

TELEPHONE VOCABULARY

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



1



2



3



4



5



6



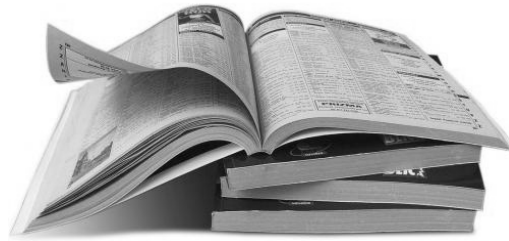
7



8



9



10 11 12



13 14 15



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.

16 17

An evening out

- 7** a) Look at adverts A–C. Which is for:
 1 a cinema? 2 a concert? 3 an exhibition?
 b) **R2.12** Listen and write the missing times 1–5 on the adverts.

A

TLG The Lewisham Gallery

Molesworth St, Lewisham SE13

Modern Art in Europe
 April 2nd–May 25th

Opening times:
 10.00–¹..... Mon–Fri
 10.00–²..... Sat & Sun
^a)£.....
 (Students/Children ^b)£.....)

Ticket office: 020 8960 2424
www.lewishamgallery.org.uk

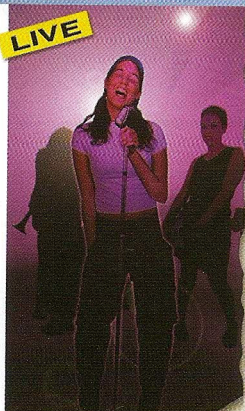
B

Mary Colgan
 at the Camden Apollo

Thursday 4th/Friday 5th April
 at ³..... p.m.

Tickets ^c)£..... and
^d)£..... (plus booking fee)

From the box office or by
credit card on 0870 636 3200
 or book online at
www.ticketstoday.co.uk



C

The Ritz

Catford, London SE6
 Films for all the family April 5th–11th

Sons and Daughters (12)
 3.25, ⁴....., 8.50

Good Times, Bad Times (15)
⁵....., 5.10, 8.30

Tickets: ^a)£..... adults, ^f)£..... children.

For more information phone 0870 505 2000
www.ritzcatford.co.uk

- 8** a) Work in pairs. How do you say these prices?

£20 £7.50 40p £29.99 €9 €6.50 \$35 50c

- b) **R2.13** **P** Listen and check. Listen again and practise.
 c) **R2.14** Listen and write the ticket prices a)–f) on the adverts.

- 9** a) Kate is at the cinema. Match the ticket seller's part of the conversation a)–d) to Kate's sentences 1–4.



KATE

- Two tickets for *Sons and Daughters*, please.
- Yes, please. How much is that?
- Here you are. What time is the film?
- Right. Thanks a lot.

TICKET SELLER

- £13, please.
- You're welcome. Enjoy the film.
- Two adults?
- Ten to nine.

- b) **R2.15** Listen and check.

- c) Practise the conversation in pairs.

Real World Asking about prices

- 10** a) Write *is* or *are* in the gaps.

- How much that?
- How much the tickets?
- How much the concert?
- How much these books?

- b) Check in **RW2.3** p125.

- 11** Work in pairs. Student A → p105.
 Student B → p113. Follow the instructions.

2C 11 p19

a) You are a customer. Choose one of these films. Buy two tickets from your partner. Fill in the times and the prices for your film. You start.

48 Hours

Time: £

Three Long Years

Time: £

Two Weeks from Sunday

Time: £

Two tickets for , please.

How much is that?

What time is the film?

b) You are a ticket seller. Look at the times and prices of the films at your cinema. Sell tickets to your partner. Your partner starts.

today's films

60 Seconds

8.10

Nine Months

8.25

A Day in the Life

8.35

Adults: £7.50

Children: £5.00

c) Do **a)** and **b)** again. Buy tickets for different films. Change the tickets you buy.

2C 11 p19

a) You are a ticket seller. Look at the times and prices of the films at your cinema. Sell tickets to your partner. Your partner starts.

today's films

48 Hours	7.20
Three Long Years	7.45
Two Weeks from Sunday	8.10

Adults: £6.90

Children: £4.70

b) You are a customer. Choose one of these films. Buy two tickets from your partner. Fill in the times and the prices for your film. You start.

60 Seconds

Time: £

Nine Months

Time: £

A Day in the Life

Time: £

Two tickets for , please.

How much is that?

What time is the film?

c) Do a) and b) again. Buy tickets for different films. Change the tickets you buy.

QUICK REVIEW **Types of transport** Write ten words for types of transport (*car, bus, etc.*). Work in pairs. Compare lists. Tell your partner which types of transport you used last week. Where did you go?

I'll get back to you

1 Emily is at work. Look at A–C and answer the questions.

- 1 What is Chris Morris's job?
- 2 Where can you see *Not Now*?
- 3 What is the postcode of Morris Computers?
- 4 In which month is the conference?
- 5 How many phone calls does Emily want to make?
- 6 What is Chris Morris's email address?
- 7 Who are the actors in *Not Now*?
- 8 Is Clare a friend or a customer, do you think?

HELP WITH LISTENING

Phone messages

2 **a** Look at these sentences from phone messages. Work in pairs. Try to fill in the gaps with these words.

voicemail person choose
back message press try

- a Hello, this is Alan Wick's voicemail.
 - b If you leave a message, I'll get _____ to you.
 - c I'm sorry, but the _____ you called is not available.
 - d Please leave your _____ after the tone.
 - e Please _____ one of the following three options.
 - f For all other enquiries, _____ zero.
 - g Please _____ later.
- b** **CD2 ▶ 56** Listen to four messages. Check your answers to **2a**. What do you do after each message?
- a end the call
 - b leave a message
 - c press a number on the phone

3 **CD2 ▶ 57** Emily is making three phone calls. Listen and answer these questions.

- 1 When does Emily want to:
 - a meet Alan Wick?
 - b meet Clare?
 - c go to the theatre?
- 2 How much are the theatre tickets?



A

To do – Wed 16th

- * phone Chris Morris
- * check contract
- * call Alan Wick
- * check date of March conference
- * call theatre – prices?
- * phone Clare – coffee later?



**Morris
Computers Ltd**

Chris Morris
Business Manager

103 Dean Street
Manchester
M18 7FT

Tel: 0161 496 0723
email: c.morris@mc.co.uk

C

Not Now by Lionel Mayers
starring
Bill Marks and Kelly Bolton
"THE YEAR'S BEST COMEDY!"
The Evening News

The Queen's Theatre, Manchester
Box Office: 08081 570570
www.queentheatremanchester.com



Clare



Chris

Can I call you back?

4 Work in pairs. Discuss these questions.

- How many phone calls do you make or get on a normal day?
- Do you always answer your phone at work or at home? If not, why not?
- When was the last phone call you made? Who did you call? Why?

5 a **VIDEO** 8 **CD2** 58 Close your book. Watch or listen to two phone calls. What does Emily talk to Clare about? When can Emily talk to Chris Morris again?

b Work in pairs. Choose the correct words/phrases.

TIM Hello, 3DUK. Can I help you?

CLARE Hello, ¹*I want to/can I* speak to Emily, please?

TIM ²*Hold on/Stop* a moment, she's here.

EMILY Hello. Emily Wise.

CLARE Hi. ³*It's/I'm* Clare. I ⁴*got/had* your message.

EMILY Good. Do you want to go for a coffee after work?

CLARE Sure. Is six o'clock OK?

EMILY Yes, that's fine. Let's meet at Café Uno.

CLARE OK. See you there at six. Bye.

EMILY Bye.

CHRIS Hello?

EMILY Hello, ⁵*is that/are you* Chris Morris?

CHRIS ⁶*Speaking. I am.*

EMILY ⁷*This is/I'm* Emily Wise from 3DUK.

CHRIS Hello, Emily. Look, I've got a conference call in a minute. Can I call you ⁸*back/lagain* in an hour?

EMILY Of course. Call me ⁹*on/by* my mobile.

CHRIS Right. ¹⁰*I'll call/I'm calling* you later.

EMILY Thanks a lot. Bye.

CHRIS Bye.

c Watch or listen again. Check your answers.

6 Close your books. Work in pairs. What can you remember about the two conversations?

REAL WORLD Talking on the phone

7 Write these headings in 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?	This is (Emily Wise) from (3DUK).
Hello, is that (Chris Morris)?	Speaking.
	It's (Clare).
c	d other useful phrases
Can I call you back (in an hour)?	I got your message.
I'll call you later.	Call me on my mobile.
Can you call me back?	Hold on a moment.

REAL WORLD 8.1 p146

8 **CD2** 59 **PRONUNCIATION** Listen and practise the sentences in 7. Copy the stress and intonation.

Hello, can I speak to Emily, please?

9 a Clare is making some phone calls. Fill in the gaps with parts of the phrases from 7.

CLARE Hello, ¹*is that* Simon Dale?

SIMON Speaking.

CLARE Hi, Simon. ² _____ Clare Ross.

SIMON Oh, hello, Clare. Look, I can't talk right now. ³ _____ you back?

CLARE Yes, of course. ⁴ _____ my mobile.

SIMON Right. I'll ⁵ _____ later. Bye.

CLARE Hi, Vicky. ⁶ _____ Clare.

VICKY Hi, Clare. How are you?

CLARE I'm fine, thanks. ⁷ _____ to Rob, please?

VICKY ⁸ _____ a moment, I'll get him.

ROB Hello, Clare. I ⁹ _____ your message.

Let's meet at 8.30 outside the cinema.

CLARE OK, see you then. Bye.

b Work in pairs. Compare answers.

10 a Work in new pairs. Write a phone conversation.

b Swap conversations with another pair. Correct any mistakes.

c Practise the new conversation with your partner. Then role-play it for the other pair.

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.'

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.
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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:	

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 _____