

## Partner A

## Partner files

## Unit 1, Exercise 11

File 01

## Call 1

Your name is Christine/Chris Fraser. It's 10 o'clock: time to make your phone calls. (You have a meeting from 12 until 5 pm.) Your first call is to Stavby, s.r.o. You want to speak to your business contact there, Tereza Štádlarová. You often call the company, so you have spoken to Tereza's PA (personal assistant) Alex several times before.

## Call 2

Your name is Martin/Martina Král(ová). You work for Janda-Karlík as a secretary. Answer the phone and help the caller. Important: your boss, Karel Bílý, has told you that he doesn't want any phone calls today.

## Unit 2, Exercise 7

File 02

First spell the place names below (1–4) for your partner. (The words in brackets tells you where you can find these places – they do exist!)

- 1 Ambato Finandrahana (Madagascar)
- 2 Narvskoye Vodokhranilishche (Estonia)
- 3 Thabana-Ntlenyana (Lesotho)
- 4 Lubuklinggau (Indonesia)

Then write down the words your partner spells for you (5–8).

- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_

Finally, spell the words 5–8 back to your partner to check your spelling. Did you get it right?

## Unit 2, Exercise 10

File 03

## Call 1

You work for RFM Electronics. Someone will call and ask about prices and telephone numbers. Look at these extracts from your current price list and internal telephone list and give them the information they need. (The price list is also available on your website [www.rfm-electronics.com](http://www.rfm-electronics.com).)

6M138 Optocoupler	£0.70
6N148 Optocoupler	£0.90
UGN3505W Magnetic Sensor	£4.00
74AC695 Transceiver	£1.30
75AC965 Transceiver	£1.85
TD2002V Audio Amplifier	£5.40
PIC-101SCL IR Receiver Module	£3.00
Potentiometer Thumbwheel 20K	£1.45

Marketing department	+44 193 221 6760 40
Production department	+44 193 221 6760 50
Quality department	+44 193 221 6760 60
Customer service department	+44 193 221 6760 70
Purchasing department	+44 193 221 6760 80

## Call 2

You work for BrightFuture Pharmaceuticals. You have received an order from NDL Inc. but you don't have a delivery address. Call NDL Inc. to get the information. You would also like the email address and mobile-phone number of the person who placed the order in case you have any more questions.

## Unit 3, Exercise 4

File 04

## Call 1

You are Monica Thompson's answering machine! Prepare a message saying that you are not here and asking the caller to leave a message after the beep. Read it out to the caller. Then listen and make a note of the caller's message.

## Call 2

You are Monica Thompson. Phone the caller back and leave a message on his voicemail, thanking him for his help. You are also interested in talking to him about a new project – ask him if he can call you back some time this week.