

Unit 2: Making Contact

Activity 2: Lily calls the volunteering office - Reading



Read the telephone conversation aloud with your teacher, classmate, or another person

- Annie:** Volunteering North. Good morning. Annie speaking. How can I help you?
- Lily:** Yes, my name is Lily Lu. I sent an application form to you two weeks ago. I'm wondering if you received it?
- Annie:** Oh, did you send it by email or by post or did you fill in the application online?
- Lily:** I sent it by email.
- Annie:** Just a minute, I'll see if I can find it.
(Keyboard typing heard.)
- Annie:** Ah, yes Mrs Lu...
- Lily:** You can call me Lily.
- Annie:** Thanks Lily. I have your application here. Let's see. Humm...Would you like to add driver to your choices? We sometimes need drivers.
- Lily:** Oh...OK. I have a licence. I quite like driving
- Annie:** That's good – that gives you more to choose from
- Lily:** Oh. I see. Which volunteer jobs are available?
- Annie:** Well we need some drivers and aged care support volunteers.
- Lily:** Oh. Perhaps I could do some driving.
- Annie:** Can you drive a people-mover?
- Lily:** Sorry?
- Annie:** A large car, for seven people.
- Lily:** I haven't before but I think I could.
- Annie:** I'll send you a list this afternoon of the available positions we have at the moment. We get new requests for volunteer roles all the time. We might even get a request for something on your list today.
- Lily:** That would be great. Thanks Annie.
- Annie:** Not a problem. I'm sorry I didn't get back to you earlier. Thanks, Lily.
See you.
- Lily:** Thanks, Bye.

