

Transcripts

2 Unit 2 Exercise A1

- Jana:** Dobrý den. UB Consult s.r.o. Jana Šímová. Co pro Vás mohu udělat?
- Sam:** Oh, good morning. Uhm ... Look, do you mind if I speak English, please?
- Jana:** Not at all. Go ahead.
- Sam:** Thanks. Can I speak to Ms Bach, please?
- Jana:** Of course. Who's calling, please?
- Sam:** My name's Kavanagh, Sam Kavanagh.
- Jana:** Could you spell that for me, please?
- Sam:** Sure. It's K-A-V-A-N-A-G-H.
- Jana:** Sorry, is that G for Golf and H for Hotel?
- Sam:** Yes, that's right, but we don't pronounce them.
- Jana:** Okay, I've got that. Could you hold the line, please, Mr Kavanagh? I'll put you through.
- Sam:** Thanks a lot. (pause with music)
- Jana:** Hello? Mr Kavanagh?
- Sam:** Yes?
- Jana:** I'm so sorry, but Ms Bachová's not in her office. She had to go out, I'm afraid. Can I take a message for her?
- Sam:** Yes. Can you ask her to ring me, please? The number's 00353 for Ireland, then 91 for Galway, then 572231.
- Jana:** I've got that. International code 00353, then 91 572231, right?
- Sam:** That's right. Oh, and could you tell her it's quite urgent, please? I'm away for the rest of the week.
- Jana:** Okay. I'll make sure she has your message as soon as she gets back.
- Sam:** Thanks very much. Goodbye.
- Jana:** Bye now, Mr Kavanagh.

3 Unit 2 Exercise A2

- Jana:** Dobrý den. UB Consult s.r.o. Co pro Vás mohu udělat?
- Kate:** Jana? It's Kate Connors here.
- Jana:** Oh, hello, Kate. How're you?
- Kate:** Fine, thanks, Jana. And you?
- Jana:** I'm fine, too, thanks. Now, what can I do for you?
- Kate:** Well, I'm just calling to fix a date and time for Sam's meeting with Mr and Mrs Bach at the Ispo Sportmode fair in Munich next month.

Jana: Oh, yes. Just a moment, Kate. Mr Bach gave me some dates and times.
(pause).
Kate?

Kate: Yes?

Jana: Well, how about Saturday, the first at nine-thirty? That's on the first day of the fair.

Kate: Oh, that's just fine, Jana. Sam's free then. Now, did Mr Bach say anything about the venue?

Jana: Well, Mr Bach has booked a room for Saturday morning. Could you ask Mr Kavanagh to go to room eight on the first floor of the small conference centre near the main entrance to the exhibition ground?

Kate: Oh, dear. Where was that, Jana?

Jana: Well, the small conference centre is just inside the main entrance to the exhibition ground. But that shouldn't be a problem. Everything's very well signed in German and English.

Kate: Fine, I've got that, I think, but let me just check – nine-thirty on the first of February in room eight on the first floor of the conference centre at the main entrance to the exhibition ground, right?

Jana: That's right, but I'll email to confirm anyhow. Well, thanks for calling, Kate, and please tell Mr Kavanagh that Mr and Mrs Bach are looking forward to meeting him very much.

Kate: I'll certainly do that. Well, take care, Jana. Goodbye.

Jana: Bye now, Kate.

4 Unit 2 Exercise C7

Jane: Good afternoon. Carr & Sons Limited. Can I help you?

Ben: Good afternoon. Can you put me through to Ms King's office, please?

Jane: Certainly. Who's calling, please?

Ben: My name's Ben Todd.

Jane: Hold the line, please, Mr Todd.

Ann: Good afternoon. Ms King's office. Ann Johnson speaking.

Ben: Good afternoon. It's Ben Todd here. May I speak to Ms King, please?

Ann: I'm sorry. I'm afraid Ms King is in a meeting at the moment.

Ben: Oh, dear. Do you know when she'll be free? I'll call again later.

Ann: Well, I'm afraid I don't know when the meeting will be over. But can I take a message?

Ben: Oh no, thank you. It's private. I'd rather send an email. Thank you. Bye.

Ann: Goodbye.