

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  **1.04-1.08** Listen to the extracts and write the phone numbers.


a 0837

b _____

c _____

d _____

e _____

2  **1.04-1.08** Listen again and number the phrases in the order that you hear them.

a I'd like to speak to Derek LaMotte, please.

b You have one message from 903586759 at 18.30 on April 1.

c Ring now on 090 238 6980. I'll repeat that for you. If you know the answer, phone us now on 090 238 6980.

d Can you give me the number of Budget Car Rental, please?

e No, I'm afraid you've got the wrong number.

f I'm sorry. Could you say that again more slowly?



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
- l** 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.

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.

He asked to be connected to London University by using

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

I acceptedfrom Bob.

Calls at the weekends are cheaper because there's a/an

You'll have to callfor the number.

Answer key



*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  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 | PURPOSE OF CALL: | Wants estimate for printing a (d) _____ of (e) _____ pages. Copies: (f) _____ |
| CALL INITIATED BY: | Client | | |
| CALL HANDLER: | Barry White | | Estimates also for (g) _____ and (h) _____ copies. Size: (i) _____ in black and white. Cover in colour. Will supply material on memory stick. |
| CLIENT: | AMC Elevator | | |
| ADDRESS: | (a) <u>54 Eisenhower Lane North, Lombard</u> | COMMENTS: | They are updating all their manuals, so could give us more work if the price is right. |
| CONTACT: | Mr Schmidt | ACTION REQUIRED: | Visit client with (j) _____ |
| POSITION: | Head of (b) _____ | BY WHOM: | B. White |
| TEL: | (c) _____ | DATE AND TIME: | (k) _____ May at 10 am. |
| EMAIL: | schmidt@amcelevator.com | | |
| NATURE OF BUSINESS: | Elevator manufacturer | | |



Break time

30 minutes



Group work 1

bad line call me Can I take a message?
 Could I speak to dialled the wrong number engaged
 hold put me through This is You're through

- A** Sales Department. Can I help you?
- B** Oh! I must have (a) _____. Can you
 (b) _____ to Customer Services, please?
- A** I'm sorry, it's a (c) _____. Did you say
 Customer Services?
- B** Yes, that's right.
- A** Just one moment. I'm sorry, but the line is
 (d) _____. Do you want to
 (e) _____?
- B** All right.
- A** (f) _____ now.
- B** Hello. (g) _____ the department
 manager, please?
- C** I'm afraid he's not in the office this morning.
 (h) _____?
- B** Yes, please. (i) _____ George Smith.
 Could you ask him to (j) _____?
- C** Yes, of course. Goodbye.
- B** 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

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.

Answer Key

