

Unit

1

one

# Telephone

- A Preparation
- B Taking a Message
- C Leaving a Message
- D Acknowledgement
- E Requesting Information
- F Ending a Call

## A

# Preparation

## Warm up

These are phrases and idioms used when telephoning. Make another sentence for each example.

- 1) How can I help you?
- 2) Can I have extension 4?
- 3) I'm afraid she's / he's out at the moment.
- 4) I'll make sure she / he gets this ASAP.

## Pronunciation

### Telephone Numbers

Say numbers separately. Pause between groups. Note that 0 is 'oh' in the U.K. The number 0 is said both ways, as 'oh' and 'zero,' in the USA.

0	3	2	-	8	9	5	-	3	1	0	4
oh / zero	three	two		eight	nine	five		three	one	oh / zero	four

## Conversation

Read and study the dialog below.

- A** Good morning, Ms. Samson's office.  
**B** This is Sharon Lee. Could I speak to Ms. Samson?  
**A** Well, I'm sorry, I'm afraid she's out at the moment.  
**B** Oh, well then, what time will she be back in the office?  
**A** She will be back after lunch.  
**B** Could you tell her to phone me back later this afternoon?  
**A** What's your name again, please?  
**B** It's Sharon Lee.  
**A** OK. And what's your number, please?  
**B** It's 014-6558-2219.  
**A** OK. Let me make sure I've got that. Your name is Sharon Lee and your number is 014-6558-2219. Is that right?  
**B** Yes, that's correct.  
**A** I'll make sure she gets the message ASAP.



# Vocabulary

Match these words to their definitions.

- |   |         |    |                                   |
|---|---------|----|-----------------------------------|
| 1 | ASAP    | a) | to return                         |
| 2 | be out  | b) | a conversation between two people |
| 3 | be back | c) | to call                           |
| 4 | dialog  | d) | to be out of the office           |
| 5 | phone   | e) | as soon as possible               |

## Language Review

### Future Tense

- Simple future tense talks about the future, but the decision is made at the time of speaking. This tense is formed by using **will / shall** with the **simple form** of the verb.  
*The speaker of the House **will finish** her term in May of 2013.*
- The future tense can also be expressed by using **am, is, or are** with **going to** expressing an intention to do something before the time we speak.  
*The surgeon **is going to perform** the first bypass in Minnesota.*
- We can also use the **present tense** form with an adverb or adverbial phrase to show future time. Specifically, the present tense is used to describe a future event that's in a person's schedule.  
*Looking at her calendar, Mary sees what she has to do next week. She says, "I **see** the dentist next Tuesday at 3."*  
Examples of adverbs and adverbial phrases:  
Adverbs: tomorrow; next week; soon  
Adverbial phrases: in a few months

## Activity

Fill in the blanks with 'am / is / are going to' to complete the sentences.

- 1 I \_\_\_\_\_ join the rugby team in a month.
- 2 My daughters Mary and Liz \_\_\_\_\_ have a piano recital tomorrow at 2 p.m.
- 3 She \_\_\_\_\_ marry the prince in December.
- 4 Kindly let her know that I \_\_\_\_\_ be back in a while.
- 5 Tina \_\_\_\_\_ do the report on Wednesday.

# Role-Play Activities



Read and practice the dialogs below.

## Role-Play 1



- A** Hello, it's Maria of KYZ. Is this the Giefan Research Company?
- B** Yes, it is. How may I help you ma'am?
- A** Well, I'm just phoning to confirm my appointment with Mr. Jeff Somozo tomorrow.
- B** Hold on, ma'am. I'll check his schedule for tomorrow. It says here that you have a meeting with him at 3 p.m.
- A** OK. That's right. Thanks.
- B** No problem.
- A** Bye.
- B** Bye.

## Role-Play 2



- A** Hello. Is this KYZ Pharmaceuticals?
- B** Yes. How may we help you?
- A** Hi, it's Anne of Giefan. I'd like to speak with Maria.
- B** This is she.
- A** I'm phoning to inform you that Mr. Somozo would like to have the meeting at 4 p.m. instead of 3 p.m. tomorrow. Is the time OK with you?
- B** Of course. Four sounds fine with me.
- A** Thanks! I'll let him know right away.
- B** Great. Goodbye.

**B**

# Taking a Message

**Warm up**

Discuss these questions.

- 1) Do you take messages for your boss or team leader?
- 2) How often do people from overseas call your department?
- 3) Do you sometimes take messages in English?

**Pronunciation**  1-5

Listen to these phrases and underline the stressed words.

- 1) Could I have your name?
- 2) Could you spell that again, please?
- 3) Thanks for the help. Goodbye.

**Conversation**  1-6

Read and study the dialog below.

- A** Hello.  
**B** Hi. It's Rob. Is Bob Kelly in?  
**A** Sorry, I'm afraid he's not.  
**B** Could you tell me when he'll be back?  
**A** Later this afternoon. Can I take a message?  
**B** Yes, please. Could you ask him to call me back as soon as he gets in? I need to know the status of our order.  
**A** Could I have your name again and your number, please?  
**B** It's Rob and the number is 014-2898-4203.  
**A** So that's Rob and your number is 014-2898-4203?  
**B** Exactly.  
**A** I'll make sure he gets the message as soon as he arrives.  
**B** Thanks for the help. Bye.  
**A** Bye.



## Vocabulary

Match these words to their definitions.

- |              |                      |
|--------------|----------------------|
| 1 I'm afraid | a) to return a call  |
| 2 get in     | b) situation         |
| 3 call back  | c) unfortunately     |
| 4 status     | d) to arrive at work |
| 5 get        | e) to receive        |

## Language Review

### Past Simple and Present Perfect

- We use the **past simple** to talk about a finished action at a definite time in the past.  
*I **had** a job interview yesterday.*  
*An ambulance **took** David to the hospital.*
- We use the **present perfect** to connect the present to the past. One of its main uses is to show the relevance of a past event in the present.  
*Our fax number **has changed**.*  
*We've just **lowered** our prices.*

## Activity

Write 'PS' if the sentence is in past simple and 'PP' if the sentence is in present perfect.

- 1 Peter Kim has been a leading fashion designer since the 1990s. \_\_\_\_\_
- 2 In the past, Peter Kim took a passive approach to the problem. \_\_\_\_\_
- 3 He has inspired a lot of designers in the country. \_\_\_\_\_
- 4 He made a lot of changes in the fashion industry. \_\_\_\_\_
- 5 The fashion business has been a wonderful success in Korea because of him. \_\_\_\_\_

# Role-Play Activities



Read and practice the dialogs below.

## Role-Play 1



- A** Good morning, JSG. How may I help you?
- B** Good morning. Could I speak to Keira in sales? This is Miss Oh of Mother and Sons Coffee Company.
- A** One moment, please. I'm afraid she's out at the moment. Can I take a message?
- B** Could you ask her to call me back?
- A** Certainly, Miss Oh.
- B** Thank you.
- A** You're welcome. Goodbye.

## Role-Play 2



- A** Good morning. Mother and Sons Coffee Company. How may I help you?
- B** Hello, this is Keira Knightley with Star coffee shop. Is Miss Oh in?
- A** She's out right now, but will be back in about an hour.
- B** Could you tell her I'm calling about the status of our coffee order? We ordered 20 kilograms of Colombian coffee.
- A** When she gets in, I'll give her the message.
- B** Thank you very much. Bye.