

7 **1.6** Listen to Jean Pierre and Rosemary's next call. How many times do they say 'sorry'?

8 Listen again and complete examples 1-4 in the table. Then match each example to the correct reason a-d.

Saying 'sorry'

Examples:

- 1 A: Thanks for _____ to me.
B: Sorry I couldn't _____.
- 2 I'm sorry _____ you but I _____ an email address for Steve Parks.
- 3 A: Eight _____ four?
B: No, _____ -four.
A: Sorry, eighty-four?
- 4 A: That's right.
B: Sorry?
A: _____ that's right.

Reasons:

English people apologize for many different reasons. For example, when they ...

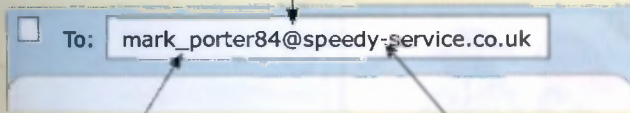
- a interrupt someone's work.
- b regret something they did.
- c don't hear.
- d need to correct something they said that was wrong.

Word focus: Email and web addresses

9 Label the email and web address. Use the words and expressions in the box.

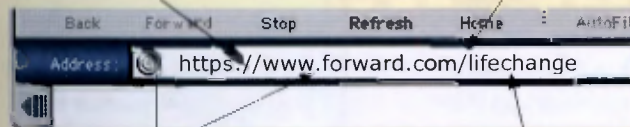
slash at dot colon hyphen underscore all one word

1 _____



2 _____ 3 _____

4 _____ 5 _____



6 _____ 7 _____

10 How do we pronounce these parts of addresses?

com net uk us org ac co fr gov jp biz

Which do we say ...

- 1 as one word?
- 2 as separate letters?

11 Write down three email addresses you know. Then work in pairs and take turns to dictate and write the addresses. Check you have the correct spelling.

12 When you are spelling words in English, which letters are difficult to remember or pronounce? Do you have any clever ways of remembering them? What are they?



J rhymes with say

double U



Speaking: Is this a good time?

13 Work in pairs. Make two telephone calls. Student A: Look at the information below. Student B: Turn to File 10, page 141.

Call one:

Student B promised to send you the email address of a potential client last week but they didn't. You know Student B is very busy so perhaps they forgot. Call them but make sure it's a good time to call before you ask for the address again.

Call two:

Student B calls you. Accept their apology and write down the email address.