### we put faith in the future



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# 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

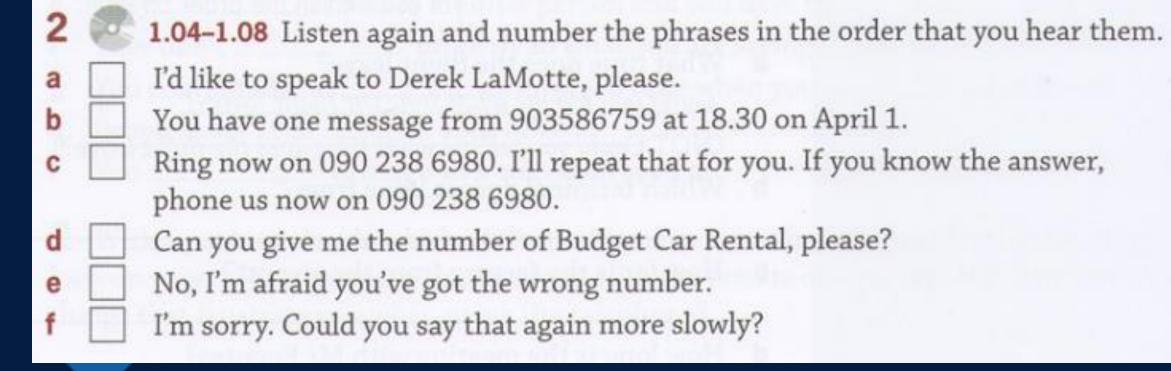
What would life be like with no telephone?





## Listening

1.04–1.08 Listen	to the extracts and write the pho	ne numbers.
0837	d	
	e	
	The same that the same below the	







### Vocabulary

- 5 Match the words (a-l) to their definitions (1-12).
- a phone book
- b engaged
- c dialling tone
- d reverse charge call
- e roaming
- f off-peak call
- g wrong number
- h switchboard
- i extension number
- j smartphone
- k directory enquiries
- missed call

- 1 A continuous sound that means you can dial the number you want.
- 2 The equipment which distributes calls to the different departments and offices in a company.
- 3 A phone number you dial by mistake.
- 4 Busy someone is using the line you want.
- 5 The number of each different phone in a company.
- 6 A call which is paid for by the person you are calling.
- 7 Mobile phone with Internet capabilities and touch screen.
- 8 A book with a list of telephone numbers.
- 9 A service you phone if you want to find a number.
- 10 When you use your mobile phone outside your local area or in another country.
- 11 A call someone made which you didn't answer.
- 12 A call made in the evening or at the weekend which has a lower charge.

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### Vocabulary



h switchboard

The equipment which distributes calls to the different departments and offices in a company.

d reverse charge call

6 A call which is paid for by the person you are calling.

e roaming

When you use your mobile phone outside your local area or in another country.

directory enquiries

A service you phone if you want to find a number.

dialling tone

A continuous sound that means you can dial the number you want.

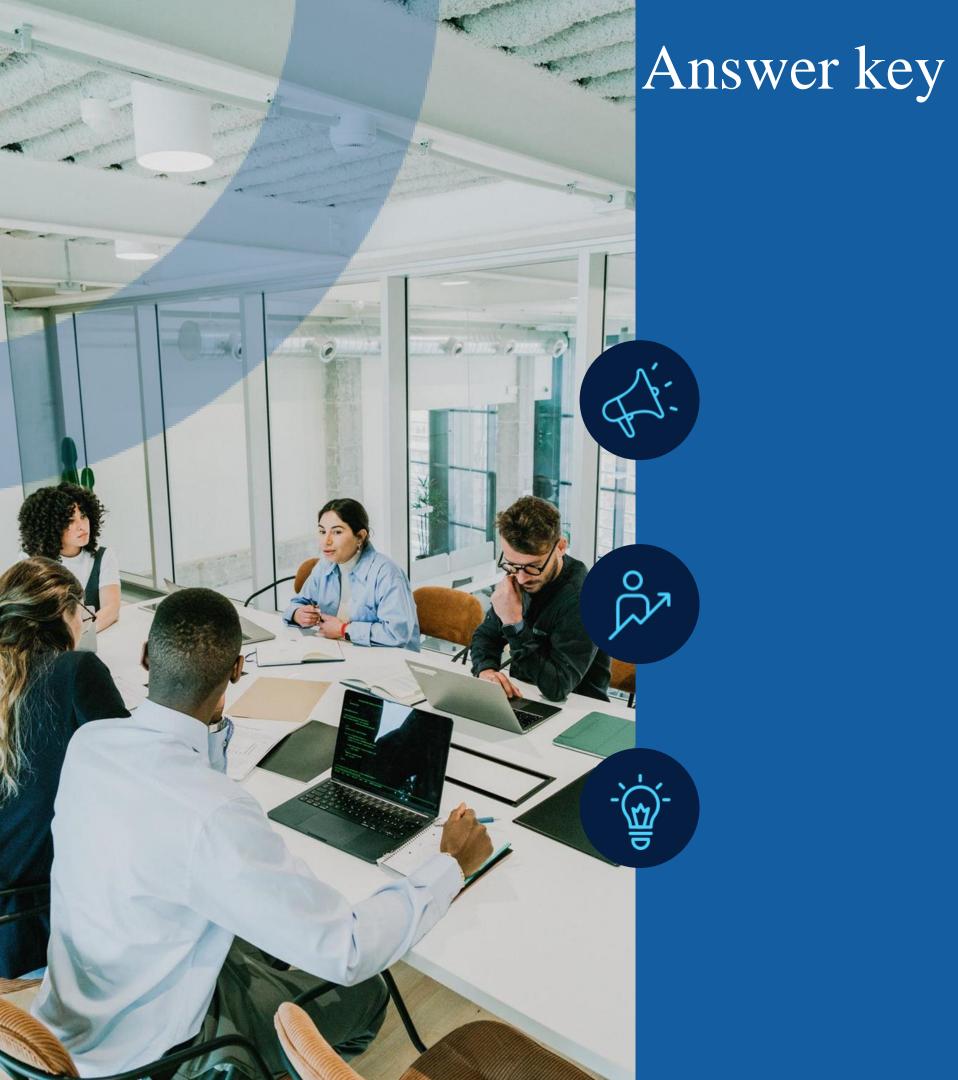
off-peak call

A call made in the evening or at the weekend which has a lower charge.



## Vocabulary

He asked to be conne	sked to be connected to London University by using					
International	is your digital mobile phone's					
passport to travel but the	cost of calls is high.					
I accepted	from Bob.					
Calls at the weeken	ds are cheaper because					
there's a/an						
You'll have to call	for the number.					







#### Vocabulary

He asked to be connected to London University by using switchboard

International Roaming is your digital mobile phone's passport to travel but the cost of calls is high.

I accepted a reverse charge call from Bob.

Calls at the weekends are cheaper because

there's a/an off-peak call

You'll have to call directory enquiries for the number.

## Listening



1.16 The sales team at JD Graphic uses the form below to record the details of all phone calls with potential clients. Listen to the conversation and complete the form.

Date:	Wednesday 14 May		PURP OSE OF CAIL:	Wants estimate for printing a (d) of (e)
CAILINITIATED BY:	Client			pages. Copies: (f)
CAIL HANDIER:	Barry White	16 ??????? 16.wma		Estimates also for (g) and (h) copies.  Size: (i) in black and white. Cover in colour.
CHENT:	AMC Elevator			Will supply material on memory stick.
ADDRESS:	(a) 54 Eisenhower Lane North, Lombard		COM M ENTS:	They are updating all their manuals, so could give us more work if
CONTACT:	Mr Schmidt			the price is right.
Position:	Head of (b)		ACIION REQUIRED:	Visit client with (j)
Tel:	(c)		By whom:	B. White
Em ail:	schmidt@amcelevator.com			
NATURE OF BUSINESS:	Elevator manufacturer		DATE AND TIME:	(k) May at 10 am.









## Group work 1

C	ad line call me Can I take a message? ould I speak to dialled the wrong number engaged old put me through This is You're through
A	Sales Department. Can I help you?
В	Oh! I must have (a) Can you  (b) to Customer Services, please?
A	
-	Customer Services?
В	Yes, that's right.
A	Just one moment. I'm sorry, but the line is  (d) Do you want to
В	(e)? All right.
A	(f) now.
	Hello. (g) the department manager, please?
С	I'm afraid he's not in the office this morning.  (h)?
В	Yes, please. (i) George Smith.
	Could you ask him to (j)?
C	Yes, of course. Goodbye.
В	Bye.

2 Put the conversation below in the correct order. Hello, BDC electronics. Yes, please. Could you ask him to phone John Clarkson from Duraplex? He has the phone number. Just one moment ... I'm sorry, there's no answer. Yes, of course. Could I just check your name? John Clark from Duraplex. Thank you. Goodbye. Oh, dear. I'm phoning for some information. It's quite urgent. Do you know where I can contact him? Oh, good morning. Could I speak to Peter White, please? No, sorry, I'm afraid I don't. Can I take a message? No, it's Clarkson. He knows what it's about. Oh, sorry, Mr Clarkson. I'll tell him as soon as he's available.

## Group work 3

amideast in including the second seco

- 4 Match the sentence beginnings (a-f) with the endings (1-6).
- a Tell her it's Mr Jenkins. I'm returning ...
- b Typical! I got cut ...
- c I hate it when they put you ...
- d I keep getting an engaged ...
- e Could you say ...
- f Can you read that ...
- 1 ... on hold, and then forget about you.
- 2 ... back to me, just to check?
- 3 ... tone. Maybe his phone is off the hook.
- 4 ... her call this morning.
- 5 ... that again, please? I didn't understand.
- 6 ... off in the middle of the call.





