

GBS Day26+27

Fill in the blanks.

Answer Key: 1. encountered 2. subordinates 3. Invoices 4. predict 5. objective

Listening

Case 1

A: Good morning, ABC Publishing. Jane Smith speaking. How may I help you?

B: Good morning. Could I speak to Mr. Suzuki in Customer Services, please? This is Andrew Vickers from Temple Books.

A: Would you care to hold, Mr. Vickers? I'll put you through.

Case 2

A: Good morning, Ozaki & Co, Diana Wilson speaking. How may I help you?

B: Good morning. Could I speak to Mr. Aitoh (/áito:/) in Sales, please? This is Andrew Vickers from Temple Books.

A: I'm afraid we don't have anyone by that name here.

B: I don't get it. I have here his business card. It's spelled I-T-O-H, that's I for India, T for Tango, O for Oscar, H for Hotel.

A: I-T-O- . . . Oh, I've got it now. Yes, we do have a Mr. Itoh in the Sales Department. Would you care to hold, Mr. Vickers? I'll transfer you.

B: Thank you.

Listening

Case 3

C: Customer Services, Taro Suzuki speaking.

A: Mr. Suzuki, I have a call for you from Mr. Andrew Vickers of Temple Books.

Case 4

Receptionist: Would you care to hold? I'll put you through. (*pause*) Mr. Vickers, I'm afraid he's away from his desk right now. Can I take a message?

Andrew Vickers: Oh, thanks. Please tell him that Andrew Vickers of Temple Books called

Match each definition (A – E) with today's vocabulary word (1 – 5)

Answer Key:

A- 3; B- 4; C-1; D-5; E-2;

Fill in the blanks.

Answer Key: 1. care 2. foxtrot 3. delta