

L: I want to go to Paris for a few days. Do you want to come with me?

J: Oh, yes! That's a great idea.

L: Terrific!

J: But not this month. ... We're very busy at work at the moment.

L: Another international project?

J: Yes.

P: Oh, what's that?

J: We're working on a deal with some people from Argentina.

P: Where in Argentina?

J: Buenos Aires, but they're in London this week. It's a problem, actually.

P: Why's that?

J: I'm trying to find someone who can translate for us. The person who speaks Spanish is off sick.

L: Paul speaks Spanish.

J: No! Do you really?

P: Yes. My father's from Madrid.

J: Are you free tomorrow?

P: Yes. Can I help?

J: Oh yes ...

P: That's great.

J: I'm so pleased we met. Look here's my business card ...

2A, Page 12, Exercise 2

A = Man, C = Chris Orth

A: Tech support. Can I have your employee number, please?

C: Yes, it's 240721, and my name's Chris Orth.

A: Thanks, Chris. How can I help you?

C: I'm having trouble with my computer.

A: With your laptop or desktop computer?

C: My desktop. It's running very slowly.

A: OK, I'll send someone over to take a look.

C: How soon can they be here?

A: I'll find out and let you know.

C: Can you call me back on my mobile?

A: Yes, no problem.

C: That's great. Thanks a lot.

A: You're welcome.

2C, Page 16, Exercise 5

J = Jean Pierre Moreau, R = Rosemary

J: Jean Pierre Moreau.

R: Hi, it's Rosemary.

J: Hi, Rosemary. Look, can I call you back?

R: Oh, sorry, is this a bad time?

J: Yes, I'm in the middle of something.

R: No problem.

J: Thanks. Bye.

2C, Page 17, Exercises 7 and 8

J = Jean Pierre Moreau, R = Rosemary

R: Rosemary Clark.

J: Hi, it's Jean Pierre.

R: Oh, Jean Pierre. Thanks for getting back to me.

J: Sorry I couldn't speak earlier.

R: Oh, that's OK. Jean Pierre, I'm sorry to trouble you but I need an email address for Steve Parks.

J: Ah. I have it here. It's SteveParks ... Have you got a pen?

R: Yes.

J: It's SteveParks84 at gmail dot com.

R: SteveParks, is that all one word?

J: Yes.

R: Eight oh four?

J: No, eighty-four.

R: Sorry, eighty-four?

J: Yes.

R: At gmail dot com.

J: That's right.

R: Sorry?

J: I said that's right.

R: Oh, good.

2D, Page 18, Exercise 2

Bridget? It's Ana ... I'm at the airport, London Heathrow. But Bridget, I have a problem ... My bag didn't arrive ... They say it's in Miami. They'll send it on the next plane ... I'll get it tomorrow but my driving licence is in the bag. I can't hire a car to get to your house ... Oh, that's very kind of you. I'm so sorry to trouble you ... I'm at terminal 3. How long will it take you to get here? ... OK. I'll wait outside in half an hour. Bridget, thank you so much ... I'm looking forward to seeing you, too. See you soon.

2D, Page 18, Exercise 4

A = Ana, B = Bridget

A: Bridget? It's Ana.

B: Hi, Ana. Where are you?

A: I'm at the airport, London Heathrow. But Bridget, I have a problem.

B: What's that?

A: My bag didn't arrive.

B: Oh no! Where is it?

A: They say it's in Miami. They'll send it on the next plane.

B: When will it arrive?

A: I'll get it tomorrow but my driving licence is in the bag. I can't hire a car to get to your house.

B: Don't worry. I'll come and get you.

A: Oh, that's very kind of you. I'm so sorry to trouble you.

B: It's no problem. Where exactly are you?

A: I'm at terminal 3. How long will it take you to get here?

B: Only thirty or forty minutes.

A: OK. I'll wait outside in half an hour. Bridget, thank you so much.

B: Don't mention it. I'm looking forward to seeing you.

A: I'm looking forward to seeing you, too. See you soon.