

Lesson 7C

HOW TO ... | phone for information
VOCABULARY | phoning
PRONUNCIATION | friendly intonation

VOCABULARY

phoning

1 A Choose the correct word or phrase to complete the sentences.

- 1 The sound is really bad. Can you call me on the **moment / second / landline** ?
- 2 Please **leave / call / ring** a message after the tone.
- 3 Can you **call / hold / wait** a moment, please?
- 4 Can you call Gina **landline / mobile / back** as soon as possible, please?
- 5 To **ring / delete / phone** this message, press three.
- 6 I need to **phone / delete / send** the bank, but I can't find the number.

B Complete the sentences with the words in the box.

back call deleted double landline
minute send smartphone

- 1 Can you hold on a ? I'm just going inside the house.
- 2 The number is nine four, six eight three.
- 3 Just a message to 9813 with the words OFFER21 for more information.
- 4 I left Sean a message but he never called me
- 5 I bought a new because my other one stopped working.
- 6 Please don't me before five because I work until then.
- 7 Can you send me the details again? Sorry, I your last message by mistake.
- 8 I don't have a mobile at the moment, can you call me on my

How to ...

phone for information

2 Listen 7.04 | Listen to the recording. Choose the words in the text that are different from what you hear.

Thank you for calling MovMaxx cinemas. Please choose an option. For films and times, press 1. For our prices, press 2. To speak to one of our team, press 9. Alternatively, please read our website at movmaxx.co.uk.

3 A Listen 7.05 | Listen to Justin calling a cinema. Which of these things does he NOT ask about?

- 1 film times
- 2 types of films
- 3 ticket prices

B Listen 7.05 | Listen again. Complete the sentences.

- 1 Justin wants to watch a film on
- 2 The cinema is showing the film times.
- 3 The first showing is at p.m.
- 4 The last showing is at p.m.
- 5 Tickets for the first showing are £
- 6 Tickets for the other showings are £
- 7 You can buy tickets on the MovMaxx or at the ticket office.
- 8 You can bring your own

PRONUNCIATION

4 A Listen 7.06 | friendly intonation | Listen. Does each speaker sound friendly (F) or unfriendly (U)?

- 1 I'm phoning to ask about a film.
- 2 I have another question.
- 3 Thank you for waiting.
- 4 What are your opening hours?
- 5 Can I help you with anything else?
- 6 No, that's all. Thank you for your help.

B Listen 7.07 | Listen to the friendly speakers and repeat.

SPEAKING

5 A Complete the conversation with the words in the box.

another I'm phoning tell me that's all your help

- A: Hello, this is the leisure centre. How can I help you?
B: Hi. ¹ to ask about the swimming pool.
A: What would you like to know?
B: Could you ² the opening times?
A: Of course. The swimming pool is open to the public from four to seven.
B: Great, thanks.
A: No problem. Can I help you with anything else?
B: Yes, I have ³ question. How much does it cost to swim there?
A: It's £5 for adults and £3 for children.
B: Thank you.
A: Is there anything else?
B: No, ⁴ Thank you for ⁵

B Listen 7.08 | Listen and check.

C Listen 7.09 | You are B in the conversation in Ex 5A. Listen and speak after the beep. Record the conversation if you can.

D Listen to your recording and compare it to the model in Ex 5B.