

## SOCIALIZING

### Dialogue 1

- Raj Alison Taylor?
- Alison That's me. You must be Raj.
- Raj Yes, that's right. Hello! It's great to finally meet you in person after all our phone calls and emails.
- Alison Yes, I know. I hope you haven't been waiting long.
- Raj No, I just got here ten minutes ago. So, how was the flight?
- Alison Long! Since the budget cuts, we've had to fly economy and I must say, I miss the legroom.
- Raj Tell me about it. Have the airlines forgotten that people are a lot taller now than they were 20 years ago.
- Alison Yes, Indeed. And we're also quite a bit wider than we were 20 years ago!
- Raj Right.
- Alison At least I had an exit row seat. Anyway, I'd just like to wash my hands before we get going. Is there a toilet somewhere?
- Raj Yes, there's one just this way...

- Legroom - space in which to extend the legs while seated

## PRESENTATION

### Presentation 1

Good morning, ladies and gentlemen. First of all, let me thank you all for being here today. I'm glad that so many of you could come, especially since I know that this time of the year is probably the busiest for you.

Let me introduce myself. My name is Don Taylor. I'm the head of logistics here at Air Spares. Logistics is a centre of competency dedicated to providing you with the spare parts you need, precisely when you need them. I'm here today to present our new semi-automatic shelving system. My talk is particularly relevant to those of you who place orders for the different parts we supply.

## TELEPHONING

### Call 1

Sylvia Micah Information Systems. Sylvia speaking  
John Hello. This is John Ellis from Retex Plc. Could I speak to Jorge Seide, please.  
Sylvia I'm afraid Mr. Seide is in a meeting. Can I take a message?  
John Yes, please. Could you ask him to call me back?  
Sylvia Certainly. Could you tell me your name again, please?  
John My name is John Ellis. And I'm calling from Retex Plc.  
Sylvia Does Mr Seide have your number?  
John Actually, I don't think he does. It's 00 44 140 397 834  
Sylvia 397 834. That's great. OK, Mr Ellis, I'll tell Mr Seide you called.  
John Thanks very much, Sylvia.  
Sylvia You're welcome. Bye now.  
John Bye.