

**Write the reply to the different messages (40-60 words)**

**Task 1 (Friend)**

**Hi! I'm calling you, but you're not answering. Where are you? What are you doing?  
Can you talk now?**

**Task 2 (Customer)**

**Hello, I'm waiting for my order, but it hasn't arrived yet. Are you preparing it? What is happening?**

- Apologise
- Explain what is happening now
- Say what you are doing to solve the problem

### Task 3 (Colleague)

**Hi, I need your help with the report. Are you working on it right now? What are you doing?**

- Say what you are doing
- Explain your progress
- Offer help



#### **Useful Language (Present Continuous)**

- *I'm working on...*
- *I'm checking...*
- *I'm talking to...*
- *I'm preparing...*
- *I'm trying to...*
- *I'm fixing the problem*