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**ANSWER KEY**

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**Unit 12****A**

Suggested messages are:

- 1 Martin – Sandra called. Ring her back on 07783 654276.
- 2 Laura – your boyfriend, Miguel, called.
- 3 Mr Yamamoto – delivery two weeks late now. Please contact angry client!

**D**

- 1 gone out
- 2 to call me back
- 3 when I see him
- 4 I'm afraid not
- 5 she's at work
- 6 haven't met
- 7 call her mobile
- 8 can I help you
- 9 put you through
- 10 at the moment
- 11 haven't received
- 12 I'll tell him

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**VIDEO SCRIPT**


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Charlotte Do you have ideas for two messages?  
 Jack Yes. You?  
 Charlotte More or less. Let's try. So, this is my informal one. Ring ring.  
 Jack Hello?  
 Charlotte Hi. Is that Martin?  
 Jack No, sorry. I'm, I'm his housemate. I'm afraid Martin's gone out. Do you want to leave a message?  
 Charlotte Yes, please. Can you tell him Sandra called and ask him to call me back?  
 Jack Does he have your number?  
 Charlotte I think so, but I'll give it to you anyway. It's 07783 654276.  
 Jack OK. So that's 07783 634276, yes?  
 Charlotte No. 654, not 634.  
 Jack OK. Sorry. I'll tell him when I see him.  
 Charlotte When will he be back? Did he say?  
 Jack No, sorry. I'm afraid not.  
 Charlotte OK. Thank you. Bye.

Jack So ... my turn. My informal one. Ring ring.  
 Charlotte Hello?  
 Jack Oh, hi. Is Laura there?  
 Charlotte No, I'm afraid she's at work. Who's this?  
 Jack It's Miguel, her boyfriend.  
 Charlotte Oh, hello. This is her mother. We haven't met.  
 Jack No. Not yet.  
 Charlotte Actually, she's never told us anything about you!  
 Jack No? Oh, well. Listen, thank you. I'll call her mobile.  
 Charlotte OK. Well, nice talking to you.  
 Jack Yes. Goodbye.  
 Charlotte Bye.

Charlotte Do you want to do a formal one next? I'm not sure about my idea, so ...  
 Jack OK. Let's try. Ring ring.  
 Charlotte Hello. AVP. How can I help you?  
 Jack Hi. Can I speak to Mr Yamamoto, please?  
 Charlotte One moment please. I'll just put you through.  
 Jack OK. Thanks.  
 Charlotte Hello? I'm afraid he's away from his desk at the moment. Do you want to leave a message?  
 Jack Yes. Um, could you tell him we still haven't received the delivery. It's two weeks now. I'm quite angry.  
 Charlotte OK. I'll tell him. Does he have your number?  
 Jack Yes, I'm sure he does. When will he be back?  
 Charlotte I'm not sure, but soon, I think. I'll tell him to call you.  
 Jack OK. Thank you.  
 Charlotte Bye.