


# 4 Is that correct?

## Email addresses

- 1  Listen to someone saying an email address. Tick the correct address.

- 1 j-luc@redtop.co.fr ☐
- 2 j-luc@redtop.com.fr ☐
- 3 j\_luc@redtop.co.fr ☐
- 4 j\_luc@redtop.com.fr ☐

### Email addresses

**J\_Jarvie-67@topleft.com**

underscore hyphen at all one word dot

We say com (not C-O-M), co (not C-O), net (not N-E-T), and org (not O-R-G).


- 2 Say these email addresses.

- 1 m.parks@callserve.com
- 2 kazuo@raper.net.jp
- 3 wills6328@yahoo.co.uk
- 4 user-info@tech.store.com.br
- 5 f\_orth@t-lightwork.org.de

- 3 Work in groups. One person says their email address. The others write it down.



## Telephone messages

- 1  Listen to someone taking a telephone message. Write the message.

Message for: *Maria*


Please call:

Telephone no:

- 2 Complete the sentences with a phrase from the list.

I'm afraid    do you    a second    Can I  
Can you    I need    This is

- 1 ..... speak to Maria, please?
- 2 ..... she's not here.
- 3 ..... take a message?
- 4 Sure. Just .....
- 5 ..... a pen.
- 6 ..... Don Sinclair.
- 7 How ..... spell that?

- 3  Listen again and check your answers.

### Correcting

To correct someone, stress the information that's different.

- A So *that's* 4989 287 9806.
- B No, 9826.



- 4 Work with a partner. Take turns to be **A** and **B**.

A So that's 6741.

B No, 6743.

1 A So that's 6741. B No, 6743.

2 A So that's 8529. B No, 9529.

3 A So that's 3290. B No, 3490.

4 A So that's 1168. B No, 1164.

5 A So that's 344742. B No, 347742.

6 A So that's 652880. B No, 642880.

- 5 Write these phrases in the correct place in the table.

*How do you spell that?*

*The code is ...*

*Just a second. I need a pen.*

*Thanks very much.*

*This is Jean-Luc.*

*So that's ...*

### Useful telephone phrases

#### Starting the call

Hello.

Is that the Research Department?

..... 1

Can I speak to ..., please?

#### Messages

Can you take a message?

Are you ready?

..... 2

#### Giving numbers

My number is ...

..... 3

#### Spelling

..... 4

J-I-M. Then new word ...

#### Checking

Sorry?

..... 5

#### Ending the call

..... 6

You're welcome.

Goodbye.

- 6 Work with a partner. Use the words in the boxes to make another call. Take turns to be **A** and **B**.

**A** – write the message.

**B** – use your real name and telephone number.

A	B
Sales Department.	... speak to Thomas?
... not here.	... a message?
Sure. ... a second. ... pen.	... ready?
Yes.	Please ask Thomas to ... This is ... <give your name>
How ... spell that?	It's ... <spell your name>
So that's ... <spell the name>?	That's right. And my number is ... <give your number>
So that's ... <say the number>?	That's right. Thanks.

- 7 Work with a partner.

**A** – look at the information below.

**B** – look at file 5 on page 103.

**A**

You work for Allied Engineering. You work with Teresa Harris, but she isn't here today. Someone calls you. Take a message and write it here.

Message for: .....

Please contact: .....

Contact information: .....

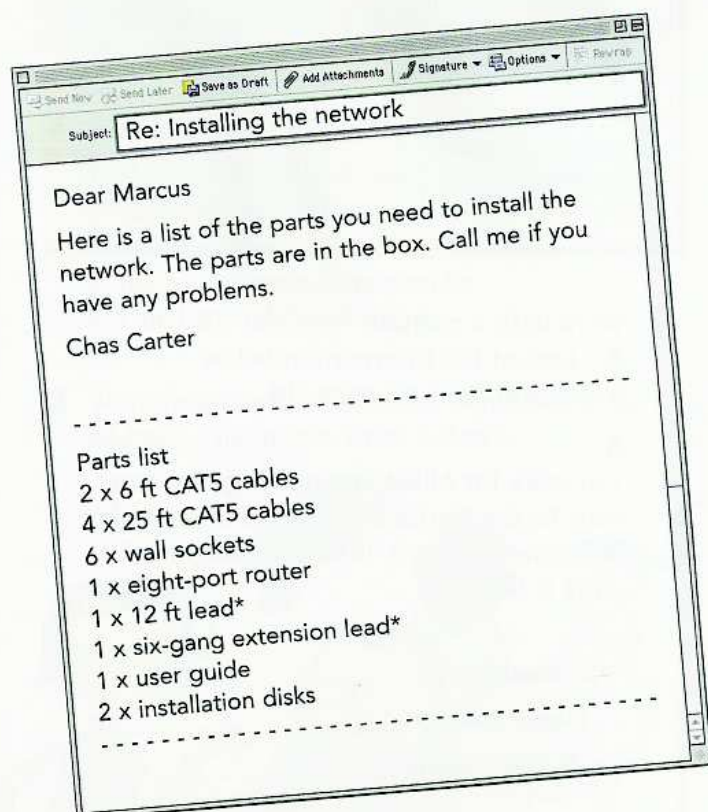
.....

.....



# Checking equipment

- 1 Read the email and look at the picture.  
Are all the parts correct?



lead **BrE** – power cord **AmE**

six-gang extension lead **BrE** – six-outlet power strip **AmE**

- 2 Work with a partner. Check the parts against the list.

A Do we have two six-foot cables?

B No, we have three!

A Do we have ...?

- 3 Marcus calls Chas, but Chas is out. Marcus leaves this message. Complete the message with the words from the list.

disk	network	six	three
need	have	call	don't

'Hi, Chas! It's Marcus. Thanks for your email about installing the .....<sup>1</sup>. I'm afraid we .....<sup>2</sup> a problem. We .....<sup>3</sup> have enough twenty-five-foot cables. We need four, but we only have .....<sup>4</sup>. We have an extra .....<sup>5</sup>-foot cable, but that's no good. And we have another problem. We only have one installation .....<sup>6</sup>. I think we .....<sup>7</sup> two. Please .....<sup>8</sup> me about this. Thanks a lot. Bye.'

- 4 Listen and check your answers.



- 5 Work with a partner. **A** – look at the information below. **B** – look at file 8 on page 104.

**A**

You need these things for a job. Ask your partner if they have them. Tick (✓) the things they have.

Do you have ...?



torch BrE – flashlight AmE

## Following instructions

- 1 Look at these lines. Which is:

- 1 horizontal?
- 2 diagonal?
- 3 vertical?



a



b



c

- 2 Listen to some instructions and draw the lines on the grid. What is it?

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50
51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70
71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90
91	92	93	94	95	96	97	98	99	100

- 3 Work with a partner.

**A** – look at the information in file 9 on page 104.

**B** – look at the information in file 36 on page 114.