

Adverbs of Time

A man and a woman talk while he provides his account number over the phone.

High Beginner English - Sound Grammar

A2 Lesson 16 Conversation 4



Part 1: Listen to the conversation and answer the questions.

1	What does the woman need?	2	Why does she need it?	3	What did the woman promise?
a	His account number	a	For security reasons	a	A discount
b	His security code	b	To renew an account	b	To finish soon
c	His ID card	c	To verify identity	c	To call back

Part 2: Underline the mistake in the text. Write the correction in the space to the right.

Woman: Hello, This is Maria. How can I <u>helps</u> you?	1	help
Man: Ugh, no! Not Again!	2	
Woman: Hello, are you still their?	3	
Man: Yes, I am still hire!	4	
Woman: Thank you for wait. Can I get your account number?	5	
Man: What! I just gave it too the last person.	6	
Woman: I'm sorry. Can you give it to my again?	7	
Man: Why? I already gave at to the last operator.	8	
Woman: I know, but for security reason, I need it again.	9	
Man: OK, but this is ridiculou.	10	
Woman: I'm sorry sir. I promise that we'll be finished son.	11	
Man: OK, me number is	12	

Bonus: Go online to ello.org/book to hear the audio for this conversation and many more!

Answer Key

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Woman: Hello, This is Maria. How can I help you?	1	help
Man: Ugh, no! Not Again!	2	!
Woman: Hello, are you still there ?	3	there
Man: Yes, I am still here !	4	here
Woman: Thank you for waiting . Can I get your account number ?	5	waiting
Man: What! I just gave it to the last person.	6	to
Woman: I'm sorry. Can you give it to me again?	7	me
Man: Why? I already gave it to the last operator.	8	it
Woman: I know, but for security reasons , I need it again.	9	reasons
Man: OK, but this is ridiculous .	10	ridiculous
Woman: I'm sorry sir. I promise that we'll be finished soon .	11	soon
Man: OK, my number is	12	my

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