

# TELEPHONE VOCABULARY

Look at the pictures below. What are these objects called in English ?



1 .....



2 .....



3 .....



4 .....



5 .....



6 .....



7 .....



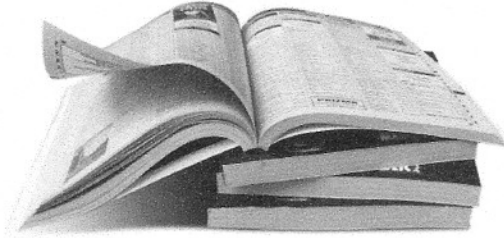
8 .....



9 .....



10 .....



11 .....



12 .....



13 .....



14 .....



15 .....



16 .....



17 .....

### VERBS

- To insert coins / a phone card
- To dial / to tap in a number
- To redial
- To call / to ring / to phone s.o.
- To reply
- To call s.o. back
- To hang up
- To lift the receiver
- To replace the receiver
- To recharge the battery
- To text s.o.

# 9C On the phone

## QUICK REVIEW ●●●

Write four phone numbers you know. Work in pairs. Take turns to say them to your partner once only. Write your partner's numbers. Check the numbers.

**Real World** phone messages; talking on the phone

**Help with Listening** phone messages

**Review** can for requests and possibility; suggestions

## I'll get back to you

**1** Emily is at work. Look at 1–3 and answer the questions.

- What is Chris Morris's job?
- What kind of play is *Say Cheese!*?
- What is the postcode of Morris Computers?
- In which month is the conference?
- How many phone calls does Emily want to make?
- What is Chris Morris's email address?
- Who are the actors in *Say Cheese!*?
- Is Katrina a friend or a customer, do you think?

## Help with Listening Phone messages

**2** **a) R9.12** Listen to these phone messages. Fill in the gaps with these words.

voicemail person choose  
back message press try

- Hello, this is Alan Wick's voicemail.
- If you leave a message, I'll get ..... to you.
- I'm sorry, but the ..... you called is not available.
- Please leave your ..... after the tone.
- Please ..... one of the following three options.
- For any other enquiries, ..... three.
- Please ..... later.

**b) R9.13** Listen to four messages. For each message, do you:

- hang up?
- leave a message?
- press a number on the phone?

**3** **a) R9.14** Listen and answer these questions.

- When does Emily want to:
  - meet Alan Wick?
  - meet Katrina?
  - go to the theatre?
- How much are the theatre tickets?

**b)** Look at R9.14, p155. Listen again and check your answers.

**2**

**Morris Computers Ltd**

Chris Morris  
Business Manager

103 Dean St  
Manchester  
M1 7FT

Tel: 0161 788 4553  
email: cmorris@mc.co.uk

**1**

**3DUK**

Things to do - Mon 16th

phone Chris Morris

check contract

call Alan Wick

check date of Sept conference

call theatre - prices?

phone Katrina - coffee later?

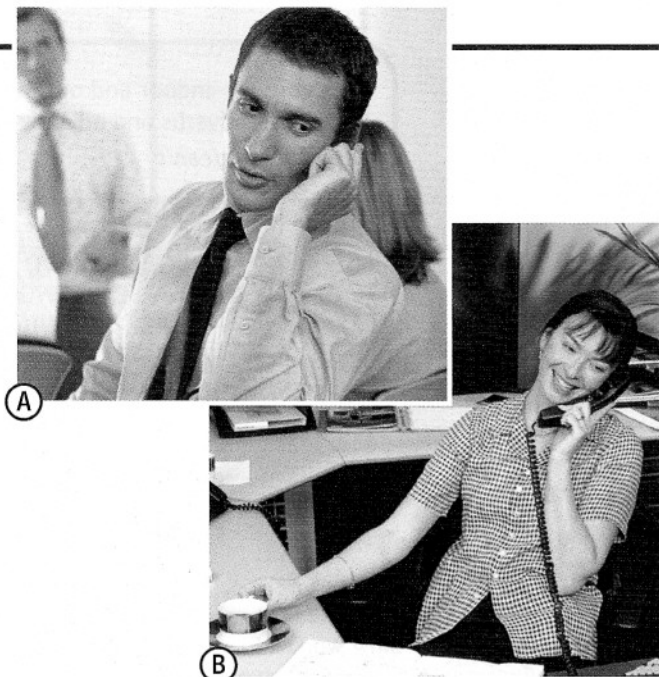
**3**

**Say Cheese!**

by Michael Hutton  
starring  
Jenny Ross and Brian Winter

"This year's best comedy!"  
The Manchester News

The King's Theatre, Manchester  
Box office: 0800 411 411



## Can I call you back?

- 4 a) Read conversations 1 and 2. Match them to photos A and B.

b) **R9.15** Listen and choose the phrases the people say.

1  
TIM Hello, 3DUK. Can I help you?  
KATRINA Hello. *I want to / (can I) speak to Emily, please?*  
TIM *Hold on/Stop* a moment, I'll get her.  
EMILY Hello. Emily Wise.  
KATRINA Hi. *It's/I'm* Katrina. I *got/had* your message.  
EMILY Good. Shall we go for a coffee after work?  
KATRINA Sure. Is six o'clock OK?  
EMILY Yes. Let's meet at Café Uno.  
KATRINA OK. See you there at six. Bye.

2  
EMILY Hello, *is that / are you* Chris Morris?  
CHRIS *Speaking. / I am.*  
EMILY *This is / I'm* Emily Wise, from 3DUK.  
CHRIS Hello, Emily. Look, I'm in a meeting now. Can I call you *back/again*?  
EMILY Of course. If it's after five, call me *on/by* my mobile.  
CHRIS Right. *I'll call / I'm calling* you later.  
EMILY Thanks a lot. Bye.

c) Listen again and check.

d) Work in pairs. Answer these questions.

- Which conversation is a:  
a) business call? b) call between friends?
- In which conversation do they plan to:  
a) meet? b) talk later?
- Who:  
a) is in a meeting? b) works with Emily at 3DUK?

## Real World Talking on the phone

- 5 a) Write these headings in the correct places a)–d) in the table.

|                      |                           |
|----------------------|---------------------------|
| other useful phrases | calling people back       |
| saying who you are   | asking to speak to people |

|                                                                          |                                                                                        |
|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| a)                                                                       | b)                                                                                     |
| Hello, can I speak to (Emily), please?<br>Hello, is that (Chris Morris)? | This is (Emily Wise), from (3DUK).<br>It's (Katrina).<br>Speaking.                     |
| c)                                                                       | d) other useful phrases                                                                |
| Can I call you back?<br>I'll call you later.<br>Can you call me back?    | I got your message.<br>Call me on my mobile.<br>Hold on a moment,<br>I'll get him/her. |

b) Check in **RW9.1** p141.

- 6 **R9.16** **P** Listen and practise the sentences in 5a).

*Hello, can I speak to Emily, please?*

- 7 a) Katrina is making some phone calls. Fill in the gaps with parts of the phrases from 5a).

1  
KATRINA Hello, <sup>1</sup> *is that* Simon Dale?  
SIMON Speaking.  
KATRINA Hi, Simon. <sup>2</sup> ..... Katrina Clark.  
SIMON Oh, hello, Katrina. Look, I can't talk right now. <sup>3</sup> ..... you back?  
KATRINA Yes, of course. <sup>4</sup> ..... my mobile.  
SIMON Right. I'll <sup>5</sup> ..... later. Bye.

2  
KATRINA Hi, Veronica. <sup>6</sup> ..... Katrina.  
VERONICA Hi, Katrina. How are you?  
KATRINA I'm fine, thanks. <sup>7</sup> ..... to Rob, please?  
VERONICA <sup>8</sup> ..... a moment, I'll get him.  
ROB Hello, Katrina. I <sup>9</sup> ..... your message. Let's meet at 8.30 outside the cinema.  
KATRINA OK, see you then. Bye.

b) **R9.17** Listen and check.

- 8 a) Work in pairs. Write a phone conversation.

b) Swap conversations with another pair. Practise the new conversation in your pairs. Then role-play it for the pair who wrote it.

- 9 Work in pairs. Student A → p111.  
Student B → p119. Follow the instructions.

**a) Work on your own. Read the information for phone conversations 1–4.**

- 1 You work for Morris Computers. Phone Alex Roberts about his new computer. Your mobile number is 07694 35567. You start this conversation.
- 2 You are Sam Watson. You are a sales manager. You aren't in the office tomorrow afternoon from 2.30 to 3.30.
- 3 Phone a friend at home. Ask him/her what he/she is doing now. There's a party near your house on Saturday evening. Does he/she want to come? If yes, decide on a time and place to meet. You start this conversation.
- 4 You are at home. Decide what you are doing at the moment.

**b) Decide what you want to say in each conversation. Use language from the box or your own ideas.**

Hello, can I speak to ... , please?

Hello, is that ... ?

Speaking.

This is ... from ... .

It's ... .

Can I talk to you about ... ?

Call me on my mobile.

Would you like to ... ?

Yes, good idea.

Shall we meet at ... ?

Let's meet at ... .

See you then. Bye.

**c) Work with your partner. Take turns to phone each other.**

**a) Work on your own. Read the information for phone conversations 1–4.**

- 1 You are Alex Roberts. You're talking to a customer at the moment. If someone calls, get his/her phone number. Say you'll call him/her back later.
- 2 Phone Sam Watson, the sales manager in your company. You want to meet him tomorrow afternoon. You start this conversation.
- 3 You are at home. Decide what you are doing at the moment.
- 4 Phone a friend at home. Ask him/her what he/she is doing now. Does he/she want to go for a coffee? If yes, decide on a time and place to meet. You start this conversation.

**b) Decide what you want to say in each conversation. Use language from the box or your own ideas.**

Hello, can I speak to ... , please?

Hello, is that ... ?

Speaking.

This is ... from ... .

It's ... .

Can I talk to you about ... ?

Call me on my mobile.

Would you like to ... ?

Yes, good idea.

Shall we meet at ... ?

Let's meet at ... .

See you then. Bye.

**c) Work with your partner. Take turns to phone each other.**

## 2) PHONE CALLS: The Conventional Order Of Steps (Harper 2006)

### **Step 1: SALUTATION / IDENTIFICATION:**

#### **Person Called**

*"Hello. Universal Exports. Can I help you ?"*

*"Hello. 0569 821347."*

### **Step 2: INTRODUCTION: Ask for / confirm identification.**

#### **Person Calling**

*"Hello. This is Mike Savage. Could I speak to the Manager, please ?"*

*"Hello. This is Mike Savage. Who is speaking, please ?"*

*"Hello. Is that the Personnel department ?"*

*"Oh, I'm sorry. I've got the wrong number."*

### **Step 3: GETTING THROUGH TO THE RIGHT PERSON:**

#### **Person Called**

*"If you hold on, I'll put you through to Mr X."*

*"If you bear with me, I'll just put you through to Mr X."*

*"I'm afraid the line's engaged. Could you hold on, please."*

*"I'm afraid Mr X is away / isn't in. Can I take message ?"*

*"I'm afraid Mr X is busy. Shall I get him to call you back ?"*

*"I'm afraid Mr X is busy. Could you call back later, please ?"*

*"I'm afraid you've got the wrong number."*

### **Step 4: EXPOSITION: Explain the situation. State the main facts and all relevant information.**

#### **Person Calling**

*"Hello ? It's about your order. I'm afraid it's been delayed."*

*"It's about..."*

*"I'm calling about..."*

*"I'm calling to ask you..."*

*"I'm calling to let you know that..."*

*"I'm afraid there's been a mix up / a slip up / a mistake / an error / a misunderstanding."*

*"I'm afraid there's a problem with..."*

### **Step 5: REQUIREMENTS: Explain what you want the other person to do.**

#### **Person Calling / Person Called**

*"I was wondering if you could tell me..."*

*"Would it be possible to...?"*

*"Could you possibly...?"*

*"If possible, I'd like..."*

*"I would like ..."*

*"Would you..."*

*"Could I/you/it..."*

*"Can I/you/it..."*

### **Step 6: CONFIRMATION: Summarize what has been agreed.**

#### **Person Called / Person Calling**

*"So, our Export Manager will send you a quotation later this week."*

*"OK, then. I will contact our Production department and try to bring forward the delivery."*

*"Right, I will call you back as soon as I have spoken to...."*

### **Step 7: CONVENTIONAL ENDING:**

#### **Person Called**

*"Thank you for calling."*

*"Thank you very much. Goodbye."*

*"Goodbye, then."*

*"Bye, Sue."*

#### **Person Calling**

*"Not at all. Goodbye."*

*"Goodbye."*

*"Goodbye."*

*"Bye."*

## PRACTICE ACTIVITY

Now look at this example of a business call. Notice the **Steps** and the typical phrases that go with them.

3) Listen and read.

### DIALOGUE 1a.:

**Bank Employee:** "Hello. Europol Bank. Can I help you ?"

**Customer:** "Hello. This is Tony Day. Could I speak to Mr Gibson, please ?"

**Bank Employee:** "I'm afraid Mr Gibson isn't in. Can I take a message ?"

**Customer:** "Well, I'd like to make an appointment to see him. It's about a loan."

**Bank Employee:** "He should be free on Wednesday morning at about nine o'clock. Is that OK ?"

**Customer:** "Nine o'clock is a bit difficult. Could it be later ?"

**Bank Employee:** "How about ten thirty ?"

**Customer:** "That's fine."

**Bank Employee:** "Could you spell your name, please ?"

**Customer:** "T...O...N...Y    D...A...Y."

**Bank Employee:** "And what is your phone number, please ?"

**Customer:** "0436 598172."

**Bank Employee:** "Thank you. So, Mr Gibson will see you at ten thirty on Wednesday morning."

**Customer:** "Thank you very much, goodbye."

**Bank Employee:** "Goodbye."

Now think carefully. What was the customer's **purpose** in making the call ?

Was it,

- (a) to leave a message.
- (b) to make an appointment to talk to Mr Gibson.
- (c) to obtain a loan.
- (d) to give the bank his name and phone number.

Here is another example. Notice the **Steps** and the typical phrases that go with them.

4) Listen and read.

DIALOGUE 2a.:

**Secretary:** "Hello. 0436 598172."

**Bank Employee:** "Hello. This is Andrea Klein of Europol Bank. Who is speaking, please ?"

**Secretary:** "I'm Jane Crawford, Mr Day's secretary. Can I help you ?"

**Bank Employee:** "I'd like to speak to Mr Day, please."

**Secretary:** "If you hold on, I'll put you through to Mr Day."

**Customer:** "Hello. This is Tony Day. Who is speaking, please ?"

**Bank Employee:** "Hello. This is Andrea Klein of Europol Bank. I'm sorry about this but I'm calling about your appointment with Mr Gibson on Wednesday. I'm afraid there's a problem with the time. Would it be possible for you to come at eleven thirty instead of ten thirty ?"

**Customer:** "I don't know, I'm not sure... where's my diary ? One moment, please. Yes OK, then. I'll be there at eleven thirty."

**Bank Employee:** "So, that's Wednesday morning at eleven thirty. Thank you very much, Mr Day. Goodbye."

**Customer:** "Not at all. Goodbye."

Now think carefully. What was the bank employee's **purpose** in making the call ?

Was it,

- (a) to leave a message.
- (b) to make an appointment to talk to Mr Day.
- (c) to discuss Mr Day's appointment.
- (d) to change Mr Day's appointment.

# 24 How about Thursday?

Making appointments; Present Progressive with future meaning; time prepositions.

**1** Here are the beginnings and ends of three conversations. Find which beginning goes with which end, and put *in*, *on*, *at* and *until* into the gaps.



**1**  
 'Parkhurst 7298.'  
 'Hello, Paul.'  
 'Hello. Who's that?'  
 'This is Audrey. Are you free today?'  
 'It depends. What time?'

**2**  
 'Hello, John. This is Angela. I'm trying to fix the Directors' meeting. Can you tell me what days you're free next week?'  
 'Well, let me see. Monday morning's OK. Tuesday. Not Wednesday, I'm going to Cardiff ..... the morning. Thursday afternoon, I think. Friday's a bit difficult.'  
 'How about Thursday ..... two fifteen?'  
 'Tuesday two fifteen. Let me look in my diary.'

**3**  
 'Hello. I'd like to make an appointment to see Dr Gray.'  
 'Yes. What name is it, please?'  
 'Simon Graftey.'  
 'Yes. Monday ..... three o'clock, Mr Graftey?'  
 'Three o'clock's difficult. I'm working ..... a quarter to three. Could it be later?'

**A**  
 'No, Thursday.'  
 'Oh, I'm sorry, I thought you said Tuesday.'  
 'Thursday two fifteen. Yes, that's fine.'  
 'All right. See you then.'  
 'See you ..... Thursday. Bye.'  
 'Bye.'

**B**  
 '..... the afternoon. My mother's coming down, and I'd like you to meet her. About half past four?'  
 'Half past four's difficult.'  
 'What about earlier? Say, two?'  
 'Yes, OK. I'll come round ..... two. Your place?'  
 'My place.'  
 'OK. See you ..... a couple of hours.'  
 'See you then. Bye.'  
 'Bye.'

**C**  
 'Three thirty?'  
 'Yes, that's all right. Three thirty ..... Monday, then. Thanks very much. Goodbye.'  
 'Goodbye.'

Dear \_\_\_\_\_

Thank you for your letter telling me what time your train is due to arrive in \_\_\_\_\_  
I'll be there to meet you.

I'm looking forward to showing you where I live.

As soon as you arrive we \_\_\_\_\_

When we've done that we \_\_\_\_\_

When we're hungry we \_\_\_\_\_

After we've had lunch we \_\_\_\_\_

In the evening we \_\_\_\_\_

I hope you'll enjoy your day - see you soon.

Love, \_\_\_\_\_

PS The weather is likely to be \_\_\_\_\_,  
so you'd better wear \_\_\_\_\_