
ANSWER KEY

Unit 16**A**

In the first call, Diana wants to sort out a suitable time and a place for a meeting. They decide on a Skype call not next week, but the Monday of the following week – at around ten. In the second call, Paulo is calling to see if there are any job vacancies at HGT Estates. There aren't, but Diana tells him to send in his CV and it'll be kept on file. In the third call, Diana calls to apologise for losing her temper earlier. Paulo thinks it sounds more like she's making excuses and gets angry, saying her behaviour was inexcusable. The conversation comes to an abrupt end!

B

- 1 He'll be visiting clients in Germany.
- 2 It's quite a busy day for him.
- 3 Diana Gomez.
- 4 hr@hgtestates.org.uk
- 5 For losing her temper and saying some things she regrets.
- 6 She said she's been under a lot of pressure recently and hasn't been sleeping very well.

E

- 1 arrange a suitable time
- 2 no good for me
- 3 be around at all
- 4 It's not ideal
- 5 video call it
- 6 when vacancies become available
- 7 keep it on file
- 8 bear me in mind
- 9 haven't been sleeping well
- 10 If I had known you

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 arrange a suitable time and place for the next meeting.
 Paulo OK. Well, next week is no good for me, I'm afraid. I'll be visiting clients in Germany, so I won't be around at all. But maybe the week after that?
 Diana OK. Would Tuesday be good for you at all?
 Paulo Um ... let me just check my diary. It's not ideal, 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 video call it? 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 when vacancies become available.
 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 keep it on file 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 hgtestates, all one word, dot org dot uk.
 Paulo OK, that's hgtestates.org.uk.
 Diana Right.
 Paulo OK. Well, I'll get that to you today ... and please do bear me in mind.
 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 haven't been sleeping well 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 If I had known you 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!