

we put faith in the future

amideast
أمديست

Prepared by: Mr. Hossam Shokry


Telephone talk

Using telephone phrases

Roleplay Telephoning for information

Discussing telephone frustrations

Roleplay Making an order by telephone

 In company interviews Units 1-3

Reading

Article about effective telephone communication

Listening

Telephone numbers

Requests for information and orders

Telephone customer service

Phrase bank Telephoning

Vocabulary Numbers, Telephone phrases

Grammar Polite questions

Speaking


Is the telephone an important communication tool for you?

What important communication tools do you use the most? Why?



Listening

Polite questions

1  **1.09** A customer phones an airline for some information. The dialogue includes the questions (a–c) below, but in a more polite form. Listen to the conversation and write down the actual questions you hear.

a What's the flight number?

Do you _____?

b What time does it get in?

Could you _____?

c Is there any delay?

Do you _____?



Answer key

Polite questions

1

- a** Do you know what the flight number is?
- b** Could you tell me what time it gets in?
- c** Do you know if there's any delay?

Useful language

Do you know what the flight number is?

Could / can you tell me what the flight number is ?

Do you know if there is a delay ?

Polite questions

Direct questions	Polite questions	Differences
Where are you from?	Can you tell me	where you are from?
How is she?		how she is ?
Where are we meeting?	Can you remember	where we're meeting ?
Where do you live?	Could you tell me	where you live ?
How much money does he earn ?		how much money he earns ?
Does he like football?	Do you know	if he likes football?
Has he got my address?		if he has got my address?

- Word order
- *if* in *Yes/No* questions

- a** What time does the flight leave?
Could you tell me what time the flight leaves?
(NOT ~~Could you tell me what time does the flight leave?~~)
- b** Which terminal does it leave from?

- c** How far is the factory from the airport?

- d** How long is the meeting with Mr Fuentes?

- e** Which car hire company is it?

- f** Which models do they have available?

- g** Do I need an international driving licence?

- h** Where are we staying?

- i** Is it a nice place?

- j** How far is the hotel from the nearest town?

- k** Have they booked a meeting room?

Answer key

- a** Could you tell me / Do you know what time the flight leaves?
- b** Could you tell me / Do you know which terminal it leaves from?
- c** Could you tell me / Do you know how far the factory is from the airport?
- d** Could you tell me / Do you know how long the meeting with Mr Fuentes is?
- e** Could you tell me / Do you know which car hire company it is?
- f** Could you tell me / Do you know which models they have available?
- g** Could you tell me / Do you know if I need an international driving licence?
- h** Could you tell me / Do you know where we are staying?
- i** Could you tell me / Do you know if it is a nice place?
- j** Could you tell me / Do you know how far the hotel is from the nearest town?
- k** Could you tell me / Do you know if they have booked a meeting room?



Speaking feedback

Think of a situation to use the polite questions. (3 mins)





Break time

30 minutes



Speaking

What are the most annoying/frustrating/ irritating problems you face in a call ?

Group-work



1 Complete the list of possible telephone frustrations using the verbs in the box.

call get (x 3) listen play put repeat return take transfer

- a** They _____ irritating music when you're put on hold.
- b** You _____ cut off in the middle of your call.
- c** People you call _____ a long time to answer.
- d** They _____ you on hold and forget about you.
- e** They _____ you to another person and you have to _____ your enquiry.
- f** They don't _____ properly to what you are saying.
- g** You continually _____ an engaged tone when you _____ someone.
- h** People don't _____ your calls.
- i** You _____ through to a voicemail system.

Answer key

1

a play

b get

c take

d put

e transfer; repeat


f listen

g get; call

h return

i get

Listening

- 7**  **1.10-1.15** Listen again and complete the missing phrases.
- a** **A** Can I have _____ 305, please?
B I'm afraid the line _____. Will you hold?
- b** **A** Could I _____? You need 50 units by Friday, and Mr Johansson can contact you on 943 694726.
B Yes, that's correct.
A Right, Mr Smith. I'll _____ as soon as he's free.
- c** **A** ... and it really isn't good enough.
B Yes, Mr Wright. I understand what you're saying and _____ the error. As soon as Mr Downs is back, I'll ask him to get in contact with you.
 _____ about this.
A Right, thank you. I realize it's not your fault.
- d** **A** Could I have the sales department, please?
B One moment, please. Just _____ now.
- e** **A** Shonagh Clark speaking.
B Hello, I'm _____ your letter of 12th June.
- f** **A** This is Jorgen Bode here. Could I speak to Jean Simmons, please?
B Oh, I'm sorry, Mr Bode, but Ms Simmons _____ right now. Can I ask her to call you back? Or I can contact her _____ if it's urgent.



10 ??????? 10.wma



11 ??????? 11.wma



12 ??????? 12.wma



13 ??????? 13.wma



14 ??????? 14.wma



15 ??????? 15.wma

Answer key

- a** extension; is engaged
- b** just check that; give him the message
- c** I apologize for; I'm really sorry
- d** putting you through
- e** phoning about
- f** isn't in the office; contact her on her mobile

Polite
questions

Could I check that ?

*I'm phoning about your
letter?*

8 Match the words and phrases to make telephone expressions. Add three expressions to the list.

Could you ...

put
repeat
read
give
take

a message?
that, please?
me through to (Accounts)?
me your name?
that back to me?

Could I ...

leave
speak
have
check
go

to Mr Wilson?
over that again?
extension 103, please?
a message?
that?

I'm phoning ...

to
about
to
for
to

your advertisement.
make an appointment.
some information.
confirm our meeting.
see if you could attend a meeting on the 20th.

Answer key

8

Could you put me through to (Accounts)?

Could you repeat that, please?

Could you read that back to me?

Could you give me your name?

Could you take a message?

Could I leave a message?

Could I speak to Mr Wilson?

Could I have extension 103, please?

Could I check that?

Could I go over that again?

I'm phoning to see if you could attend a meeting on the 20th.

I'm phoning about your advertisement.

I'm phoning to confirm our meeting.

I'm phoning for some information.

I'm phoning to make an appointment.

Feedback