**You hear / you say**

Watch the video of Rob on the phone. Try to remember what he says. You can read the video script to help you. Then record Rob's part of the conversation.

|  |  |
| --- | --- |
| **Receptionist:** Hello. Broadway Grill.  **Rob:** Oh, sorry. I have the wrong number.  **Receptionist:** *NewYork 24seven*. How can I help you?  **Rob:** Hello. Can I speak to Barbara Keaton, please?  **Receptionist:** Just a second. I’ll put you through… Hello?  **Rob:** Hi, is that Barbara?  **Receptionist:** No, I’m sorry. She’s not at her desk right now.  **Rob:** Can I leave a message, please?  **Receptionist:** Sure.  **Rob:** Can you tell her Rob Walker called? I’ll call back later.  **Receptionist:** I’ll give her the message. You could try her cell phone.  **Rob:** Yes, I’ll do that. Thank you.  **Barbara:** I’m sorry, I can’t take your call at the moment. Please leave a message after the beep.  **Rob:** Hello, Barbara. This is Rob returning your call.  **Receptionist:** *NewYork 24seven*. How can I help you?  **Rob:** Hello. It’s Rob again. Can I speak to Barbara, please?  **Receptionist:** Just a second. I’m sorry, the line’s busy. Do you want to hold?  **Rob:** OK, I’ll hold.  **Barbara:** Hello.  **Rob:** Hi, Barbara. It’s me, Rob.  **Barbara:** Rob, hi! I tried to call you earlier.  **Rob:** What did you want to talk about? |  |

**Social English phrases**

Watch the Social English phrases. Then record yourself saying them.

|  |  |
| --- | --- |
| **Rob:** You go first.  **Jenny:** That’s great news.  **Jenny:** I’ll call her.  **Jenny:** I’ll explain later.  **Barbara:** Is everything alright?  **Jenny:** Never better. |  |