

1 **▶ ROB AND JENNY TALK ABOUT THE FUTURE**



a **▶ 11.23** Watch or listen to Rob and Jenny. Mark the sentences **T** (true) or **F** (false).

- 1 Rob is going home today.
- 2 He says it will be difficult to stay in touch.
- 3 Jenny suggests that she could go to London.
- 4 Rob thinks it's a good idea.
- 5 They're going to a restaurant tonight.
- 6 Barbara wants to talk to Jenny.

**🔍 British and American English**  
*You just missed him* = American English  
*You've just missed him* = British English  
*(cell) phone* = American English  
*(mobile) phone* = British English

b Watch or listen again. Say why the **F** sentences are false.

2 **▶ ON THE PHONE**



a **▶ 11.24** Cover the conversations below and watch or listen. Answer the questions.

- 1 Who does Rob want to speak to?
- 2 How many times does he have to call?

b Watch or listen again. Complete the **You hear** phrases.

You hear	You say
Hello. Broadway Grill.	Oh, sorry. I have the wrong number.
<i>NewYork 24seven.</i> 1 _____ can I help you?	Hello. Can I speak to Barbara Keaton, please?
Just a second. I'll 2 _____ you through...Hello.	Hi, is that Barbara?
No, I'm sorry. She's not at her 3 _____ right now.	Can I leave a message, please?
Sure.	Can you tell her Rob Walker called? I'll call back later.
I'll give her the 4 _____. You could try her cell phone.	Yes, I'll do that. Thank you.
I'm sorry, I can't take your 5 _____ at the moment. Please 6 _____ a message after the beep.	Hello, Barbara. This is Rob returning your call.
<i>NewYork 24seven.</i> How can I help you?	Hello. It's Rob again. Can I speak to Barbara, please?
Just a second. I'm sorry, the line's 7 _____. Do you want to hold?	OK, I'll hold.
Hello.	Hi, Barbara. It's me, Rob.
Rob, hi! I tried to call you earlier.	What did you want to talk about?



c Look at the **Social English** phrases. Can you remember any of the missing words?

**Social English**

- 1 Rob You \_\_\_\_\_ first.
- 2 Jenny That's great \_\_\_\_\_.
- 3 Jenny I'll \_\_\_\_\_ her.
- 4 Jenny I'll explain \_\_\_\_\_.
- 5 Barbara Is everything \_\_\_\_\_?
- 6 Jenny \_\_\_\_\_ better.

d **11.27** Watch or listen and complete the phrases. How do you say them in your language? Then watch or listen and repeat the phrases.

e Complete conversations A–F with **Social English** phrases 1–6. Then practise them with a partner.

A	Carol needs to speak to you. It's urgent.	OK, <input type="checkbox"/>
B	So what's the problem with your parents?	It's very complicated. <input type="checkbox"/>
C	You look worried. <input type="checkbox"/>	No. I've just heard that my sister's ill.
D	Did you know Mark and Allie are getting married?	Wow! <input type="checkbox"/>
E	Are you OK, Roz?	Yes, I'm fine. <input type="checkbox"/>
F	I've got some news for you.	So have I. <input type="checkbox"/>

**CAN YOU...?**

- phone somebody and say who you are / who you want to talk to
- leave a message for somebody
- respond to news

c **11.25** Watch or listen and repeat the **You say** phrases. Copy the rhythm.

d Practise the conversations with a partner.

e **In pairs**, role-play the conversations.

A (book open) You are the Broadway Grill, the receptionist, etc. You start *Hello. Broadway Grill.*

B (book closed) You want to speak to Barbara.

f Swap roles.

**3 IN CENTRAL PARK AGAIN**

a **11.26** Watch or listen to Rob and Jenny. Is it a happy ending or a sad ending?

b Watch or listen again and answer the questions.

- 1 Who has some news?
- 2 What did Barbara offer Rob?
- 3 What did Jenny do this morning?
- 4 What does Jenny ask Barbara to do?

