

16 BUSINESS

WATCH

A Watch the video. Write what you hear about the reasons for each of the three telephone calls and what the end result of each one is.

B Watch the video again. Work in pairs. Answer these questions.

1 Why can't Paulo make next week?

2 What's wrong with the following Tuesday?

3 What Skype name do you hear?

4 What email address do you hear?

5 What does Diana apologise for doing?

6 What reasons does she give for her behaviour?

C Compare your ideas with a partner.

D Look at the video script. What are the missing words?

E Watch again and check your answers.

PRACTISE PRONUNCIATION

A Practise the conversations in pairs.

B Which words or phrases are difficult for you? Tell a partner.

C Watch again and listen to the words / phrases that are difficult to say.

Ask your teacher to stop the video.

Repeat the word(s) / phrases.

D In pairs, practise reading the dialogue again.

KARAOKE

Watch the karaoke version and look at the video script. Act out the karaoke lines in *italics*.

VIDEO SCRIPT

Diana OK. Are you ready?
 Paulo Yep.
 Diana So ... ring, ring. Ring, ring.
 Paulo Hello. Paulo Rivera speaking.
 Diana Oh hi, Paulo. It's me, Diana.
 Paulo Hi. How are you?
 Diana Fine, thanks. Fine. *Listen, I'm phoning to try to*
 1 _____ *and place for the*
next meeting.
 Paulo OK. Well, next week is 2 _____ ,
 I'm afraid. I'll be visiting clients in Germany, so I won't
 3 _____ . But maybe the week after
 that?
 Diana OK. *Would Tuesday be good for you at all?*
 Paulo Um ... let me just check my diary.
 4 _____ , actually. It's quite a
 busy day for me. *Would you be able to talk on Monday?*
 Diana Yes, I could do. Monday morning? Say around ten?
 Paulo *That would work for me, yes.* Do we need to meet face-to-face or could it be
 a video call?
 Diana I guess we could just 5 _____ ?
 Maybe a Skype chat?
 Paulo Brilliant. *I don't think I have your contact details, though.* What's your Skype
 name?
 Diana Diana Gomez. G-o-m-e-z. All one word. Add me and we'll talk soon, OK?
 Paulo OK. Great. Bye.

Diana So, shall we do the second one, then?
 Paulo OK. I'll call you this time, then. Yes?
 Diana Yeah, fine.

Paulo Ring, ring. Ring, ring.
 Diana HGT Estates. Diana speaking. How can I help you?
 Paulo Oh, hello. *I'm just calling to enquire whether you're taking on any staff at the*
moment.
 Diana Right. OK. Well, I'm afraid we're not really looking for anyone at the moment.
 We do usually advertise 6 _____ .
 Paulo Of course. I understand. *I was just wondering if maybe there was anything*
coming up?
 Diana Not in the near future, to be honest, but perhaps it would be possible for you to
 email over your CV? We can 7 _____
 and contact you should anything come up.
 Paulo Yes, of course. *That'd be great. Where should I send it?*
 Diana The best address is hr at hgtstates, all one word, dot org dot uk.
 Paulo OK, that's hgtstates.org.uk.
 Diana Right.
 Paulo OK. Well, I'll get that to you today ... and please do
 8 _____ .
 Diana Certainly.

Paulo So. The third one. You start this time.

Diana Ring, ring. Ring, ring.

Paulo Hello.

Diana Oh hi. Is that Paulo?

Paulo Yep.

Diana Oh, this is Diana. *I'm just calling to apologise for losing my temper earlier.*

Paulo OK.

Diana It's just I've been under a lot of pressure recently and I
⁹ _____ and ...

Paulo So are you calling to say sorry or to make excuses?

Diana Well, both, I guess. Not excuses ... but to explain why I got angry.

Paulo Well, to be honest, Diana, I don't want to hear it because there are no
excuses for what you said. There really aren't.

Diana *Seriously? Well, I'm sorry you feel like that.*

Paulo And I'm sorry you don't know how to say sorry.

Diana ¹⁰ _____ would be like this,
honestly ... I would've told you more what I think earlier!

Paulo OK. You're getting hysterical. I think we should end this conversation now.

Diana Fine. Good. Goodbye!