

## TELEPHONE VOCABULARY

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



1 .....



2 .....



3 .....



4 .....



5 .....



6 .....



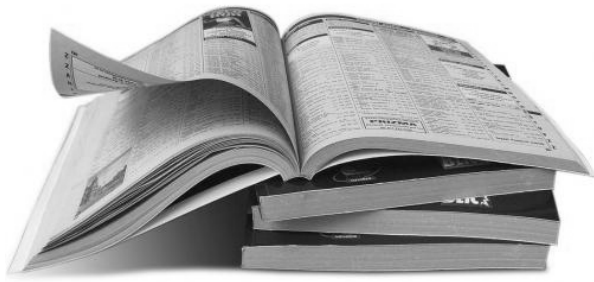
7 .....



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.

'It's My First Day'

Face2Face: Intermediate (2nd Ed.) – Unit 11

Click on the link below and watch the video-clip:

[https://www.youtube.com/watch?v=bmn6u\\_DyUsA](https://www.youtube.com/watch?v=bmn6u_DyUsA)

# 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.

**a** Work on your own. Read this information. Underline the main points and plan what you are going to say.

Your name is Chris Baker and you work for a travel company called East Coast Breaks in California, USA. You are going to call Getaway Holidays in the UK. You want to speak to Tanya Wilson. You have already arranged a meeting with Tanya at 3.15 p.m. on Friday. You are arriving at Gatwick Airport, London, at 12.35. Your flight number is BA 4517. You would like someone to pick you up at the airport. Your work phone number is 001 212 555 1229.

**b** Look again at the information you underlined in **a**, then phone Tanya Wilson. If she isn't there, leave a message with her PA.

**c** You are Bob Krane's PA at Miami Hotels Ltd in Florida, USA. Mr Krane is in a meeting at the moment. Answer the phone and take a message for him. Check information when you need to.

**d** Work with your partner. Check his/her message. Is it correct?

**a** Work on your own. Read this information. Underline the main points and plan what you are going to say.

Your name is Alex Smith and you work for a travel company called FlyTours in Southampton, England. You are going to call a company called Miami Hotels in the USA. You want to speak to Bob Krane, who is the sales director there. You are flying to Miami on the 30th of next month and would like to meet Mr Krane to discuss a new contract for next year. He can call you back on your mobile (0044 7655 443229) between 9.15 and 4.30 tomorrow.

**b** You are Tanya Wilson's PA at Getaway Holidays in the UK. Tanya is out of the office today. Answer the phone and take a message for her. Check information when you need to.

**c** Look again at the information you underlined in **a**, then phone Bob Krane. If he isn't there, leave a message with his PA.

**d** Work with your partner. Check his/her message. Is it correct?

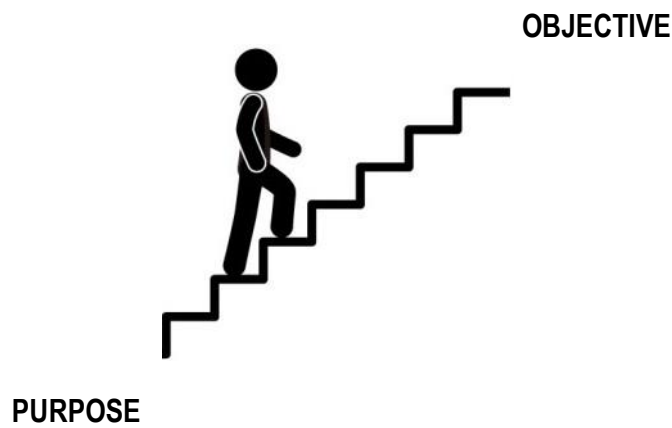
# TELEPHONE CALLS

## 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. Globe Trotter Travel. Can I help you?"*

*"Hello. Gordon Bennet 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 Hotel Cosmopolitan?"*

*"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? Yes, it's about your Mediterranean cruise..."*

*"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, I will send you your tickets later this week."*

*"OK, then. I will contact the embassy and request the necessary visas tomorrow."*

*"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 Globe Trotter Travel. 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 Globe Trotter Travel. 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:** "No, it's for a tour group from Sweden."

**Manager:** "OK, 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 text you 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. Fausto & Furio Car Hire. Can I ..... you?

B: Hello. .... is Ramona Fuentes. I'd like to speak to the Manager, .....

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

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

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

C: Hello. Luke Hobbs speaking.

B: Hello. Ramona Fuentes here. I'd like to ..... a serious complaint. I've been a regular customer of yours for nearly five years, Mr Hobbs, but this time something unforgivable has happened and Fausto & Furio are not going to get ..... with it!

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

B: Well, two days ago I looked ..... the vehicles available on your website and hired a Tesla Model Y, which I picked ..... from your branch at Bologna Airport's Terminal 2, today. When I set ....., however, the car simply didn't work properly. The autopilot was clearly unreliable, so I had to turn it ..... Then, the battery ran ..... after 20 kilometres and the car broke ..... Naturally, I plugged it ..... the nearest supercharger, which is supposed to recharge the battery in 15 minutes. That was half an hour ago and I'm still waiting. What am I going to do! I have a business meeting in Ferrara in 45 minutes, so how am I going to ..... there?

C: I see. I'm very sorry to hear that, Ms Fuentes. I can assure you that such things don't happen very often. I will look ..... the matter personally and send a technician from our Emilia branch to the supercharger station to find ..... what caused the malfunction, if you could just ..... me know which one it is.

B: I don't want an explanation, Mr Hobbs, or a mechanic. I would like you to replace this faulty Model Y ..... a car that works as it should do. So, what are you going to do ..... it?

C: Well, I will make some enquiries at this end, find you a car and get ..... to you as soon as possible. Once again, I apologize on behalf of Fausto and Furio.

B: OK, that's more like it. I'm at the Estensi Supercharger Station on the A13 near Bentivoglio. Goodbye, then, Mr Hobbs.

C: ....., Ms Fuentes.

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

1) "Hello. Hotel House. Can I help you?"

- (a) "Hello Hotel House."                      (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."

## Telephone Conversations

Student A.

### Conversation 1.

You are the caller, Mr / Ms Jo Biden

You have a reservation for Sunday night for you and your wife/husband for one night. However, because of the Coronavirus epidemic, there has been a change of plan. You now want to arrive on Monday September 20th and leave on Wednesday September 22nd.

Call the Trump Plaza Hotel in New York. Tell them you will arrive in New York at 23.30.

Ask how you can get to the hotel from J.F.K airport.

Your Visa card number is 333 5409 7216 8

Your e-mail address is: biden ~ potus @ Jxzweb . co . uk

### Conversation 2.

You Mr / Ms Smith, the manager of the Hanging Gardens of Brighton restaurant (the best in town).

The menu includes fresh fish, seafood and vegetarian dishes.

Lunchtime/dinner buffet: £15 per guest.

Breakfast (7—9.00), lunch (13—15.00) and dinner (19.30—23.30), Monday to Saturday.

Written confirmation of bookings for more than ten people is required by e-mail at:

hanging\_\_gardens / bookings @ caternet . co . uk

### Conversation 3.

You are Furio Toretto of Fausto & Furio Car Hire Ltd.

You rent 6-seater family cars at the following prices: either £30 per day or £100 per week (Tesla Model Y); £130 per week (BMW X5 SUV); and £200 per week (Maserati Levante Trofeo SUV).

Mileage: free for the first 300 miles, then 10 pence a mile for each extra mile.

VAT: 15%

Insurance provided.

Fausto & Furio vehicle park in Edinburgh open from 7.30a.m.—6p.m., Monday—Saturday.

Pick-up time for all vehicles: 7.30 a.m.—12.30p.m.

Return time for all vehicles: 1p.m.—6 p.m.

For further information, the new Fausto & Furio website is available at: [www . pedal\\_to - the metal . com](http://www.pedal_to_the_metal.com)

Write down the name, phone number and e-mail address of the caller, plus the dates you have agreed.

### Conversation 4.

You are the caller, Mr / Ms Elliot Asperger.

You are at Palombina railway station.

You were taking the train from Falconara to Pesaro and you accidentally got off at the wrong stop.

You thought 'Palombina' was 'Pesaro'.

The Marche Tours representative is supposed to pick you up at Pesaro station at 22.30.

It is 22.00 and there are no more trains to Pesaro until tomorrow morning.

Ask the Marche Tours representative what you should do.

Your phone number is: 416 570 3982

Your email address is: Asperger — e @ xoyuz ~ web . it



## Telephone Conversations

Student B.

### Conversation 1.

You are Mr Trump, the manager of the Trump Plaza Hotel.

Mr and Mrs Biden have reserved a double room for Sunday night.

Rooms available next week: 10 single rooms (ground floor) + 1 twin-bedded double room (5<sup>th</sup> floor).

NB. The elevator doesn't work.

Reserved rooms are held until 21.00 unless the guest pays in advance by Mastercard or Visa (don't forget to ask for the card number).

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

Shuttle bus: J.F.K airport—Trump Plaza Hotel, 40 minutes past every hour until 1.00 a.m.

For further information, the hotel website is at: [www . hotel — trump\\_plaza \ info . cau](http://www.hotel-trump-plaza.info.cau)

### Conversation 2.

You are Mr / Ms Braxton of Braxton and Judd Ltd.

Call the Hanging Gardens of Brighton restaurant. You have already booked a table for 9 visiting clients next Thursday lunchtime.

#### BUT

There are now 13 guests, including three vegetarians and one allergic to seafood.

They now want dinner (about 19.00), not lunch.

Change the booking, giving your name, phone number and e-mail address: [braxton / inbox @ ergnet . com](mailto:braxton_inbox@ergnet.com)

### Conversation 3.

You are Mr / Ms Surrey.

This year you want to take your family on a road trip in Scotland. Phone Fausto & Furio Ltd, and ask about leasing a car for a family of four.

Try to keep within a budget of £160 per week (don't forget to ask about extra costs such as insurance, mileage and VAT).

You want the car from Sunday evening, 15 August, to Monday morning, 23 August.

Ask about when to pick the vehicle up and when to return it to Fausto & Furio Ltd.

Don't forget to provide your phone number and e-mail address: [surrey\\_\\_mail @ xyzweb . co .uk](mailto:surrey_mail@xyzweb.co.uk)

### Conversation 4.

You are Mr / Ms Markby of Marche Tours.

You receive a phone call from a client.

Ask the client where he/she is and what has happened.

Tell your client that you will send your assistant to collect him/her as soon as possible.

Advise your client not to go anywhere or do anything until your assistant arrives.

Ask for your client's full name, phone number and email address.

Your e-mail address is: [Marche\\_Tours @ yahoo ~ webnet . com](mailto:Marche_Tours@yahoo~webnet.com)