

Telephoning

- Good morning, Smith Electronics. May I help you?
- 1)
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- I'm sorry, she's in a meeting until 3 p.m. May I take a message?
- 2)
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- I'm afraid that she won't be able to call you back at all today because she's going to leave for a conference directly after the meeting.
- 3)
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- Why don't you try calling her early tomorrow morning?
- 4)
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- A) Yes, certainly. Let me check if I got it right. It's 885-6592, right?
- 5)
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- You're welcome. Have a nice day, too. Bye.
- 6)



Vocabulary

- be able to (=can)
- take a message/leave a message
- call someone back

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Grammar/tenses (review)

- Present simple: facts, how things are (typically)
- Present Continuous: what's happening now
- Present Continuous (for future): arrangements with other people
- Be going to future: personal plans
- Will future: offers, spontaneous decisions