

Unit

1

one

# Telephone

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

## A

# Clarifying an Order

## Warm up

Discuss these questions.

- 1) Have you ever experienced difficulties when talking on the phone with an English speaker?
- 2) What do you say when you don't understand something during a phone conversation?

## Pronunciation

Listen to these phrases and underline the stressed words.

- 1) Could you explain this graph in greater detail, please?
- 2) If I understand you correctly, you think we should do this now. Is that right?
- 3) Please tell me what you mean by 'these pictures.'

## Conversation

Read and study the dialog.

Tory Hunter, a shoe store owner, calls Liz Baker, sales director to clarify the contents of a shoe price list file he received from her.



- A** Hello?
- B** Hi, Liz. This is Tory. I've seen the price list you sent me, and I can't understand the figures you calculated.
- A** Please tell me what you mean by 'the figures.'
- B** I'm talking about the figures on page 3. I do not think the numbers correspond with other wholesale price lists you've sent me.
- A** Let me check. Oh, I think I wrote down the retail prices on the file.
- B** So that's why the numbers didn't match.
- A** I'll send you a new price list with the correct numbers on it.
- B** Thanks. Could you give me a call after you've sent it?
- A** Sure. I'll handle this right now.
- B** OK. I'll talk to you later. Bye.
- A** Bye.

## Useful Language

### Clarifying Meaning

I meant your new catalog on electronic measuring equipment.

Yes, that's right.

That's exactly what I meant.

### Asking for Clarification

May I check a couple of points with you?

Could you clarify a couple of things for me?

Could I ask you a couple of questions about your letter?

## Language Review

### Present Perfect

- The present perfect is **have / has + past participle**. The past participle often ends in '-ed' (finished, decided, etc.), but many important verbs are irregular. (lost, done, been, written, etc.)

*He told me his name, but I've forgotten it.*

- We use the present perfect with **just, already** and **yet**. You can also use simple past.

\***Just**: a short time ago

*"Are you hungry?" "No, I've just had lunch. / I just had lunch."*

\***Already**: something that happened sooner than expected

*"Don't forget to mail the letter." "I've already mailed it. / I already mailed it."*

\***Yet**: until now (Use **yet** only in questions and negative sentences.)

*Has it stopped raining yet? / Did it stop raining yet?*

*I wrote the letter, but I haven't mailed it yet. / I didn't mail it yet.*

## Activity

Complete the sentences using the verbs and adverbs in parentheses.

- 1 Would you like something to eat? No, thanks, I \_\_\_\_\_ lunch. (just / have)
- 2 Do you know where Julia is? Yes, I \_\_\_\_\_ her. (just / see)
- 3 What time is David leaving? He \_\_\_\_\_. (already / leave)
- 4 What's in the newspaper today? I don't know. I \_\_\_\_\_. (not / read / yet)
- 5 Is Amy coming to the movies with us? No, she \_\_\_\_\_ the film. (already / see)



# Role-Play Activities



Read and practice the dialogs below.

## Role-Play 1



- A Marketing. This is (student A's name).
- B (Student A's name). This is (student B's name).
- A Yes ma'am, how can I help you?
- B I need to talk to you regarding the report you sent me. It seems to be incomplete.
- A Could you please tell me what you mean by 'incomplete'?
- B It seems that you forgot to put the graphs in the report.
- A Oh, OK. I'll add that now.
- B Thank you.

## Role-Play 2



- A Good morning, this is (student A's name).
- B Hello, (student A's name), this is (student B's name). Can I talk to you right now?
- A Sure. What can I help you with?
- B Could you explain graph 2 in more detail?
- A It shows the marketing budget and goals for this year.
- B I see. There is no title for this graph.
- A I'll add it now and send the revised copy to you immediately.
- B OK. Thanks.

## B

# Changing a Reservation

## Warm up

Discuss these questions.

- 1) When you make reservation changes, what are some things you might want to change?
- 2) Will the reservation change have any negative consequences? (Ex. a monetary fee) If so, how can you convince the person to overlook it?

## Pronunciation 1-5

The TH Sound (Tongue must pass teeth.)

- 1) **Th** at the beginning  
this that there thick thin through think
- 2) **Th** in the middle  
without together feather brother mother
- 3) **Th** at the end  
with myth both teeth youth seventh

## Conversation 1-6

Read and study the dialog.

Jack Takimoto is a retired golfer who spends a lot of his time traveling. Unfortunately, one of his flights was cancelled due to bad weather, and he has to change the date of his hotel reservation.



- A** Thank you for calling Hampton Hotel. This is Maria, how can I help you?
- B** Hi, Maria. My name is Jack Takimoto and I have a reservation for tomorrow, but my flight has been canceled, so I have to postpone my check-in date.
- A** OK. I'd be happy to make changes for you. So you will be checking in on Thursday the 12th?
- B** Yes. What time can I check in? Is 10 o'clock in the morning too early?
- A** I'm afraid so. Our check-in time starts at 1 p.m., but we have a nice lobby and restaurants in the hotel.
- B** That sounds good. Thank you very much.
- A** Thank you for calling Hampton Hotel. Goodbye.



Unit

1

# Telephone

- A Clarifying an Order
- B Changing a Reservation
- C Explaining a Delay
- D Handling Complaints
- E Changing an Appointment
- F Confirmation

# Useful Language

## When Making Reservations

Hi, could you check to see if you have any rooms available for March 27th?

How much is it to upgrade to a suite? Are there any suites available?

Would it be possible to get a room with 2 beds instead of 1?

## Asking for Clarification

Could you repeat my reservation back to me, please?

How much will I have to pay including tax? Are there any special promotions?

How far are you from the airport? Do you have a shuttle bus?

## Language Review

### Present Perfect: Simple & Continuous

- Both the **simple** and **continuous present perfect** describe actions that started in the past and continue to the present.

*She's **been** a doctor for forty years.*

- We use the **present perfect continuous** if we want to stress the duration of the action.

*He **has been teaching** his whole adult life.*

**Note:** For verbs that describe states like **be**, **have**, etc., you cannot use the continuous form.

**Examples:** *She's been being a doctor for five years.* Wrong  
*She's **been** a doctor for five years.* Correct  
*How long have you been having your car?* Wrong  
*How long **have** you **had** your car?* Correct

## Activity

Complete the sentences using the verbs in parentheses.

- a. You look a bit annoyed.
  - b. Yes, I \_\_\_\_\_ (wait) here for this person for the past five hours.
- 2 How long \_\_\_\_\_ (you / have) that shirt? It looks brand-new.
- 3 a. How long has your dad \_\_\_\_\_ (be) a doctor?
  - b. He \_\_\_\_\_ (be) a doctor for as long as I can remember.
- 4 a. \_\_\_\_\_ (your parents / live) in this house long?
  - b. No, only about two years.



# Role-Play Activities



Read and practice the dialogs below.

## Role-Play 1



- A** Good afternoon, Ryatt Hotel. How may I help you?
- B** Hello, my name is Michael Jimson. Could you give me directions to your hotel?
- A** OK. What direction are you coming from?
- B** I'll be coming from Kennedy Airport. Is your hotel far from the airport?
- A** No, not at all. Take the 210 freeway going south. Go about 5 miles and exit at Cherry Street.
- B** Alright, thank you very much.
- A** No problem. Thank you for calling. Goodbye.

## Role-Play 2



- A** Good morning, I would like to change my arrival date.
- B** OK, can I please have your name and the date you want to change to?
- A** Sure. My name is Bill Bradley and I made a reservation for the 12th, but need to change that to the 14th.
- B** Alright, Mr. Bradley. I would be happy to help you with that. I will make the change.
- A** Will there be a fee for changing the date?
- B** No, not at all.
- A** Great. Thank you so much.
- B** You're very welcome. Thank you for calling Bruce Kim's Lounge.