

A Exercise 3 (Track 6)

- Herr Schmidt:* Guten Morgen, Flexibüros GmbH, Schmidt.
- Giulia Belfiore:* Good morning, Ms Schmidt. I'm afraid I don't speak German. My name is Giulia Belfiore. I'm ringing from Milan, Italy. Could I speak to Dr. Claudia Friedrichs, please?
- Herr Schmidt:* I'm afraid there's no-one of that name in this company. You must have got a wrong number.
- Giulia Belfiore:* I didn't quite catch what you said. The line is bad. Could you please repeat it?
- Herr Schmidt:* You must have got a wrong number. There is no-one of that name here.
- Giulia Belfiore:* Oh, I see. I'm terribly sorry. I'll try again.
(redials) Good morning. Is that the XYZ Bank?
- Peter Hansen:* Yes it is. My name's Peter Hansen. How can I help you?
- Giulia Belfiore:* My name's Giulia Belfiore from Costruzione Milano. Could I speak to Dr Claudia Friedrichs, please?
- Peter Hansen:* Certainly. I'll put you through to her extension ... I'm afraid she's not answering now. Apparently she has just left for an appointment in Traunstein.
- Giulia Belfiore:* I didn't quite catch that. Could you repeat it more slowly, please?
- Peter Hansen:* Certainly. It seems she has just left for an appointment.
- Giulia Belfiore:* Oh dear. I must get in touch with her urgently. I need an appointment with her to finalise a major redevelopment loan. Are you in the picture?
- Peter Hansen:* I'm afraid not. Could you give me your telephone number and I'll ask her to get back to you. Would you like to leave a message?
- Giulia Belfiore:* Not really. Just that I need an appointment with her in Munich as soon as possible. My landline is 0039-02 3768341. In Italy the zero at the beginning of the area code is not omitted. My mobile number is 0039-333 449 2622. Could you also give me Dr Friedrich's mobile and extension? I assume she won't mind me ringing her on her mobile.
- Peter Hansen:* Her extension is 3551 and her mobile is 0178-78 47 134. I'm sure she won't mind, though she may switch her phone off if she's in conference. But I will still try to contact her. May I just ask you to give me your name again? I'm not sure I got it right.
- Giulia Belfiore:* Certainly. My name is Giulia Belfiore.
- Peter Hansen:* Could you possibly spell it for me?
- Giulia Belfiore:* G - I - U - L - I - A B - e - l - f - i - o - r - e
If I don't manage to catch her now, when is the best time to get hold of her?
- Peter Hansen:* She usually works late at the office – often till about 7 pm and she comes to the office in the morning at about 8.15. If all else fails, you might get her this evening.
- Giulia Belfiore:* Thank you very much for your help. Goodbye.
- Peter Hansen:* Goodbye, Ms Belfiore.