

Betty Botter bought some butter,  
But, she said,  
The butter's bitter;  
If I put it in my batter  
It will make my batter bitter.  
But, a bit of better butter  
Will make my batter better.



So, she bought a bit of  
butter  
Better than her bitter butter,  
And she put it in her batter  
And the batter was not bitter.



So, 'twas better Betty Botter  
Bought a bit of better butter.

## **PRONUNCIATION PRACTICE**

### **The BBC's Online Pronunciation Workshop**

Do you want to improve your English pronunciation? Well, the BBC's Pronunciation Workshop shows you how English is really spoken. It'll help you become a better listener and a more fluent speaker.

### **The Sounds of English**

Scroll down to the bottom of this page for The Sounds of English, our video guide to all the consonant and vowel sounds in the English language.

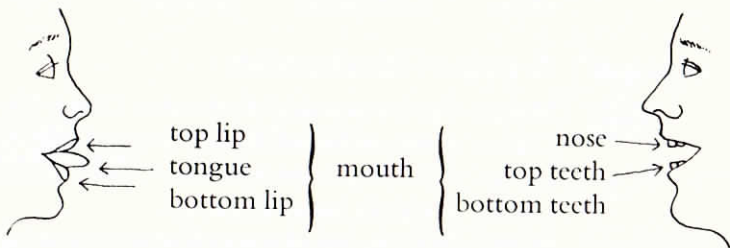
Watch, listen and repeat. It's as simple as that.

<https://www.bbc.co.uk/learningenglish/features/pronunciation>

# Vocabulary

First learn the words you will need in order to study how to make the sounds in this section:

## Your mouth



Practise:

1 Touch your	top lip	with your finger.
	top teeth	
	bottom lip	
	bottom teeth	
	tongue	
	nose	

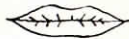
2 Open your lips.



Close your lips.



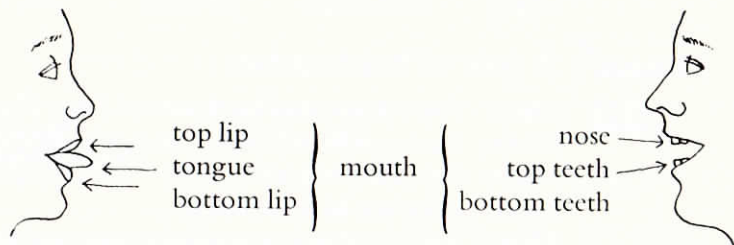
Close your lips hard.



# Vocabulary

First learn the words you will need in order to study how to make the sounds in this section :

## Your mouth



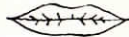
Practise :

1 Touch your	<table border="0"><tr><td>top lip</td></tr><tr><td>top teeth</td></tr><tr><td>bottom lip</td></tr><tr><td>bottom teeth</td></tr><tr><td>tongue</td></tr><tr><td>nose</td></tr></table>	top lip	top teeth	bottom lip	bottom teeth	tongue	nose	with your finger.
top lip								
top teeth								
bottom lip								
bottom teeth								
tongue								
nose								

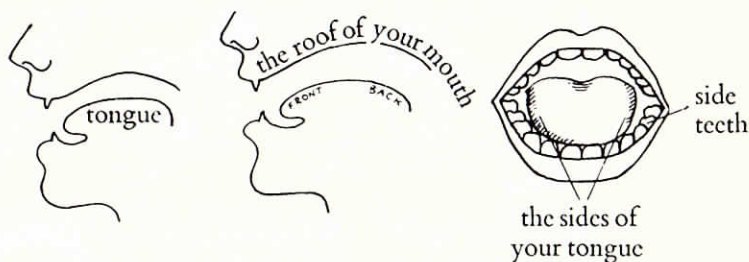
2 Open your lips.

Close your lips.

Close your lips hard.



## Inside your mouth



### Practise:

- 1 Touch 

your top teeth
your bottom teeth
the roof of your mouth

 with your tongue.
- 2 Touch your side teeth with the sides of your tongue.
- 3 Touch the front of the roof of your mouth with the front of your tongue.      Touch the back of the roof of your mouth with the back of your tongue.



### Air

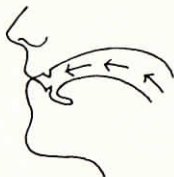
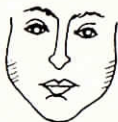
- 1 Hold a piece of paper in front of your mouth.      When you blow out air the paper moves.      Air is coming through your mouth.



2 Close your mouth.



Push air forward in your mouth.



## Voice

Put your hand on the front of your neck.



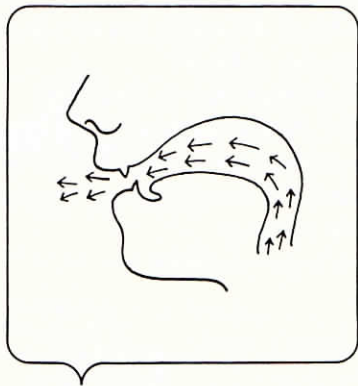
When you sing you can feel your voice. You are using your voice.



The sound from your voice is coming through your mouth.



## Unit 40 h hat



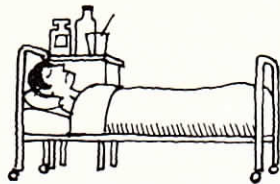
Push a lot of air out very quickly.

*Do not touch the roof of your mouth with your tongue.*

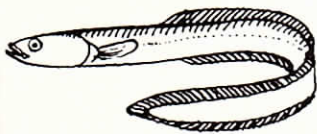
**Practice 1** Listen and repeat:



sound 1      sound 2  
(no sound)



ill      hill



eel      heel



and      hand



old      hold



ear      hear



eye      high





**Test** Tick the words you recognise in the sentences you hear:



- 1 a) eels; b) heels
- 2 a) and; b) hand
- 3 a) eye; b) high
- 4 a) art; b) heart
- 5 a) ow; b) how
- 6 a) air; b) hair



**Practice 2** Listen and repeat:



hit	having	horse
Hilda	happened	heard
Mrs Higgins	hospital	hope
hello	horrible	perhaps
Helen	how	behind
husband	house	unhappy

**Dialogue** A horrible accident



Helen: *Hello, Ellen.*

Ellen: *Hello, Helen. Have you heard? There's been a horrible accident.*

Helen: *Oh, dear! What's happened?*

Ellen: *Hilda Higgins' husband has had an accident on his horse.*

Helen: *How awful! Is he injured?*

Ellen: *Yes. An ambulance has taken him to hospital.*

Helen: *How did it happen?*

Ellen: *He was hit by an express train. It was on the crossing just behind his house.*

Helen: *How horrible!*

Ellen: *He's having an important operation in hospital now. Poor Hilda! She's so unhappy.*

Helen: *Perhaps he'll be all right.*

Ellen: *I hope so.*

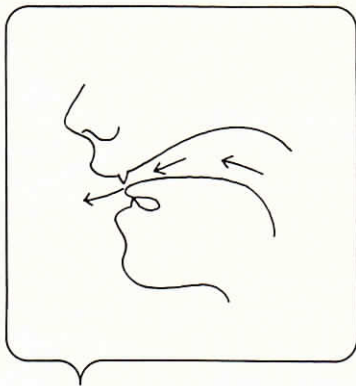
**Intonation** Listen and repeat:



Oh **dear**! How **horrible**!

How **awful**! How **terrible**!

## Unit 41   θ   thin



Put your tongue between your teeth.

Blow out air between your tongue and your top teeth.

**Practice 1** Listen and repeat:



sound 1    sound 2

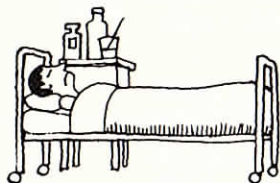
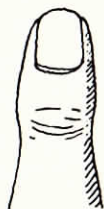


mouse    mouth



$$\begin{array}{r} 2 \\ + 7 \\ \hline 9 \end{array}$$

sum    thumb



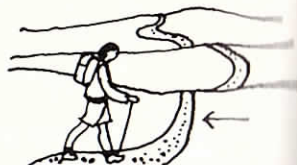
sick    thick



sink    think



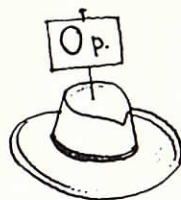
pass    path



**Practice 2** Listen and repeat:



sound 1    sound 2



free    three

3

1<sup>st</sup>

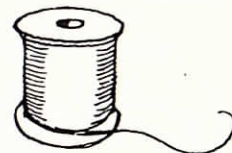
first    thirst



fin    thin



Fred    thread



half    hearth



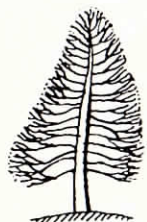
### Practice 3 Listen and repeat:



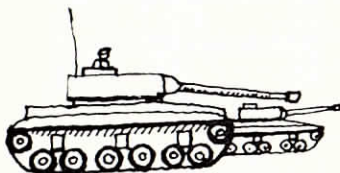
sound 1    sound 2



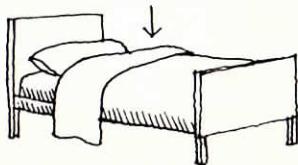
tin    thin



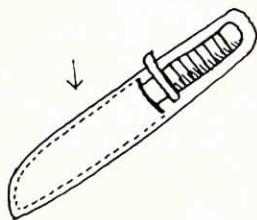
tree    three



tanks    thanks



sheet    sheath



### Test



Tick the words you recognise in the sentences you hear:

- 1 a) sink; b) think
- 2 a) mouse; b) mouth
- 3 a) tin; b) thin
- 4 a) taught; b) thought
- 5 a) moss; b) moth
- 6 a) fought; b) thought



### Practice 4 Listen and repeat:



thank you	Ethel	Judith
thought	author	worth
thousand	nothing	Mrs Smith
thirsty	something	Smiths'
Thursday	birthday	Edith
thirty-three	mathematician	moths

### Dialogue Gossips



Judith: *Edith Smith is only thirty.*  
 Ethel: *Is she? I thought she was thirty-three.*  
 Judith: *Edith's birthday was last Thursday.*  
 Ethel: *Was it? I thought it was last month.*  
 Judith: *The Smiths' house is worth thirty thousand pounds.*  
 Ethel: *Is it? I thought it was worth three thousand.*  
 Judith: *Mr Smith is the author of a book about moths.*  
 Ethel: *Is he? I thought he was a mathematician.*  
 Judith: *I'm so thirsty.*  
 Ethel: *Are you? I thought you drank something at the Smiths'.*  
 Judith: *No. Edith gave me nothing to drink.*  
 Ethel: *Shall I buy you a drink?*  
 Judith: *Thank you.*

### Stress Listen and repeat:



**Is** she? I thought she was thirty-**three**.  
**Was** it? I thought it was last **month**.  
 Is it? I thought it was worth **three** thousand.  
**Are** you? I thought you **drank** something.

# Numbers / Times / Prices / Dates / Fractions / Decimals

1) Write these numbers in words:

0 zero / nought / 'oh'	1 .....	2 .....	3 .....	4 .....
5 .....	6 .....	7 .....	8 .....	9 .....

2) Now practise saying these phone numbers with a partner:

0246 1723598	0733 84415	0348 692751	0041 8326 511997
0019 035 785624	0327 590608	051 9564788	0721 220 439 7685

3) Write these numbers in words:

0 .....	10 .....		
1 .....	11 .....		
2 .....	12 .....	20 .....	24 .....
3 .....	13 .....	30 .....	43 .....
4 .....	14 .....	40 .....	97 .....
5 .....	15 .....	50 .....	71 .....
6 .....	16 .....	60 .....	35 .....
7 .....	17 .....	70 .....	56 .....
8 .....	18 .....	80 .....	69 .....
9 .....	19 .....	90 .....	82 .....

4) Now practise saying these times with a partner:

11.55	5.35	18.10	4.30	10.15	17.02	23.25	2.45
7.05	9.30	6.20	12.00	3.25	1.35	8.40	15.50

5) Write these numbers in figures:

A hundred .....	A thousand .....	A million .....
A billion .....	Ten million .....	A hundred thousand .....
Ten thousand .....	A hundred million .....	A trillion .....

6) Now practise saying the following with a partner:

a) Numbers:

13	30	14	40	15	50	16	60	17	70	18	80	19	90
33	54	89	11	66	73	511	999	856	101	3,654	1,509	95,767	
501,203	697,405	71,212,605		31,269,745		547,296,813	367,194,528						

b) Decimal Currencies:

£25	60p	£31.75	\$32	50c	\$19.95	€45	99c	€1.75	£8bn	\$17tr	€90m
-----	-----	--------	------	-----	---------	-----	-----	-------	------	--------	------

c) Dates:

12 April	21 May	February 2	March 1	4 July	August 31	January 10	8 June
1961	1815	1492	1066	1564	1616	1776	1300
2000	2001	2015	1865	1943	1290	21/10/61	31/12/99
4/6/09	7/9/02	30/11/04	14/1/72	29/09/14			

d) Fractions:

$\frac{1}{2}$	$\frac{1}{3}$	$\frac{1}{4}$	$\frac{1}{8}$	$\frac{2}{3}$	$\frac{3}{4}$	$\frac{7}{8}$	$10\frac{1}{2}$	$5\frac{3}{4}$	$6\frac{5}{8}$	$12\frac{2}{3}$
---------------	---------------	---------------	---------------	---------------	---------------	---------------	-----------------	----------------	----------------	-----------------

e) Decimals:

5.8	41.532	8.907	68.4%	95.672 pc	17.308 pc	99.999%
-----	--------	-------	-------	-----------	-----------	---------

100 .....  
1,000 .....  
10,000 .....  
100,000 .....  
1,000,000 .....  
10,000,000 .....  
100,000,000 .....  
1,000,000,000 .....  
1,000,000,000,000 .....

123

987

465,123

546,987

879,465,123

312,546,987

# DECIMAL CURRENCIES

€1 = one euro                      one euro = one hundred cents

€10 = ten euros                      25c = twenty five-cents

€10.25 = ten euros twenty-five

\$1 = one dollar                      one dollar = one hundred cents

\$12 = twelve dollars                      50c = fifty cents

\$12.50 = twelve dollars fifty

£1 = one pound                      one pound = one hundred pence

£46 = forty-six pounds                      99p = ninety-nine pence

£46.99 = forty-six pounds ninety-nine

A B

A B C

A B C D E F G

H I J

K L M

N O P Q R S T U

V W

X Y Z



# EMAIL SYMBOLS

@

▪

⋮

/

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A—A

A\_A

~

## 6) PRACTICE ACTIVITY

Now put the words and phrases in brackets in the correct place in each sentence.

- 1) He speaks ..... (fluently / Russian).
- 2) He can ..... (German / also / speak / very well).
- 3 He doesn't ..... (have the chance / often / abroad / to go).
- 4 I worked ..... (for many years / in Berlin / as a bi-lingual secretary).
- 5) Mr Jones parked ..... (carelessly / outside the warehouse / the lorry).
- 6) The meeting began ..... (in the boardroom / punctually / at 10 a.m.).
- 7) Passengers should be ..... (twenty minutes before departure / at the boarding gate / ready and waiting).
- 8) The train ..... (usually / to London / late / was).
- 9) I have ..... (about the cancellation / informed / already / the hotel).
- 10) I shall ..... (my first day / forget / at work / never).
- 11) She ..... (remembers / always / the customers' names).
- 12) You ought ..... (told / never / to have / him / about the vacancy).
- 13) The hotel staff were ..... (very efficient / all / and polite).
- 14) My colleagues ..... (to prepare the report / all / lent a hand).
- 15) I ..... (hate / really / working / on Saturdays / overtime).
- 16) Not only ..... (the train delayed / was / also / it started raining / but).
- 17) "I don't like Mondays" "....." (I / do / neither).
- 18) No sooner ..... (I entered my office / than / had / the phone rang).
- 19) You will ..... (miss / probably / the plane).
- 20) You ..... (get to the airport / won't / in time / probably).

## 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.

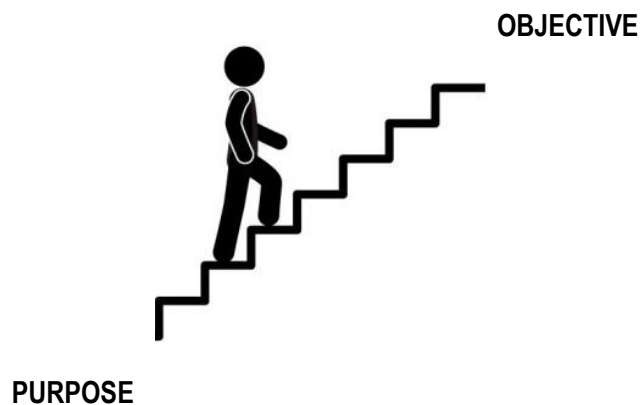
## TELEPHONE CALLS

### 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 let you know 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 Gloria Fuentes. I'd like to speak to the Manager, ....."

A: "I'm afraid Mr Shaw 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. Gloria Fuentes here. I'd like to ..... a serious complaint. I've been a regular customer of yours for years, Mr Hobbs, but this time something unforgiveable has happened and you 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 Fantozzi Voltmeister, which I picked ..... from your branch at Falconara Airport, 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 ..... to 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 Pesaro 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 Marche 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 Voltmeister ..... 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 Misa Supercharger Station on the A14 near Senigallia. Goodbye, then, Mr Hobbs."

C: "....., Ms Fuentes."



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.

## 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 and 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)

**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.**

# 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.



## 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, there has been a change of plan. You now want to arrive on Monday and leave on Wednesday.

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)