



Conversation builder

telephone language

Caller:

Hello, this is ...
Could I speak to ...?
Can you tell him/her that ...?
Could you ask him/her to call me back, please?
Thank you, goodbye.

Person being called:

Good morning, ... How can I help you?
Hello, this is ... (speaking/calling).
I'm afraid he/she's not available at the moment.
Can I take a message?
I think you have the wrong number.
Thanks/Thank you for calling.

6 4.16 Watch or listen to the second part of the show. Does Penny speak to Kate and Simon?

7 4.16 Check (✓) the problems Penny has. Watch or listen again and check.

- 1 She dials the wrong number.
- 2 Simon forgot about the conference call.
- 3 Kate doesn't answer the phone in time.
- 4 Charlotte can't hear Penny very well.
- 5 Charlotte doesn't understand English well.
- 6 Penny forgot to leave her number.



8 4.17 Listen and repeat the phrases when you hear the beeps. How do the speakers deal with difficulties?



Skill dealing with difficulties

It is sometimes difficult to understand people when they speak, especially on the telephone.

- Ask the speaker politely to speak louder or repeat what he/she said.
- Ask the speaker to spell any difficult words.
- Repeat what the speaker says to make sure it is correct.
- Stress any words or phrases you want to check.

9 Read the Skill box. Put the phrases in the correct column.

I'm afraid I didn't catch that. Did you say ...? And was that ... or ...? Sorry, could you speak louder?
 Can you spell that for me, please? Could you speak more slowly, please? Could you repeat that, please?

You don't hear something

You need to check or confirm specific information

10 A  4.18 Listen to five conversations and write the information the speaker wants to check.

- 1 Sorry, did you say you needed three blue shirts?
- 2 And you bought the product on June 5, 2010?
- 3 So your flight is at 5:00 p.m. on Wednesday of next week?
- 4 Sorry, did you say you wanted to reserve a double room for next week?
- 5 Was that vegetable soup for table 12?

1.	
2.	
3.	
4.	
5.	