

**Track 5 Unit 1 E2 Exercises a. and b.**

**Call 1**

Markus: Guten Tag, Bahu Interiors.

Bob: Oh, good morning, this is Bob Holder from Graphic Solutions. Could I speak to Markus Burger, please?

Markus: Yes, speaking. How can I help you, Mr Holder?

Bob: I'm calling about the new graphics software. I got an email from Anita Schmelz saying that it was ready and that I should contact you.

Markus: Ah, yes, that's right. I'm standing in for her this week. Anyway, we've got the complete package now, and I've prepared a short demonstration<sup>i</sup> for you. You'll like it – it's very user-friendly.

Bob: Great. Then shall I come over and pick it up? I could come tomorrow or on Friday.

Markus: Tomorrow would be fine. Just a moment, I'll just check my diary. Yes, how about ten o'clock?

Bob: Ten o'clock? Yes, that suits me. Where shall we meet?

Markus: Um, if you just report<sup>ii</sup> at the reception, I'll come down and meet you there. It's easier than trying to find my office!

Bob: OK, so I look forward to seeing you then. Bye for now,

Markus: Goodbye.

**Track 6 Call 2**

Markus: Guten Tag, Bahu Interiors, Markus Burger.

Dennis: Oh, er, do you speak English?

Markus: Yes, no problem. What can I do for you?

Dennis: I'd like to speak to a Mr Peter Cooper.

Markus: Oh, he's on a different extension<sup>iii</sup>, but I can put you through to him. Can I have your name please?

Dennis: It's Dennis Wiseman.

Markus: Thank you, Mr Weissmann. If you hold<sup>iv</sup>, I'll just connect you.

Dennis: Thank you.

Markus: Okay, well, I'm afraid Mr Cooper is not picking up the phone – he may be out of the office. Can I get him to call you back?

Dennis: Yes, please. It is rather urgent that I speak to him today.

Markus: Well, if I take your contact details, I'll make sure he returns your call<sup>v</sup> as soon as possible. May I have your telephone number, please?

Dennis: Mr Cooper knows my number, but let me give it to you anyway. It's oh seven seven one three five double seven extension nine one one.

Markus: I'll read that back to you. Oh seven seven one three five double seven extension nine one one.

Dennis: That's right.

Markus: And it's Mr Weißmann. Weiß as in ... um ... Edelweiß?

Dennis: No, it's Dennis Wiseman. That's W-I-S-E-M-A-N.

Markus: Mr Wiseman - my apologies<sup>vi</sup>. I'll get him to call you back.

Dennis: Thank you very much for your help. Goodbye.

Markus: Goodbye.