



## Unit 12 – Telephone talk

### Task 01

Announcer: Listen to the conversation between Simon and an English-speaking supplier.

Simon: Bau International, was kann ich für Sie tun?

Supplier: Hello, Joe Smith speaking. I'm sorry, I don't speak German. Do you speak English?

Simon: Sure, no problem. Simon Gruber speaking. How can I help you?

Supplier: I'd like to speak to someone to check the delivery address of your warehouse.

Simon: Well, maybe I can help you. What address do you have?

Supplier: It's Gewerbepark 2, A-3300, Amstetten, Austria.

Simon: Yes, that's the address of our headquarters. The address of our warehouse is different, however.

Supplier: I'll get pen ... Go ahead, but slowly please! Your addresses seem very difficult to me.

Simon: It's Bau International, Schwarzenbachstr. 15, 3100, St. Pölten, Austria

Supplier: At least the name is the same! Could you please spell the street name for me, though?

Simon: Yes, of course. It's Schwarzenbachstr ... S, C, H – W, A, R – Z, E, N – B, A, C, H followed by S, T, R (which is the short form for Straße ... meaning street) then number 15.

Supplier: Pardon? I'm sorry, I didn't understand the last part. Could you please repeat that?

Simon: Of course, S, T, R (which is the short form for Straße ... meaning street) then number 15. So, have you got that?

Supplier: Yes, but could I just check the first letter again for the street name. The phone line is a bit crackly. Is it 'S' for sugar or 'F' for Freddy?

Simon: It's 'S' for sugar.

Supplier: OK, now for the town name ... Does the post-code really go in before the town name?

Simon: Yes it does, here in Austria. The town is St. Pölten. That's S, T and a full stop meaning "saint" then P, Umlaut O, L, T, E, N.

Supplier: I knew it was going to be difficult to spell! What's an 'umlaut'?



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Simon: It's a letter with 2 dots on top. It simply means an 'E' after the 'O' if that's any easier in your computer system.

Supplier: Thanks. So let me repeat that back to you ... It's S, T and a full stop , then P, O, E (instead of an umlaut) – L, T, E, N?

Simon: That's correct. When can we expect the goods?

Supplier: Probably sometime next week.

Simon: I'll pass on the information to my boss.

Supplier: Thank you, Simon. You've been most helpful. Bye.

Simon: You're welcome. Good bye, Joe, and I look forward to speaking to you again.