

## TELEPHONE VOCABULARY

Look at the pictures below. What are these objects called in English ?



1 .....



2 .....



3 .....



4 .....



5 .....



6 .....



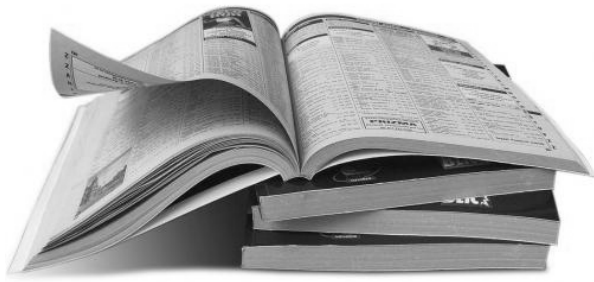
7 .....



8 .....



9 .....



10 .....



11 .....



12 .....



13 .....



14 .....



15.....



16.....

### VERBS

To insert coins / a phone card  
 To dial / to tap in a number  
 To redial  
 To call / to ring / to phone s.o.  
 To reply  
 To call s.o. back  
 To hang up  
 To lift the receiver  
 To replace the receiver  
 To recharge the battery  
 To text s.o.

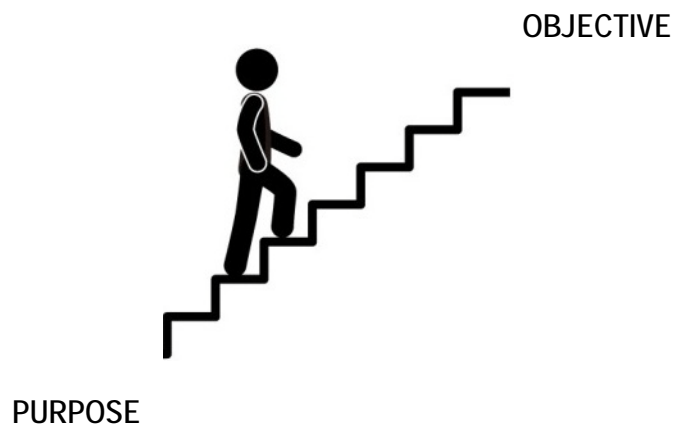
# TELEPHONE CALLS

## PRESENTATION

1) In theory, you can say anything you like during a telephone call. In fact, business calls are quite predictable. Why ? Because time is money when you are on the phone, so messages have to be clear and simple, precise and concise.

## MANAGING A TELEPHONE CONVERSATION: Seven Steps From Purpose To Objective

In business, every call has a **purpose** (e.g. to fix an appointment) and an **objective** or desired outcome (e.g. the appointment). We can divide the progression from **purpose** to **objective** into seven **Steps**.



Each **Step** can be realized via a number of fixed or semi-fixed conventional phrases. You can use this sequence of **Steps** as a guide, learn the conventional phrases whole, like single words, and use them in conversation with little or no variation.

Now look at the next page and study the **Steps** plus the typical words and phrases that go with them. Some are absolutely necessary, like **Step 1**, **Step 2**, **Step 4**, **Step 5** and **Step 7**. Others are optional, like **Step 3** and **Step 6**. Between the **Steps**, of course, you can make as many digressions as you like but, once you know the seven **Steps**, and the fixed and semi-fixed phrases that express them, you can manage a conversation on the phone because you will always know where you are going.

## 2) PHONE CALLS: The Conventional Order Of Steps (Harper 2006)

### **Step 1: SALUTATION / IDENTIFICATION:**

#### **Person Called**

*"Hello. Universal Exports. Can I help you ?"*

*"Hello. James Robinson speaking. Can I help you ?"*

### **Step 2: INTRODUCTION; ASKING FOR / CONFIRMING IDENTIFICATION:**

#### **Person Calling**

*"Hello. This is Mike Savage. Could I speak to the manager, please ?"*

*"Hello. This is Mike Savage. Who is speaking, please ?"*

*"Hello. Is that the Personnel department ?"*

*"Oh, I'm sorry. I've got the wrong number."*

### **Step 3: GETTING THROUGH TO THE RIGHT PERSON:**

#### **Person Called**

*"If you hold on, I'll put you through to Mr X."*

*"If you bear with me, I'll just put you through to Mr X."*

*"I'm afraid the line's engaged. Could you hold on, please."*

*"I'm afraid Mr X is away / isn't in. Can I take message ?"*

*"I'm afraid Mr X is busy. Shall I get him to call you back ?"*

*"I'm afraid Mr X is busy. Could you call back later, please ?"*

*"I'm afraid you've got the wrong number."*

### **Step 4: EXPOSITION: (Explain the situation. State the main facts and all relevant information)**

#### **Person Calling**

*"Hello ? It's about your order. I'm afraid it's been delayed."* *"It's about..."*

*"I'm calling about..."* *"I'm calling to ask you..."* *"I'm calling to let you know that..."*

*"I'm afraid there's been a mix up / a slip up / a mistake / an error / a misunderstanding."*

*"I'm afraid there's a problem with..."*

### **Step 5: REQUIREMENTS: (Explain what you want the other person to do)**

#### **Person Calling / Person Called**

*"I was wondering if you could tell me..."* *"Would it be possible to...?"* *"Could you possibly...?"*

*"If possible, I'd like..."* *"I would like ..."* *"Would you..."* *"Could I/you/it..."* *"Can I/you/it..."*

### **Step 6: CONFIRMATION: (Summarize what has been agreed)**

#### **Person Called / Person Calling**

*"So, our Export Manager will send you a quotation later this week."*

*"OK, then. I will contact our Production department and try to bring forward the delivery."*

*"Right, I will call you back as soon as I have spoken to..."*

### **Step 7: CONVENTIONAL ENDING:**

#### **Person Called**

*"Thank you for calling."*

*"Thank you very much. Goodbye."*

*"Goodbye, then."*

*"Bye, Sue."*

#### **Person Calling**

*"Not at all. Goodbye."*

*"Goodbye."*

*"Goodbye."*

*"Bye."*

### 3) PRACTICE

Look at this example of a phone call. Notice the **Steps** and the typical phrases that go with them.

3a) Listen and read.

#### DIALOGUE

**Switchboard:** "Hello. City Restaurant. Can I help you ?"

**Sam Brown:** "Hello. This is Sam Brown of FTAM Enterprises. Who is speaking, please ?"

**Switchboard:** "I'm Maria Marks, the switchboard operator."

**Sam Brown:** "Could I speak to the Manager, please."

**Switchboard:** "If you hold on, I'll put you through to Ms Reynolds."

**Manager:** "Hello. This is Jane Reynolds. Who is speaking, please ?"

**Sam Brown:** "Hello. This is Sam Brown of FTAM Enterprises. I'm calling to make a reservation. We'd like to book a private room next Friday evening for about thirty-five people, if possible."

**Manager:** "OK. Is it a company function ?"

**Sam Brown:** "That's right. It's farewell party for our Managing Director who's retiring at the end of the month."

**Manager:** "I see. Yes, we have a function room available. Would you like to book it now ?"

**Sam Brown:** "Yes, please. Friday March 10<sup>th</sup> at eight p.m."

**Manager:** "Are there any special requirements, such as vegetarian dishes ?"

**Sam Brown:** "I'm sorry I don't know, I'll find out and send you a fax as soon as I can."

**Manager:** "OK, I will need e-mail confirmation from you by Friday morning, in any case. Our e-mail address is City\_Restaurant @ intelsat.co.uk"

**Sam Brown:** "OK, then. I'll get back to you as quickly as possible. Thank you very much, goodbye."

**Manager:** "Goodbye."

3b) Now think carefully. What was the Sam Brown's **purpose** in making the call ?

Was it,

- (a) to leave a message.
- (b) to make an appointment to talk to the Manager.
- (c) to book a private room at the restaurant.
- (d) to book a table at the restaurant.

3c) Complete the following telephone conversation by putting **one** suitable word into each gap.

A: Hello. Techno Store. Can I ..... you ?

B: Hello. .... is Esmeralda Verde. I'd like to speak to the Manager, .....

A: I'm afraid Mr Watt is ..... on business this week but I can put you ..... to Mr Gadget who has taken ..... as Office Manager for the time being.

B: Yes, OK. Let me speak to Mr Gadget, then.

A: ..... on for a moment, Ms Verde, and I'll connect you.

C: Hello. Andy Gadget speaking.

B: Hello. Esmeralda Verde here. I'd like to ..... a serious complaint. I've been a regular customer of yours for nearly five years, Mr Gadget, but this time something unforgivable happened and Techno Store is not going to get ..... with it !

C: I'm sorry to hear that, Ms Verde. Would you mind going ..... detail ?

B: Well, two weeks ago I consulted your website and ordered a Maelstrom ME262 washing machine online. When it was delivered, however, it simply didn't work properly. I plugged it ..... to the mains, attached it to the water supply and switched it ..... . Up to that point, I must admit, everything was fine. Then I ..... it with clothes, added the soap powder, as instructed, and ..... it to Programme 3 for woollen garments. I then left the room for ten minutes but when I came ....., I discovered that the machine had flooded the kitchen. There was hot soapy water everywhere !

C: I see. I'm very sorry to hear that, Ms Verde. I can assure you that such things don't happen very often. I will look ..... the matter personally, send a technician to your house to find ..... what caused the malfunction.

B: I don't want an explanation, Mr Gadget, or a repairman. I would like you to take this faulty washing machine ..... and exchange it for a brand new one that works as it should do. So, what are you going to do ..... it ?

C: Well, I will make some enquiries at this end and get ..... to you as soon as possible. Once again, I apologize on behalf of Techno Store.

B: OK, that's more like it. Goodbye, then, Mr Gadget.

C: Goodbye, Ms Verde.

3d) Choose the best reply, (a), (b) or (c) in each case.

1) "Hello. VIP Ltd. Can I help you ?"

(a) "Hello VIP Ltd."      (b) "Hello. This is Janet Croft."      (c) "Janet Croft is speaking."

2) "Could I speak to Miss Jones, please ?"

(a) "Who are you ?"      (b) "Who's that ?"      (c) "Who's calling ?"

3) "I'd like to speak to Mr Benson, please."

(a) "Why ?"      (b) "Oh yes ?"      (c) "Could I ask what the call is about ?"

4) "Hello. Is that the Complaints department ?"

(a) "Who's asking ?"      (b) "If you hold on for a moment, I'll put you through."      (c) "No."

5) "I think there's been a slip up."

(a) "Really ? What's the problem ?"      (b) "A slip up where ?"      (c) "What's your problem ?"

6) "I'm afraid Mr Jones is out of the office all morning."

(a) "I'll call back at 11.30, then."      (b) "Shall I call back after lunch, then ?"      (c) "I'm sorry I called."

7) "I think you've got the wrong number."

(a) "Oh no I haven't."      (b) "So, it's my fault, is it ?"      (c) "Really ? Isn't that 0462 51723, then ?"

8) "Thank you for calling. Goodbye."

(a) "Goodbye."      (b) "Good day."      (c) "Farewell."

#### 4) SPEAKING ACTIVITY

STUDENT A:

Study your part in the telephone conversations on the next page. Tell Student B when you are ready.

STUDENT B:

Look at the page after that and follow the instructions. When you are ready, start with conversation 1.

**a) Work on your own. Read the information for phone conversations 1–4.**

- 1 You work for Morris Computers. Phone Alex Roberts about his new computer. Your mobile number is 07694 35567. You start this conversation.
- 2 You are Sam Watson. You are a sales manager. You aren't in the office tomorrow afternoon from 2.30 to 3.30.
- 3 Phone a friend at home. Ask him/her what he/she is doing now. There's a party near your house on Saturday evening. Does he/she want to come? If yes, decide on a time and place to meet. You start this conversation.
- 4 You are at home. Decide what you are doing at the moment.

**b) Decide what you want to say in each conversation. Use language from the box or your own ideas.**

Hello, can I speak to ... , please?

Hello, is that ... ?

Speaking.

This is ... from ... .

It's ... .

Can I talk to you about ... ?

Call me on my mobile.

Would you like to ... ?

Yes, good idea.

Shall we meet at ... ?

Let's meet at ... .

See you then. Bye.

**c) Work with your partner. Take turns to phone each other.**

**a) Work on your own. Read the information for phone conversations 1–4.**

- 1 You are Alex Roberts. You're talking to a customer at the moment. If someone calls, get his/her phone number. Say you'll call him/her back later.
- 2 Phone Sam Watson, the sales manager in your company. You want to meet him tomorrow afternoon. You start this conversation.
- 3 You are at home. Decide what you are doing at the moment.
- 4 Phone a friend at home. Ask him/her what he/she is doing now. Does he/she want to go for a coffee? If yes, decide on a time and place to meet. You start this conversation.

**b) Decide what you want to say in each conversation. Use language from the box or your own ideas.**

Hello, can I speak to ... , please?

Hello, is that ... ?

Speaking.

This is ... from ... .

It's ... .

Can I talk to you about ... ?

Call me on my mobile.

Would you like to ... ?

Yes, good idea.

Shall we meet at ... ?

Let's meet at ... .

See you then. Bye.

**c) Work with your partner. Take turns to phone each other.**



## TELEPHONE CONVERSATIONS

## Student A

### Conversation 1.

You are the caller, Mr / Ms Robinson.

Call the Cambridge Hotel to make a reservation for tomorrow night for you, your wife/husband and Mr Green for three nights.

Mr Green wants the room for an extra night.

You will arrive at 23.00.

Ask if you will be able to get a meal at the hotel when you arrive.

Your American Express card no. is 777 4580 2132 9

Your e-mail address is: robinson ~ inbox @ jumpy . it

### Conversation 2.

You are the manager of the Provence Restaurant (the best in town).

The menu includes fresh fish and vegetarian dishes.

Private room available Monday to Wednesday, 20.00-23.30.

Written confirmation of any booking is required by e-mail at: provence \_ restaurant @ webnet . co . uk

The exact number of places must be confirmed at least ten hours in advance.

Your early morning phone number is 0156 9243978.

### Conversation 3.

You are the receptionist at the Bristol Hotel.

Ten double rooms & one single room are available from 15 June – 30 June.

All rooms are quiet and comfortable.      Single rooms = 3m x 4m.      Double rooms = 5m x 6m.

#### Prices:

Single Room: £65 per night (including breakfast).

Double Room: £100 per night (including breakfast) or £120 per night (with balcony, sea view and breakfast).

Rooms include bath and shower, colour TV, telephone, mini-bar, Wi-Fi Internet access and air-conditioning.

To make a booking, you will need to know the caller's name, e-mail address and telephone number.

Ask for confirmation by e-mail at: bristol — hotel / bookings @ enetwork . com

### Conversation 4.

You are the caller, Mr / Ms Evelyn Maddox. You live in Pesaro, you want to fly to England.

You want to take a full-immersion English course in Cambridge this summer.

Cambridge is north-east of London, you want to be there by Sunday, 3 August.

Duration of course: four weeks from Monday, 4 August.

Now phone EuroJet Airlines and book a return ticket to England.

Your Visa credit card number is: 0 12 3465987

Your e-mail address is: maddox \ e @ webnet . co . uk

## TELEPHONE CONVERSATIONS

## Student B

### Conversation 1.

You are the receptionist at the Cambridge Hotel.

You are very busy because there is a trade fair in Cambridge this week.

Rooms available:           Single rooms, 0.           Double rooms, 2.

Reserved rooms are held until 21.00 unless the guest pays in advance by Mastercard, Diner's Club or American Express.

Write down the name of the caller and his/her e-mail address.

Hotel restaurant open 19.00-22.30.           Hotel coffee shop open 17.00-2.00 a.m.

For further information, guests can visit the hotel website at: [www.cambridge — hotel . co . uk](http://www.cambridge-hotel.co.uk)

### Conversation 2.

You are Mr / Ms Biggs of Biggs and Kray Ltd.

Call the Provence Restaurant (the best in town) to book a private room for a visiting group of clients next Tuesday evening, ideally from 19.30-21.30.

There will be ten to fourteen people in your party. You won't know exactly how many until Tuesday morning.

Three of your guests are vegetarians.

Give your name, phone number and e-mail address: [biggs \ ceo @ xyznet . com](mailto:biggs\ceo@xyznet.com)

### Conversation 3.

You are Mr / Ms Richardson of Packard Enterprises.

Call the Bristol Hotel and find out if there are any rooms available from 16 June – 25 June.

You require rooms for yourself, Ms Castle, and Mr and Mrs Hogan.

Find out the cost of single and double rooms per night, and ask whether breakfast is included.

Ask about the differences between the cheaper rooms and the more expensive rooms.

You want quiet rooms with a view of the sea, if possible.

Book one double room at the lower price and two at the higher price.

Give the receptionist your name and e-mail address: [richardson / packard \\_ ent @ xyznet . com](mailto:richardson/packard_ent@xyznet.com) plus your telephone number.

### Conversation 4.

You work for EuroJet Airlines. EuroJet Airlines has tickets available for:

Rimini – London (Gatwick), departing every day at 14.00, arriving in London at 16.00.

Ancona (Falconara) – London (Stansted), departing Monday and Saturday at 8.00, arriving at 11.00.

Check-in time: one hour before take-off.

Gatwick is south of London. Trains for London (Victoria station) depart every twenty minutes.

Stansted is east of London. Trains for Cambridge depart every thirty minutes.

Prices: Rimini – London (Gatwick): £90 return (economy class); £120 (business class).

Ancona (Falconara) – London (Stansted): £60 return (economy class); £90 (business class).

EuroJet takes telephone bookings and accepts payment by Visa and Mastercard (ask for the number).

Write down the name, e-mail address and telephone number of the caller.

For a complete list of terms and conditions, your website is at: [www . EuroJet~airlines . co . uk](http://www.EuroJet~airlines.co.uk)

# 11D It's my first day

Real World checking information  
Help with Listening contrastive stress  
Review reporting verbs; requests

## QUICK REVIEW ●●●

Work in pairs. Who were the characters in the TV drama *Undercover*? What can you remember about episodes 4 and 5? Use reporting verbs (*invite, admit, etc.*) where possible: A Dom invited Kat to have dinner with him. B He also admitted falling in love with her.

### 1 Work in groups. Discuss these questions.

- Which three people do you phone the most? What do you talk about?
- Do you ever talk in English on the phone? If so, who do you speak to?

### 2 a) R11.10 Look at the photo. Nicola is working as a temp at On The Box. Today is her first day. Listen to two phone conversations. Choose the correct words/phrases.

- The first caller wants to speak to Max/Gabi.
- He wants/doesn't want to leave a message.
- He is flying to/from London.
- The second caller is at work/on holiday.
- Nicola has to call someone at the BBC/CBN.
- She also has to send out party invitations by the end of today/the week.

### b) Listen again. Fill in the gaps on Nicola's notepad.



## Real World Checking information

### 3 a) Fill in the gaps with these words.

name could give talking catch  
with spelt mean didn't say

- Sorry, what did you say your name was again?
- Is that Kramer            a K?
- Sorry, I            get all of that.
- Could you            it again, please?
- Do you            this Wednesday?
- And            you tell me his surname again?
- Is that            G-R-O-N-E-R?
- Are you            about the London party?
- Sorry, I didn't quite            that.
- Can you            it to me again, please?

b) Which sentences in 3a) do we use to: a) ask someone to repeat information? b) check that the information you have is correct?

c) Check in **RW11.1** p139.

### 4 R11.11 P Listen and practise the sentences in 3a). Copy the polite intonation.

*Sorry, what did you say your name was again?*

### Message for Max

Stan <sup>1</sup> Cramer called from <sup>2</sup>            in Florida.

Wants to meet to discuss Undercover contract next <sup>3</sup>           .

Arriving at Heathrow on Virgin flight <sup>4</sup>            from Miami at <sup>5</sup>           .

### To do

Contact Harry <sup>6</sup>            at the BBC.

Tell him the meeting on Wednesday <sup>7</sup>           <sup>th</sup> is cancelled.

Send out invitations for the Undercover party in <sup>8</sup>           .

note - Gabi's mobile: <sup>9</sup>           .

## Help with Listening Contrastive stress

- We usually put the main stress on words, numbers or letters that we want to check or correct.

**5** a) **R11.12** Listen to these sentences. Where are the main stresses in each sentence?

NICOLA And it arrives at twelve fifty.

MR CRAMER No, not twelve fifty, twelve fifteen.

b) **R11.13** Listen to four more pairs of sentences. Which words, letters or numbers have the main stress?

c) Work in pairs. Look at R11.13, p157. Practise saying these pairs of sentences.

**6** a) Choose the correct words.

A Hello, <sup>1</sup>**can**/will I help you?

B Yes, can I speak to Mr Smith, please.

A Do you <sup>2</sup>**mean/say** Ron Smith?

B No, Ed Smith.

A Can you call Gary on extension 223 about the conference?

B Sorry, I didn't <sup>3</sup>**give/get** all of that. Did you <sup>4</sup>**say/tell** extension 233?

A No, extension 223.

B And are you <sup>5</sup>**talking/saying** about the UK conference?

A No, the European conference.

B Sorry, could you <sup>6</sup>**give/get** me your address again?

A 23 Jerrard Street, SE19.

B Is <sup>7</sup>**this/that** Gerrard <sup>8</sup>**with/for** a G?

A No, it's <sup>9</sup>**with/for** a J.

b) Where are the main stresses in the sentences in **bold** in 6a)?

c) **R11.14** Listen and check.

d) Work in pairs. Practise the conversations in 6a).

**7** Work in pairs. Student A → p106. Student B → p111. Follow the instructions.

## Listening Comprehension: Discussing an Itinerary

*Listen to this conversation between a secretary and her boss and answer the questions below.*

- 1) What is the boss's surname ?
- 2) What time is her flight to India ?
- 3) What is the flight number ?
- 4) How is she getting to Heathrow airport ?
- 5) Which Indian city is she flying to ?
- 6) What time does she arrive in India ?
- 7) On which day of the week will she meet Mr Shah ?
- 8) At what time will she meet Mr Shah ?
- 9) Will anyone else be at the meeting, apart from Olivia and Mr Shah ?
- 10) Who is she meeting on Wednesday ?
- 11) On which day of the week does she fly back to London ?
- 12) At what time does she fly back to London ?
- 13) What is the number of the return flight ?
- 14) At what time does she arrive at Heathrow Airport ?
- 15) What time is the sales meeting in London ?

## 5) TAKING MESSAGES

5a) When your boss or your colleagues are out, it may be part of your job to take messages for them. Obviously, your messages should be simple, clear and accurate. To make sure that they have all the information that they need, it is a good idea to keep a pad like the one shown below next to the telephone.

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

## 5b) GRAMMAR POINT

When you take a message, you should transform direct speech into indirect or reported speech by altering the form of the verb, as shown below.

### DIRECT SPEECH

Simple Present  
*"I am from Seattle."*

→

### INDIRECT SPEECH

Simple Past  
*He said he was from Seattle.*

Present Continuous  
*"I am moving to New York."*

→

Past Continuous  
*She said she was moving to New York.*

Present Perfect  
*"The photocopier has stopped working."* →

Past Perfect  
*He said the photocopier had stopped working.*

Simple Past  
*"I forgot."* →

Past Perfect  
*He said he had forgotten.*

Simple Future  
*"I will / shall resign."* →

*He said he would resign.*

Future Continuous  
*"I will / shall be interviewing all the candidates on Monday."* →

*She said she would be interviewing all the candidates on Monday.*

NB. Might, Should, Ought to, Used to & Would remain unchanged.

5c) Certain pronouns (e.g. I → he/she) plus the words shown below will also need to be changed.

*This → That      These → Those      Here → There      Now → Then      Come → Go or Went*

*Today → That Day      Yesterday → The Day Before      Tomorrow → The Next Day*

*Next Year → The Following Year      Last Year → The Year Before      Ago → Before*

## 2) Taking Messages

*Now report what Miss Miller and her secretary said using indirect speech.*

i) "You're flying to Bombay at 21.55 on Monday evening."

The secretary told Miss Miller that.....

ii) "You must check in two hours before the flight departs."

The secretary said.....

iii) "How am I getting to Heathrow airport ?"

Miss Miller asked .....

iv) "I've arranged for a car to pick you up from the office at 18.30."

The secretary replied that .....

v) "What time will the flight get into Bombay ?"

Miss Miller asked.....

vi) "Has the meeting with the directors been arranged for Wednesday ?"

Miss Miller wanted to know.....

vii) "I will phone the embassy to ask if they have sent off your visa yet."

The secretary promised that.....

viii) "Could you order me some travellers' cheques ?"

Miss Miller asked.....

ix) "I have to be back in London for the sales meeting on Thursday."

Miss Miller said .....

x) "Well, don't forget that you will be leaving for New York early on Friday morning."

The secretary reminded Miss Miller that.....

5d) The following reporting verbs are also useful. As you can see, they fall into particular patterns.

He	said suggested demanded proposed insisted stated added	that I <u>should</u> (not) <u>write</u> to you.	<i>dire</i> <i>suggerire</i> <i>pretendere / esigere</i> <i>proporre</i> <i>insistere</i> <i>dichiarare</i> <i>aggiungere</i>
He	promised agreed threatened	(not) <u>to tell</u> my father.	<i>promettere</i> <i>convenire / acconsentire</i> <i>minacciare</i>
She	offered refused	<u>to pay</u> for the meal.	<i>offrire</i> <i>rifiutare</i>
He	told asked advised ordered invited warned reminded	me (not) <u>to go</u> to the meeting.	<i>dire</i> <i>chiedere / domandare</i> <i>consigliare</i> <i>ordinare</i> <i>invitare</i> <i>avvertire</i> <i>chiedere a qualcuno di ricordare qualcosa</i>
She	admitted denied apologized for	<u>taking</u> the money	<i>ammettere</i> <i>negare / smentire</i> <i>scusarsi / chiedere scusa</i>

## 6) PRACTICE ACTIVITY

You are at work. Take the following five messages for your colleagues.

i) "This is Ian Parker speaking. Could you tell John Taylor that I will come to pick him up tonight at eight p.m.?"

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	



ii) "This is Jane White. Could you let Mr Jones know that ZTV has signed the contract, as expected."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

iii) "This is Mr Bond here. Please ask Ms Lopez if she is free to have dinner with our new Cuban client tonight."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

iv) "This is Sarah Green. Could you tell Mr Ash that I will be flying to Cairo at nine o'clock tomorrow morning."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

v) "This message is for Mrs Bush from Andrew Pitt. Please tell her that I am preparing the contract now and that it should be ready by Friday."

TO:	
CALLER:	
MESSAGE:	
DATE/TIME:	

## DIRECT & INDIRECT SPEECH

1) Watch this video-clip.

'face2face Second edition - Real World Unit 3 (Pre-intermediate)'

<https://www.youtube.com/watch?v=O1mroidqMsY>

2) Answer the following questions using reported speech:

- (i) What did David ask Carol to do?
- (ii) What did Carol tell her husband, Matt?
- (iii) What did Carol ask Jackie?
- (iv) What did Amy tell Jackie?

# 11C Spy school verb patterns: reporting verbs

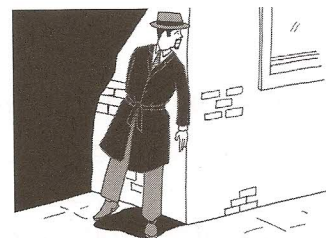
## Sentence cards

1 Would you like to come and work for the CIA?	2 I'll get you a job with the British Secret Service, I promise.
3 Yes, it's true. I've read all your private emails.	4 I'll introduce you to the head of MI6, if you like.
5 Don't go home tonight. You're being followed by a man in a black coat.	6 Why don't we write a book about spying?
7 Don't forget to change the password on your computer every day.	8 I <i>won't</i> tell you what my real name is.
9 If you tell anyone where you got your new passport, I'll have to kill you.	10 OK. I'll meet you outside the American Embassy at midnight.

## Spy memory test

### What do you remember?

the CIA   a black coat   a new passport   emails   password   real name  
the head of MI6   a book   the American Embassy   the British Secret Service



- 1 ..... invited .....
- 2 ..... promised .....
- 3 ..... admitted .....
- 4 ..... offered .....
- 5 ..... warned .....
- 6 ..... suggested .....
- 7 ..... reminded .....
- 8 ..... refused .....
- 9 ..... threatened .....
- 10 ..... agreed .....

‘Speak Out Upper Intermediate DVD Unit 2 issues’

[https://www.youtube.com/watch?v=bl9c8Oi\\_7Lw](https://www.youtube.com/watch?v=bl9c8Oi_7Lw)

1) Listen to the introduction and complete this sentence:

“We work, we ....., consume and ....., we don’t know .....”

2) At the beginning of the video-clip, what does the narrator, Mark Easton, recommend?

3) What has Daniel Kahneman discovered after a lifetime of studying happiness?

4) What does Tim Jackson suggest?

5) What does the narrator, Mark Easton, tell us at the end of the video-clip?

6) WRITING

Now summarize the contents of the video-clip using appropriate reporting verbs.

# Unit 10 Secrets of the mind



## Starting off

① Work in pairs. Find ten different things which make people happy by matching the words and phrases below.

- |                                |                            |
|--------------------------------|----------------------------|
| 1 being admired                | a a loving family          |
| 2 being part of                | b at school or university  |
| 3 doing really well            | c by the people around you |
| 4 falling                      | d do what you feel like    |
| 5 having enough money to       | e friends                  |
| 6 having lots of               | f in a nice neighbourhood  |
| 7 having lots of time to spend | g in love                  |
| 8 living                       | h on your hobbies          |
| 9 not having to                | i sports                   |
| 10 winning at                  | j work too hard            |

② Which of these do you think are essential for happiness? Which do you think are not so important?

③ Are there any other important things which make people happy?

## Reading Part 1

① You will read an article by a psychologist about happiness. Read the article quickly to find out what he thinks makes people happy.

## The secrets of happiness

*Mihaly Csikszentmihalyi has devoted his life to studying happiness. He believes he has found the key.*

- I've been fascinated by happiness most of my life. When I was a small boy, I noticed that though many of the adults around me were wealthy and educated, they were not always happy and this sometimes led them to behave in ways which I, as a child, thought strange. As a result of this, I decided to understand what happiness was and how best to achieve it. It was not surprising, then, that I decided to study psychology.
- On arrival at the University of Chicago fifty years ago, I was disappointed to find that academic psychologists were trying to understand human behaviour by studying rats in a laboratory. I felt that there must be other more useful ways of learning how we think and feel. Although my original aim had been to achieve happiness for myself, I became more ambitious. I decided to build my career on trying to discover what made others happy also. I started out by studying creative people such as musicians, artists and athletes because they were people who devoted their lives to doing what they wanted to do, rather than things that just brought them financial rewards.
- Later, I expanded the study by inventing a system called 'the experience sampling method'. Ordinary people were asked to keep an electronic pager for a week which gave out a beeping sound eight times a day. Every time it did so, they wrote down where they were, what they were doing, how they felt and how much they were concentrating. This system has now been used on more than 10,000 people and the answers are consistent: as with creative people, ordinary people are happiest when concentrating hard.
- After carrying out thirty years of



research and writing eighteen books, I believe I have proved that happiness is quite different from what most people imagine. It is not something that can be bought or collected. People need more than just wealth and comfort in order to lead happy lives. I discovered that people who earn less than £10,000 are not generally as happy as people whose incomes are above that level. This suggests that there is a minimum amount of money we need to earn to make us happy. But below and above that dividing line, people's happiness has very little to do with how much poorer or richer they are. Multi-millionaires turn out to be only slightly happier than other people who are not so rich. What is more, people living in poverty are often quite happy.

I found that the most obvious cause of happiness is intense concentration. This must be the main reason why activities such as music, art, literature, sports and other forms of leisure have survived. In order to concentrate, whether you're reading a poem or building a sandcastle, what you need is a challenge that matches your ability. The way to remain continually happy therefore, is to keep finding new opportunities to improve your skills. This may mean learning to do your job better or faster, or doing other more difficult jobs. As you grow older you have to find new challenges which are more appropriate to your age.

I have spent my life studying happiness and now, as I look back, I wonder if I have achieved it. Overall, I think I have and my belief that I have found the keys to its secret has increased my happiness immeasurably.

Adapted from *The Times*

**2** For questions 1–3, the sentences in the article which give you the answers have been underlined. Read the questions and the underlined sentences. Then choose the answer (A, B, C or D) which you think fits best according to the underlined sentences.

- 1 What does 'this' in line 12 refer to?
  - A the writer's decision to study psychology
  - B the writer's interest in happiness
  - C the writer's observations of adults
  - D the writer's unhappy childhood
- 2 What did he consider was wrong with psychology 50 years ago?
  - A Psychologists were trying to achieve the wrong objectives.
  - B Psychologists were using the wrong scientific methods.
  - C Psychologists were not making sufficient progress with their experiments.
  - D Psychologists were carrying out experiments on animals.

- 3 Why did he concentrate on creative people to begin with?
  - A They were obviously happier than other people.
  - B They had greater freedom than other people.
  - C They had clear aims in life.
  - D They did not try to become happy by making money.

**3** Now, for questions 4–8, choose the answer (A, B, C or D) which you think fits best according to the text.

- 4 The 'experience sampling method' showed in general that
  - A creative people are happier than ordinary people.
  - B ordinary people and creative people are equally happy.
  - C people's happiness depends on who they are with.
  - D people are happier when they are very focused on an activity.
- 5 What does the writer say about money and happiness?
  - A Below a certain level of income, people are not so happy.
  - B Poor people are often happier than rich people.
  - C There is no relationship between money and happiness.
  - D It is necessary to have money in order to be happy.
- 6 What is *that dividing line* in line 59?
  - A a level below which people do not live so comfortably
  - B a line dividing poor countries from rich ones
  - C a line which divides happy people from unhappy people
  - D a line dividing millionaires from poor people
- 7 According to the writer, people concentrate more when they are doing
  - A something which they find easy.
  - B something which they find difficult but possible.
  - C something which they find too difficult.
  - D more and more things all the time.
- 8 What impression do you have of the writer of the text?
  - A He has become happier by studying happiness.
  - B He has been unhappy most of his life.
  - C He has always been a happy person.
  - D He has only been happy for short times.

### Exam advice

- Find where the question is answered in the text and read that section carefully.
- Then read each of the four alternatives with the question.
- Underline the words in the text which gave you the answer.