



## 4D Can I leave a message?

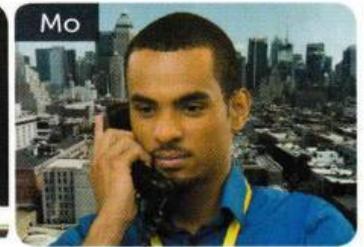
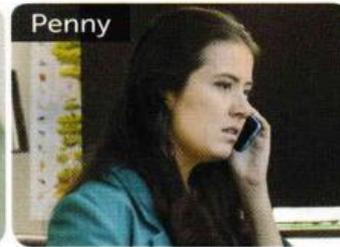
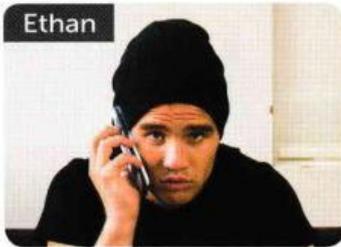
- 1 Look at the reasons for making telephone calls. Can you think of any more?

call a taxi speak to a colleague call in sick to work ask for technical help  
reserve a table at a restaurant make an appointment call a store for information

- 2 Discuss the questions in pairs.

- 1 How often do you call people?
- 2 Who do you usually talk to on the phone?
- 3 How do you feel when you speak to someone you don't know on the phone?
- 4 What problems can you have when you speak in English on the phone?

- 3 4.14 Watch or listen to the first part of *Learning Curve*. Who called these people, and why did they call?



- 4 4.14 Watch or listen again. Are the sentences true (T) or false (F)?

- 1 Penny thinks that communication is easier with modern technology. \_\_\_\_\_
- 2 Penny and Ethan have a video conference call with Simon and Kate at 10:00. \_\_\_\_\_
- 3 Ethan makes an appointment with the dentist for 9:50. \_\_\_\_\_
- 4 Mo says it will take ten minutes to fix the Internet connection. \_\_\_\_\_
- 5 Mo says he will bring Penny a telephone to call Simon and Kate. \_\_\_\_\_



### 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.*

- 5 A 4.15 Read the Conversation builder. In pairs, order the conversation from 1–9. Listen and check.

- a  Thanks for calling.
- b  Yes, can you ask her to call Fiona when she can?
- c  Hello, Mo Bensallem speaking.
- d  Yes, of course.
- e  Hello, could I speak to Julia, please?
- f  I'm afraid she's not at her desk at the moment.
- g  Sorry, I don't know. Can I take a message?
- h  Do you know when she will be back?
- i  Thank you, goodbye.



- B In pairs, practice saying the conversation. You can change the names and any details.