

TELEPHONE VOCABULARY

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



1



2



3



4



5



6



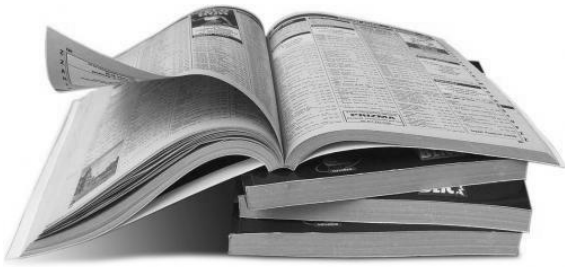
7



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

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 ¹ Cramer called from ² in Florida.

Wants to meet to discuss Undercover contract next ³ .

Arriving at Heathrow on Virgin flight ⁴ from Miami at ⁵ .

To do

Contact Harry ⁶ at the BBC.

Tell him the meeting on Wednesday ⁷ th is cancelled.

Send out invitations for the Undercover party in ⁸ .

note - Gabi's mobile: ⁹ .



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, ¹**can**/will I help you?

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

A **Do you** ²**mean/say** Ron Smith?

B **No, Ed Smith.**

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

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

A **No, extension 223.**

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

A **No, the European conference.**

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

A 23 Jerrard Street, SE19.

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

A **No, it's** ⁹**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?

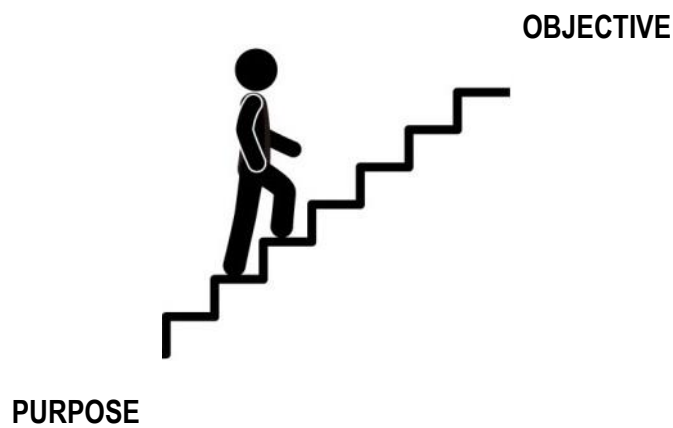
TELEPHONE CALLS

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.

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 10th 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"

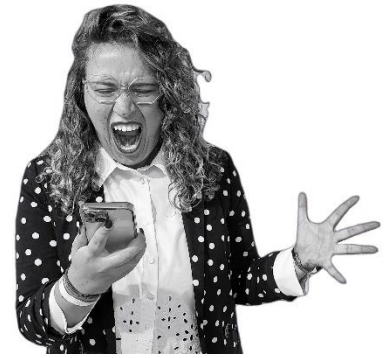
Sam Brown: "OK, then. I'll get back to you as quickly as possible. Thank you very much, goodbye."

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 Gloria 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. Gloria 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, 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 (5th 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)

5) **READING** Pesaro was Italy's Capital of Culture 2024. Read about the forthcoming events at the Rossini Arts Centre.

1. Renaldo Poggi – Brahms & Liszt



2. John Thomas and Lady Jane – 'The Tyburn Hornpipe'



3. Meagain Markle and her sensational autobiography



4. Self Defence for Women



5. 'King Leer' starring Harry Flashman



6. Turgid Sponge – the farewell tour



7. Earl Spencer - 'Blues for Diana'



8. 'Confessions of a Shameless Shopaholic'



with Laura Laffs

5a) Which of the events numbered 1-8 is: (a) a play (b) a Jazz concert (c) a Folk concert (d) a Rock concert.... (e) a book launch.... (f) a stand-up comedy show.... (g) a training event.... (h) a recital of Classical music....

5b) SPEAKING ACTIVITY

STUDENT A: Study your part in the telephone conversations shown below. Tell Student B when you are ready. Then phone the box office at the Rossini Arts Centre.

STUDENT B: Look at the following page and follow the instructions. When you are ready, start with conversation 1.

TELEPHONE CONVERSATIONS

STUDENT A

Conversation 1

You have heard that there is a good show on at the Rossini Arts Centre on April 23rd. Buy tickets for you and your parents. Your Visa card number is 392817465 CVV 666
Your email address is: ignatiev _ nicholas — pavlovich @ great ~ game . ru

Conversation 2

You work at the Box Office of the Rossini Arts Centre. You have tickets available for the following event:
'Blues for Diana' - an evening with Jazz pianist Earl Spencer
April 30th at 21.15
Tickets: Sector A - €75 Sector B - €50 Sector C - €35 Box for five people - €120
Payment is by Visa or Mastercard only
Ask for the customer's full name, card number, CVV number and email address.

Conversation 3

You have heard that there is a good concert on at the Rossini Arts Centre on May 1st. Buy tickets for you and your friends. Your Mastercard card number is 281746539 CVV 999
Your email address is: oliver — parkin @ tevershall / wragby . com

Conversation 4

You work at the Box Office of the Rossini Arts Centre. You have tickets available for the following event:
Veteran Prog-Metal band Turgid Sponge bid their fans farewell on 'The Final Spurt' tour with music from the classic albums 'Filthy Loofah', 'Midnight in Scunthorpe', 'Screaming in the Bath' and 'Mona Lisa Was Framed'.
May 8th at 21.30
Tickets: Sector A - €80 Sector B - €60 Sector C - €40 Box for five people - €160
Payment is by Visa or Mastercard only
Ask for the customer's full name, card number, CVV number and email address.

Conversation 5

You have heard that your favourite comic actress, Laura Laffs, is bringing her one-woman show to the Rossini Arts Centre on May 10th. Buy tickets for you and your friend.
Your Mastercard card number is 817465392 CVV 911
Your email address is: thelma ~ louise @ girls_night—out . co. uk

TELEPHONE CONVERSATIONS

STUDENT B

Conversation 1

You work at the Box Office of the Rossini Arts Centre. You have tickets available for the following event:
'King Lear' by William Shakespeare – a theatrical production in the original language
starring Harry Flashman of the Royal Shakespeare Company

April 23rd at 21.00

Tickets: Sector A - €80 Sector B - €60 Sector C - €40 Box for five people - €160

Payment is by Visa or Mastercard only

Ask for the customer's full name, card number, CVV number and email address.

Conversation 2

You have heard that there is a good concert at the Rossini Arts Centre on April 30th. Buy tickets for you and your friends. Your Visa card number is 928174653 CVV 007

Your email address is: james ~ hewitt @ the _ rotters — club . co . uk

Conversation 3

You work at the Box Office of the Rossini Arts Centre. You have tickets available for the following event:
'The Tyburn Hornpipe' - an evening with Folk duo John Thomas and Lady Jane

May 1st at 21.15

Tickets: Sector A - €50 Sector B - €35 Sector C - €25 Box for five people - €110

Payment is by Visa or Mastercard only

Ask for the customer's full name, card number, CVV number and email address.

Conversation 4

You have heard that there is a Rock concert at the Rossini Arts Centre on May 8th. Buy tickets for you and your friend. Your Mastercard card number is 817465392 CVV 911

Your email address is: joe _ public @ dial ~ B \ throcking . dlg

Conversation 5

You work at the Box Office of the Rossini Arts Centre. You have tickets available for the following event:
'Confessions of a Shameless Shopaholic' – hilarious stand-up comedy with Laura Laffs

May 10th at 21.30

Tickets: Sector A - €45 Sector B - €20 Sector C - €10 Box for five people - €90

Payment is by Visa or Mastercard only

Ask for the customer's full name, card number, CVV number and email address.