

Unit 2: Making Contact

Activity 9: Lily calls the Aged Care Centre - listening



Listen and read. Then, read the telephone conversation aloud with someone else.

- Magda:** Merriweather Aged Care. Good morning.
- Lily:** Could I speak to Magda Wonds, please?
- Magda:** Speaking.
- Lily:** Hi Magda. My name is Lily Lu. I sent you an email on Wednesday. I would like to be a volunteer visitor in your centre.
- Magda:** Oh yes, Lily. I was going to call you today. I just have a few initial questions. Can you bear with me for a moment?
- Lily:** Sorry?
- Magda:** Can you wait for a moment? I'll just get a pen and paper.
- Lily:** No worries.
- Magda:** OK. Lily, have you done volunteer work before?
- Lily:** No, I haven't.
- Magda:** That's fine. Are you a permanent resident of Australia?
- Lily:** Yes.
- Magda:** How long have you been in Australia?
- Lily:** Three years.
- Magda:** OK, Lily can you come in this afternoon?
- Lily:** Oh, would you like me to start today?
- Magda:** No, just come in for an interview. And could you bring some photo ID, you know, a driver licence or passport?
- Lily:** No problem.
- Magda:** Is 3.30 ok?
- Lily:** Oh, I pick my daughter up at 3.30. Could I come in earlier?
- Magda:** Ok, how about 1.30?
- Lily:** 1.30 is perfect. Thanks Magda. How long will the interview take?
- Magda:** No more than half an hour.
- Lily:** Great, thanks for your help. Bye.
- Magda:** See you at 1.30. Bye

