to Bill Collins, please?

A: Are you Mr. Bruce Willy from Mike Sports?

B: Yes. That's me.

A: Mr. Collins's just gone out. He mentioned that you would call.

B: He did? When will he be back?

A: He should be back in 10 minutes.

B: Then I'll call later. Thanks.

A: You're welcome. Bye.

5B

Stacy: This is LP Support. How may I help you?

Jack: Hi. This is Jack Wilson. Can I speak to Mr. Davis, please?

Stacy: Mr. Davis is in a meeting. Is it urgent?

Jack: No top urgent. When will be a good time to call again?

Stacy: Between 1030 and 1100, I'd say.

Jack: Thank you, Miss.

Stacy: You're welcome.

5C

Call 1:

1: N, 2: Y, 3: N

Call 2:

1: Y, 2: N, 3: Y

Unit 2: Would You Like to Leave a Message?

2A

Caller: 1, 6

Call receiver: 3, 5, 7, 8

2B

1, 2, 3, 4, 6, 7

2C

Ask about the reason for the call: 3

State the reason for the call: 4

Double-check names and phone numbers: 2, 6

Promise to deliver the message: 7

5A

A: Hello. May I speak to Mr. Campbell, please?

B: Mr. Campbell just went out. Would you like to leave a message?

A: Sure. Please tell him to call James from FDA.

B: Is it Mr. James Owen from the Food and Drug Administration?

A: That's me.

B: May I ask what it is in connection with?

A: I'm calling about the hearings on May 2nd. I'd like to know if he would attend. He has my number, but just in case, it's 668-4676.

B: Sorry. Was it 668-4676?

A: Yes.

B: I'll tell him as soon as he gets back, Mr. Owen.

5B

Craig: Hi. May I speak to Erica, please?

Stacy: She left a minute ago, but she'll be back.

Craig: I see. Can I leave a message?

Stacy: Sure. May I have your name, please?

Craig: It's Craig Sharma.

Stacy: Was it S-H-E-R-M-A?

Craig: That's correct.

Stacy: May I ask what it is in connection with?

Craig: I'd like to discuss her offer for large purchases. My number is 667-3251.

Stacy: Were the last three digits 251?

Craig: Yes.

Stacy: Got it. I'll make sure she gets the message.

5C

Name of the caller: Anette Bakken

Please call back: ✓

Phone number: 0938-003896

Urgent: ✓

Message:

Tell Lisa Johnson to board the international flight without me. Other things to discuss, too. Can be reached before 7 p.m.

Unit 3: Can You Say That Again?

2A

Correct: 2, 3, 4, 6, 7, 8

2B

1. Sorry about the noise.
2. Can you say that again?
3. It's very noisy here.
4. I can't hear you clearly. I'll call you once I'm in a quieter place.

5A

1. A: Hello. This is Jackie Tyler. Is this Billy?

B: (on the high speed train) Yes. Listen, Jackie. I'm on a train, and we're going through some tunnels, so I can't hear you clearly. I'll call you back.

2. A: Hi. Is this Simon? This is Jack.

B: (battery running out) Hey Jack. My battery is running out. I'm about to lose connection. I'll call you back.

3. A: Hello? Hello? Is this Wendy?

B: (elevator door closing) Sorry, I'm in an elevator. I can't hear you clearly. I'll call you back.

4. A: Hello. Tom?

B: (near a construction site) Hi, Sam. I'm walking past a construction site. It's very noisy here. I'll call you once I'm in a quieter place.

5B

1. Sorry. Can you repeat what you just said?
2. Can you repeat the date, please?
3. Can you repeat the last person to me?
4. Can you repeat that?

5C

Stressed words:

1. AS395
2. The thirteenth of August
3. Mr. Tim Grev of DigiLearning
4. AK3449100

Unit 4: Can We Go Through the Order in Detail, Please?

2A

(1): L325W

(2): 8

(3): 3,500

2B

1. I'd like to place an order, please.
2. That's the white one, and you need eight of them. Is that right?
3. Let's go through the order in detail.
4. We'll ship your order in two days.

5A

A: Hello. Papersource. What can I do for you?

B: Hi. I'd like to place an order for our Mother's Day event.

A: Great. What would you like to order?

B: I'd like 30 Mama Bear Gummies and Queen Bee Tea.

A: Okay. You want 30 of each one. Anything else you'd like?

B: Can I also have 10 Best Mom Frames, please?

A: Sure. 10 Best Mom Frames. Okay. Let me double-check the order details. You want 30 Mama Bear Gummies and Queen Bee Tea, and 10 Best Mom Frames. Is that correct?

B: Correct. Will the shipment arrive before this Sunday?

A: We normally say two days, so I'm pretty sure it will arrive no later than Thursday.

B: That's great.

5B

1. I'd like to place an order.
2. Is that catalog number 315?
3. Did you say you wanted a silver one?
4. It should arrive in two days.
5. It will be sent by air freight.

5C

1, 4, 5