



## Unit 12 Telephone talk

### Task 02

Announcer: Listen to the conversation between Hannes and an English supplier.

(Telephone rings)

Hannes: Home and Design Furnishings. Good morning: Hannes Grüber speaking. How can I help you?

Supplier: Hello. Joe Smith of Home Textiles Ltd. in the UK. I'd like to speak to someone to check the delivery address for our first shipment directly to your store.

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

Supplier: It's Gewerbepark 2, A-5723, Tobersbach – Uttendorf, Austria.

Hannes: Yes, that's our regional warehouse address. Our store address is different, however.

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

Hannes: It's Home and Design Furnishings, Schwarzenbachstr. 15, 6370 Kitzbühel, Austria.

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

Hannes: 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: Is the Austrian post-code just 6370?

Hannes: Yes it is. We used to put an A in front of it, to show it was Austria, but now with computerised postal systems it's better without.