

**Activity 1: Completing and Drilling**

Complete the conversation below using the given phrases. The listen and repeat after the teacher.

- |                               |                              |                             |
|-------------------------------|------------------------------|-----------------------------|
| <i>Speaking</i>               | <i>Just a moment, please</i> | <i>This is</i>              |
| <i>Who's calling, please?</i> | <i>Do you speak English?</i> | <i>I'll put you through</i> |
| <i>Can I help you?</i>        | <i>Can I speak to...</i>     |                             |

- Sue : Hello, Campbell Design.  
 Chris : ..... Ms. Jackson, please?  
 Sue : .....  
 Chris : Ah, hello, Ms. Jackson. My name is Chris Fleming.  
 We met at the furniture exhibition in London last Tuesday.
- Operator : North west credit Bank .....?  
 Julie : Hello, Karl May's office, please.  
 Operator : .....  
 Julie : Juliette Winter.  
 Operator : Just a moment .....
- Operator : Femora Digame.  
 Doug : .....  
 Operator : Yes, a little.  
 Doug : Oh, good ..... Doug Gibbs of Trade carpets.  
 Can I speak to Sandra Molina, please?

**Activity 2: match the adjectives in the left side with the nouns on the right side!**

**Set 1**

- |                   |                 |
|-------------------|-----------------|
| 1. continuous     | a. aid          |
| 2. fundamental    | b. brochure     |
| 3. illustrated    | c. control      |
| 4. multi-national | d. company      |
| 5. potential      | e. customer     |
| 6. prompt         | f. disagreement |
| 7. strict         | g. reply        |
| 8. visual         | h. supply       |

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**Set 2**

- |                 |                 |
|-----------------|-----------------|
| 1. advanced     | a. arrangements |
| 2. alternative  | b. attention    |
| 3. close        | c. expense      |
| 4. competitive  | d. labour       |
| 5. considerable | e. materials    |
| 6. essential    | f. quote        |

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7. manual

8. raw

g. requirement

h. technology

<b>7</b>	
<b>8</b>	

**Activity 3. Choose the right phrases above to complete the following sentences!**

1. We can't use the hall so we'll have to make .....
2. They were recently taken over by a .....
3. I'd like you to meet her. She could be a .....
4. I want you to pay ..... to everything he does.