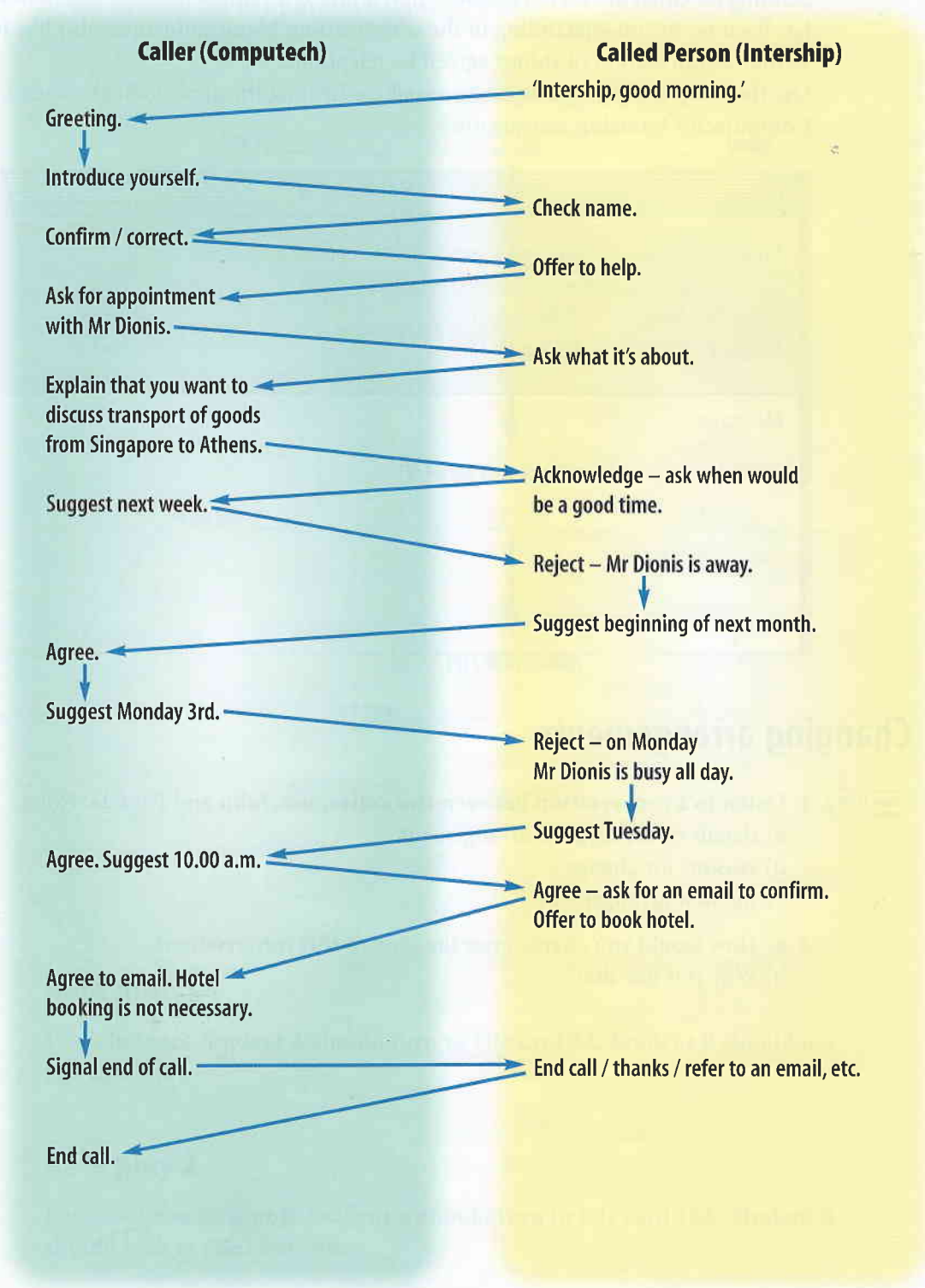


Suggest suitable phrases for each step in the conversation, then practise the dialogue with a colleague.

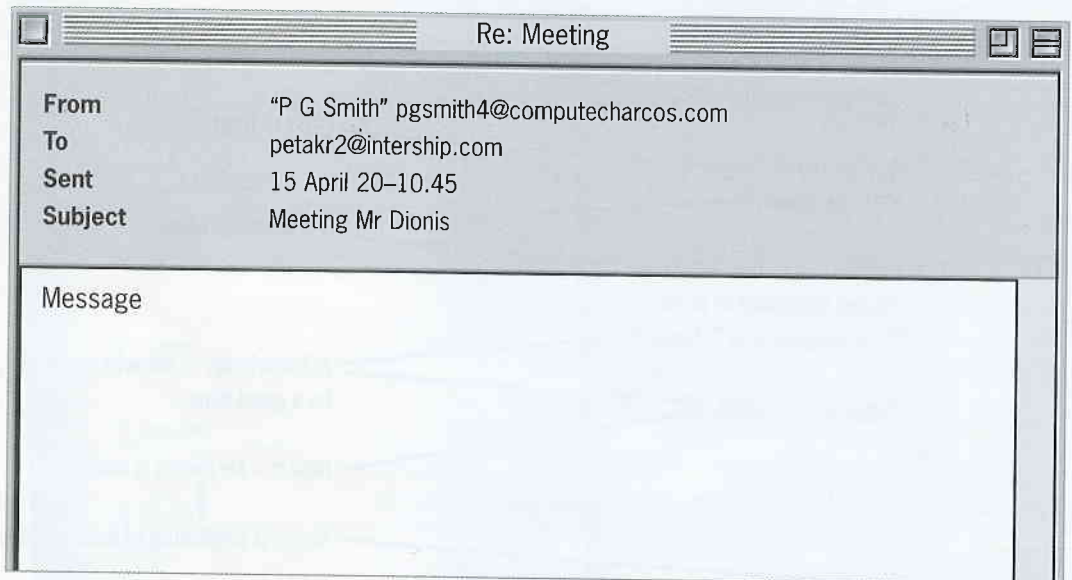


Now listen to the recording of a model answer.

## Practice 2

Sending an email after a telephone conversation is an important way to check that there has been no misunderstanding in the conversation. Many companies also like to have written confirmation of things agreed by telephone.

Use the template below to write an email confirming the arrangements made in the Computech / Intership conversation.



Re: Meeting

**From** "P G Smith" pgsmith4@computecharcos.com  
**To** petakr2@intership.com  
**Sent** 15 April 20-10.45  
**Subject** Meeting Mr Dionis

Message

## 3 Changing arrangements

- 1 Listen to a conversation between two colleagues, John and Pamela. Note:
  - a) details of the original arrangement
  - b) reasons for change
  - c) the new arrangement.
- 2 a) How would you characterise the style of this conversation?  
b) Why is it like that?