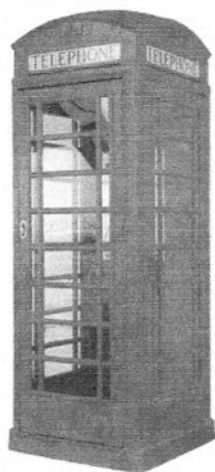


TELEPHONE VOCABULARY

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



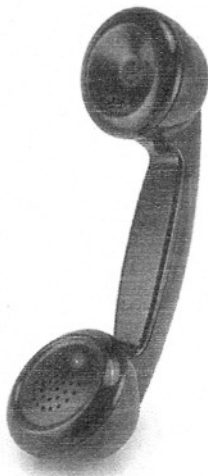
1



2



3



4



5



6



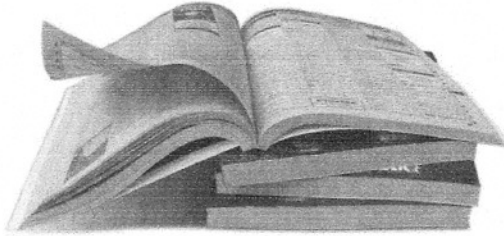
7



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.

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."

QUICK REVIEW Reporting verbs Work in pairs. Who were the characters in the TV drama *Undercover*? What can you remember about episodes 4 and 5? Use reporting verbs (*invite, admit, etc.*) where possible: *A Dom invited Kat to have dinner with him. B Yes, and he also admitted falling in love with her.*

1 Work in pairs. Discuss these questions.

- Which three people do you phone the most? What do you talk about?
- Do you ever talk in English on the phone? If so, who do you speak to?

2 a VIDEO 11 CD3 22 Look at the photo. Ella has got a new job as a PA at Getaway Holidays. Watch or listen to two phone conversations. Then answer these questions.

- Why can't the first caller talk to Tanya Wilson?
- Why does he want to talk to her?
- How long is he going to be in the UK?
- Where and when is Andy going on holiday?
- Why does he want Ella to contact someone at *The Times*?
- What else does he want Ella to do?

b Work in pairs. Compare answers.

c Watch or listen again. Choose the correct words on Ella's notepad.

MESSAGE FOR TANYA

Bob ¹Crane / Krane called from the USA.

Flying to London on ²Tuesday / Thursday next week.

Wants to meet for ³lunch / dinner to discuss contract.

Arriving at Heathrow on British Airways flight

⁴BA614 / BA164 from Miami at ⁵11.15 / 11.50.

TO DO

– Call Rupert ⁶Nielson / Nielsen at *The Times*. Tell him the meeting on Wednesday ⁷12th / 19th has been cancelled.

– Email invitations for the ⁸UK / European sales conference in ⁹London / Lisbon.

*Andy's mobile 07700 ¹⁰900723 / 900372



REAL WORLD Checking information

3 a Fill in the gaps with these words.

name	could	give	talking	catch
with	spelt	mean	didn't	say

- Sorry, what did you say your name was again?
- Is that Crane _____ a C?
- Sorry, I _____ get all of that.
- Could you _____ it again, please?
- Do you _____ this Wednesday?
- And _____ you tell me his surname again?
- Is that _____ N-i-e-l-s-e-n?
- Are you _____ about the UK sales conference?
- Sorry, I didn't quite _____ that.
- Can you _____ it to me again, please?

b Which sentences in **3a** do we use to ask someone to repeat information? Which do we use to check that the information we have is correct?

c Check in **REAL WORLD 11.1** p153.

4 CD3 23 PRONUNCIATION Listen and practise the sentences in **3a**. Copy the stress and polite intonation. *Sorry, what did you say your name was again?*

HELP WITH LISTENING

Contrastive stress

- We usually put the main stress on words, numbers or letters that we want to check or correct.

5 a **CD3** 24 Listen to these sentences. Where are the main stresses in Mr Krane's sentence?

ELLA And it arrives at eleven fifty.

MR KRANE No, not eleven fifty, eleven fifteen.

b **CD3** 25 Listen to four more pairs of sentences from Ella's conversations. Which words, letters or numbers have the main stress?

c Work in pairs. Look at Audio Script **CD3** 25 p173. Practise saying these pairs of sentences. Take turns to be Ella.

6 a Choose the correct words.

1

A Hello, ¹*can* /will I help you?

B Yes, can I speak to Mr Smith, please?

A Do you ²*mean/say* Ron Smith?

B No, Ed Smith.

2

A Can you call Gary on extension 223 and remind him about the meeting?

B Sorry, I didn't ³*give/get* all of that. Did you ⁴*say/tell* extension 233?

A No, extension 223.

B And are you ⁵*talking/saying* about today's meeting?

A No, tomorrow's meeting.

3

A Sorry, I didn't quite ⁶*hear/catch* that. Can you ⁷*give/get* me your address again?

B 23 Jerrard Street, SE19.

A Is ⁸*this/that* Gerrard ⁹*with/for* a G?

B No, it's ¹⁰*with/for* a J.

4

A Sorry, ¹¹*what/who* did you say his name was again?

B It's Trevor Martyn.

A And is that ¹²*spelt/said* M-a-r-t-i-n?

B No, it's M-a-r-t-y-n.

A And do you ¹³*want/like* to talk to him ¹⁴*about/for* this year's conference?

B No, next year's conference.

b Work in pairs. Compare answers. Where are the main stresses in the sentences in bold in 6a?

c **CD3** 26 Listen and check.

d Work with your partner. Practise the conversations in 6a. Take turns to be A and B.

7 Work in new pairs. Student A p106. Student B p111.

HELP WITH PRONUNCIATION

Words ending in -tion, -age and -ture

1 **CD3** 27 Listen to these sounds and words. Notice how we say the suffixes in bold. Listen again and practise.

1 /jən/ aud**ition** pres**cription** inf**ection**

2 /ɪdʒ/ m**an**age c**ott**age enc**our**age

3 /tʃə/ n**at**ure adv**ent**ure sc**ulpt**ure

2 a Work in pairs. Mark the stress on these words.

re c eption	col l ection	prom o tion	pres cr iption
edu c ation	inv i tation	con vers ation	in for mation
org an isation	pron u nciation	ex am ination	
m ess age	vill ag e	lang u age	dam ag e
saus ag e	lugg ag e	pack ag e	
f ut ure	mini at ure	temper at ure	man uf acture

b **CD3** 28 Listen and check. Are the suffixes stressed or unstressed? Which syllable is stressed in words ending in -tion? Listen again and practise.

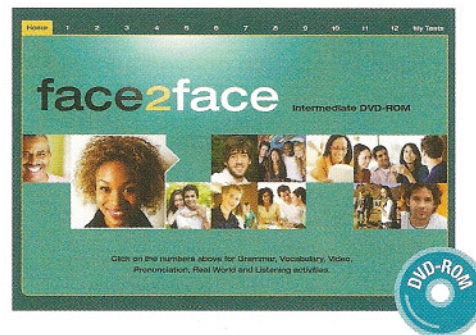
3 Work in pairs. Practise saying these sentences.

- 1 There's a prescription for collection at reception.
- 2 Can you give a message to the cottage in the village?
- 3 Our organisation manufactures miniature sculptures.
- 4 We encourage language education in our organisation.
- 5 I've damaged the package of sausages in my luggage.
- 6 I managed to get some information on his promotion.
- 7 We're all going on a nature adventure in the future.
- 8 Good pronunciation is an invitation to conversation!

continue2learn

Vocabulary, Grammar and Real World

- **Extra Practice 11 and Progress Portfolio 11** p125
- **Language Summary 11** p152
- **11A-D Workbook** p55
- **Self-study DVD-ROM 11** with Review Video



Reading and Writing

- **Portfolio 11** Telling a story Workbook p84
- Reading** a story about an interview
- Writing** verb forms in stories

a Work on your own. Read this information. Underline the main points and plan what you are going to say.

Your name is Chris Baker and you work for a travel company called East Coast Breaks in California, USA. You are going to call Getaway Holidays in the UK. You want to speak to Tanya Wilson. You have already arranged a meeting with Tanya at 3.15 p.m. on Friday. You are arriving at Gatwick Airport, London, at 12.35. Your flight number is BA 4517. You would like someone to pick you up at the airport. Your work phone number is 001 212 555 1229.

b Look again at the information you underlined in **a**, then phone Tanya Wilson. If she isn't there, leave a message with her PA.

c You are Bob Krane's PA at Miami Hotels Ltd in Florida, USA. Mr Krane is in a meeting at the moment. Answer the phone and take a message for him. Check information when you need to.

d Work with your partner. Check his/her message. Is it correct?

a Work on your own. Read this information. Underline the main points and plan what you are going to say.

Your name is Alex Smith and you work for a travel company called FlyTours in Southampton, England. You are going to call a company called Miami Hotels in the USA. You want to speak to Bob Krane, who is the sales director there. You are flying to Miami on the 30th of next month and would like to meet Mr Krane to discuss a new contract for next year. He can call you back on your mobile (0044 7655 443229) between 9.15 and 4.30 tomorrow.

b You are Tanya Wilson's PA at Getaway Holidays in the UK. Tanya is out of the office today. Answer the phone and take a message for her. Check information when you need to.

c Look again at the information you underlined in **a**, then phone Bob Krane. If he isn't there, leave a message with his PA.

d Work with your partner. Check his/her message. Is it correct?

3) PRACTICE

Look at this example of a phone call. Notice the **Steps** and the exponents that realize them.

3a) Listen and read.

DIALOGUE

Switchboard: "Hello. City Restaurant. Can I help you ?"

Sam Brown: "Hello. This is Sam Brown of FTAM Enterprises. Who is speaking, please ?"

Switchboard: "I'm Maria Marks, the switchboard operator."

Sam Brown: "Could I speak to the Manager, please."

Switchboard: "If you hold on, I'll put you through to Ms Reynolds."

Manager: "Hello. This is Jane Reynolds. Who is speaking, please ?"

Sam Brown: "Hello. This is Sam Brown of FTAM Enterprises. I'm calling to make a reservation. We'd like to book a private room next Friday evening for about thirty-five people, if possible."

Manager: "OK. Is it a company function ?"

Sam Brown: "That's right. It's farewell party for our Managing Director who's retiring at the end of the month."

Manager: "I see. Yes, we have a function room available. Would you like to book it now ?"

Sam Brown: "Yes, please, for Friday March 10th at eight p.m."

Manager: "Will there be any special requirements, such as vegetarian dishes ?"

Sam Brown: "I'm sorry I don't know, I'll find out and send you a fax as soon as I can."

Manager: "OK, I will need confirmation from you by Friday morning, in any case. Our e-mail address is City_Restaurant @ intelsat.co.uk"

Sam Brown: "OK, then. I'll get back to you as quickly as possible. Thank you very much, goodbye."

Manager: "Goodbye."

3b) Now think carefully. What was the Sam Brown's **purpose** in making the call ?

Was it,

- (a) to leave a message.
- (b) to make an appointment to talk to the Manager.
- (c) to book a private room at the restaurant.
- (d) to book a table at the restaurant.

3d) Choose the best reply, (a), (b) or (c) in each case.

1) "Hello. VIP Ltd. Can I help you ?"

(a) "Hello VIP Ltd." (b) "Hello. This is Anna Prentice." (c) "Anna Prentice is speaking."

2) "Could I speak to Miss Jones, please ?"

(a) "Who are you ?" (b) "Who's that ?" (c) "Who's calling ?"

3) "I'd like to speak to Mr Benson, please."

(a) "Why ?" (b) "Oh yes ?" (c) "Could I ask what the call is about ?"

4) "Hello. Is that the Complaints department ?"

(a) "Who's asking ?" (b) "If you hold on for a moment, I'll put you through." (c) "No."

5) "I think there's been a slip up."

(a) "Really ? What's the problem ?" (b) "A slip up where ?" (c) "What's your problem ?"

6) "I'm afraid Mr Jones is out of the office all morning."

(a) "I'll call back at 11.30, then." (b) "Shall I call back after lunch, then ?" (c) "I'm sorry I called."

7) "I think you've got the wrong number."

(a) "Oh no I haven't." (b) "So, it's my fault, is it ?" (c) "Really ? Isn't that 0462 51723, then ?"

8) "Thank you for calling. Goodbye."

(a) "Goodbye." (b) "Good day." (c) "Farewell."

4) SPEAKING ACTIVITY

STUDENT A:

Study your part in the telephone conversations on the next page. Tell Student B when you are ready.

STUDENT B:

Look at the page after that and follow the instructions. When you are ready, start with conversation 1.

Conversation 1.

You are the caller, Mr / Ms Robinson.

Call the Cambridge Hotel to make a reservation for tomorrow night for you, your wife/husband and Mr Green for three nights.

Mr Green wants the room for an extra night.

You will arrive at 23.00.

Ask if you will be able to have a meal at the hotel when you arrive.

Your American Express card no. is 777 4580 2132 9

Your e-mail address is: robinson ~ inbox @ jumpy . it

Conversation 2.

You are the Manager of the Provence Restaurant, the best in town.

The menu includes fresh fish and vegetarian dishes.

Private room available Monday to Wednesday, 20.00-23.30.

Written confirmation of any booking is required by e-mail at: provence _ restaurant @ webnet . co . uk

The exact number of places must be confirmed at least ten hours in advance.

Your early morning phone number is 0156 9243978.

Conversation 3.

You are the receptionist at the Bristol Hotel.

Ten double rooms & one single room are available from 15 June — 30 June.

All rooms are quiet and comfortable. Single rooms = 3m x 4m. Double rooms = 5m x 6m.

Prices:

Single Room: £65 per night (including breakfast).

Double Room: £100 per night (including breakfast) or £120 per night (with balcony, sea view and breakfast).

Rooms include bath and shower, colour TV, telephone, mini-bar, Wi-Fi Internet access and air-conditioning.

To make a booking, you will need to know the caller's name, e-mail address and telephone number.

Ask for confirmation by e-mail at: bristol — hotel / bookings @ enetwork . com

Conversation 4.

You are the caller, Mr / Ms Evelyn Maddox. You live in Pesaro, you need to fly to England.

You want to take a full-immersion English course in Cambridge this summer:

Cambridge is north-east of London, you must be there by Sunday, 3 August.

Duration of course: four weeks from Monday, 4 August.

Now phone the low cost airline, EuroJet, and book a return ticket to England.

Your Visa credit card number is: 0 12 3465987

Your e-mail address is: maddox \ e @ webnet . co . uk

Conversation 1.

You are the receptionist at the Cambridge Hotel.

You are very busy because there is a trade fair in Cambridge this week.

Rooms available: Single rooms, 0. Double rooms, 2.

Reserved rooms are held until 21.00 unless the guest pays in advance by Mastercard or American Express.

Write down the name of the caller and his/her e-mail address.

Hotel restaurant 19.00-22.30. Hotel coffee shop 17.00-2.00 a.m.

For further information, guests can visit the hotel website at: www.cambridge-hotel.co.uk

Conversation 2.

You are Mr / Ms Biggs of Biggs and Kray Ltd.

Call the Provence Restaurant (the best in town) to book a private room for a visiting group of clients next

Tuesday evening, ideally from 19.30-21.30.

There will be ten to fourteen people in your party. You won't know exactly how many until Tuesday morning.

Three of your guests are vegetarians.

Give your name, phone number and e-mail address: biggs\ceo@xyznet.com

Conversation 3.

You are Mr / Ms Richardson of Packard Enterprises.

Call the Bristol Hotel and find out if there are any rooms available from 16 June – 25 June.

You require rooms for yourself, Ms Castle, and Mr and Mrs Hogan.

Find out the cost of single and double rooms per night, and ask whether breakfast is included.

Ask about the differences between the cheaper rooms and the more expensive rooms.

You want quiet rooms with a view of the sea, if possible.

Book one double room at the lower price and two at the higher price.

Give the receptionist your name and e-mail address: richardson@packard-ent.com

plus your telephone number.

Conversation 4.

You work for the low cost airline, EuroJet. EuroJet has tickets available for:

Rimini – London (Gatwick), departing every day at 14.00, arriving in London at 16.00.

Ancona (Falconara) – London (Stansted), departing Monday and Saturday at 8.00, arriving at 11.00.

Check-in time: either online or one hour before take-off.

Gatwick is south of London. Trains for London (Victoria station) depart every twenty minutes.

Stansted is east of London. Trains for Cambridge depart every thirty minutes.

Prices: Rimini – London (Gatwick): £90 return (economy class); £120 (business class).

Ancona (Falconara) – London (Stansted): £60 return (economy class); £90 (business class).

EuroJet takes telephone bookings and accepts payment by Visa and Mastercard (ask for the number).

Write down the name, e-mail address and telephone number of the caller.

For online check-in and a list of terms and conditions, your website is at: www.EuroJet-airlines.co.uk

Telephoning In English: Unit 1.

Task 1. Listen to two telephone conversations and fill in the table.

Call	Caller's Number	Where is the Called Person ?	Country of Meeting
1.			
2.			

Task 2. Listen to the two calls in Task 1 again. Write a message for each of the absent people.

Call To:	Mr Whitworth	Call To:	Mr Harrison
Call From:		Call From:	
Message 1:		Message 2:	

Task 5a. Listen to the telephone conversation once. Which is the correct message, 1, 2 or 3 ?

1. Hannah Booth called. Wants your email address. In till 17.30 – Call back.	2. Hannah Booth called. Wants Carla Parker's address. Back in an hour.	3. Hannah Booth called. Wants Carla Parker's address. In till 18.00 – Call back.
--	---	---

Task 5b. Listen again and fill in the table. Then answer questions i and ii.

Person Called	Caller	Request	Who will make the next call ?

- i) What sort of work does Carla Parker do ?
- ii) How is Richard Dawson going to find the address ?

Task 6. Listen to the phone-call and fill in the table. Listen again and answer questions i, ii and iii.

Person Called	Caller	Request	Who will make the next call ?

- i) What have Star Cars International ordered from Motor Systems ?
- ii) What is the order number ?
- iii) When would Star Cars International like delivery of their order ?

Task 7. Listen to Mr Dawson and Mr Wheeler calling back. Make notes on the two calls below.

Call From:		Call From:	
Message 1:		Message 2:	