Hi. I'm calling from Parkfield School. Can I speak to Mariam Ahmed's mother or father, please? 

Hello. I'm calling about the permission slip for a school trip at the end of term. We need permission from the parent or guardian to let her go on the trip. Would that be you?

Sorry. My English is not so good. What do you want?

A school trip? I see.

Yes. We're going to the science museum. We need you to sign a permission slip so that Mariam can go to the museum at the end of term.

Please, slow down. Could you say that again?

Yes. Then Mariam can go to the museum.

Oh, OK. I can do that today. Thank you for telling me.
11. Phone call

Have you ever... had a difficult phone call?

A: Hello, this is _____.
B: Sorry. Could you say that again?
A: I am calling from _____.
B: Who do you want to talk to?
A: I want to talk to _____.
B: What do you want?
A: I want to _____.