



Listening for telephone options - answers

Which options should Ana choose when she phones the bank?

Correct answers - when Ana phones the bank she should make these choices:

- Choice 1: **option 1** because she's calling about an existing account, not a new account.
- Choice 2: **option 1** because she's calling about her current account.
- Choice 3: she should choose to **hold on** to be put through to an operator.

