

The 10<sup>th</sup> of September

# 1) Put in the missing words given below:

*Delay, remember, Tuesday, discuss, exactly, next, him, you, have, free, contract, spares, agreement, can, us, quite, fault.*

**Secretary:** Good morning. Consolidated Industries. Can I help you?

**Mr.Weston:** Good morning. I'd like to speak to Mr. James Marsh, please.

**Secretary:** Who's calling, please?

**Secretary:** Will you hold the ...<sup>1</sup> a moment, Mr.Weston? I'll see if Mr.Marsh is...<sup>2</sup>.

**Mr.Weston:** Yes, thank you.

**Mr. Marsh:** Hello, Marsh speaking.

**Secretary:** Oh, hello, Mr.Marsh, I've got Mr. Weston from Plant Installations Limited on the line. Can you speak to ...<sup>3</sup> now?

**Mr. Marsh:** Oh, yes. Thank you. Put him through, please.

**Secretary:** You are through now, Mr.Weston.

**Mr. Marsh:** Hello, Mr. Weston. What ...<sup>4</sup> I do for you?

**Mr.Weston:** Good morning, Mr. Marsh. I'm phoning to say we ...<sup>5</sup> problems with the spare parts you sent ...<sup>6</sup> last week.

**Mr. Marsh:** Do you mean those sent under Contract 106?

**Mr.Weston:** You are ...<sup>7</sup> right.

**Mr. Marsh:** And what are the problems? What's wrong with the spares?

**Mr.Weston:** Well, you see the first problem is that the ...<sup>8</sup> arrived with a two weeks'....<sup>9</sup>

**Mr. Marsh:** Yes, you ...<sup>10</sup> we wrote to you about the delay. It wasn't our ...<sup>11</sup>. You should take that into account.

**Mr.Weston:** Still the contract stipulated the damages for delays.

**Mr.Weston:** Very good. Then we shall ...<sup>15</sup> both problems. By the way when ...<sup>16</sup> are you coming?

**Mr. Marsh:** On ...<sup>17</sup> and I'll ring you up as soon as I come to the hotel.

**Mr.Weston:** Good. I'm looking forward to seeing you. Good-bye.

## 2) Find the English equivalents in the conversation.

1. Доброе утро. Чем могу быть полезна?
2. Я хотел бы поговорить с мистером Маршем.
3. Вам звонит мистер Уэстон.
4. Мистер Уэстон, я Вас соединяю.
5. Вы можете поговорить с ним сейчас?
6. Здравствуйте, мистер Уэстон.
7. Чем могу быть полезным?
8. Я узнаю, свободен ли он.
9. Кто его просит?
10. Говорит Марш.
11. Не вешайте трубку.
12. Соедините меня с ним.

### 3) Complete the sentences, as in the conversation:

1. I'm phoning to say we have problems with ... .
2. Do you mean those sent... .
3. What's wrong with ... .
4. Well, you see, the first problem is that the spares arrived with... .
5. You remember we wrote to you about ... .
6. It wasn't our... .
7. You should take that into ... .
8. Still the contract stipulated... .
9. Next week I am coming to London and ... .
10. I hope we shall come to an ... .
11. By the way when exactly... .
12. On Tuesday and I'll ring... .
13. I'm looking forward to...

## **4) Answer the following questions:**

1. What problems made Mr. Weston make the telephone call?
2. Did Mr. Marsh admit it was their fault that the goods were not shipped on time?
3. Did Mr. Weston mention that damages should be paid to him?
4. Did they settle the problems during the conversation?
5. Where and when did they decide to discuss the problems?
6. Whose initiative was it?