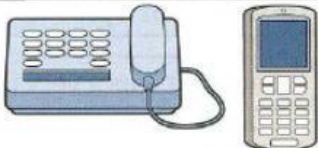


69 I can use the phone

A Phone vocabulary 📞

Phone numbers	What's your phone number? ~ It's 245731. What's your mobile number? ~ It's 07700 900 796. What's the (area) code for Liverpool? ~ It's 0151.		
Phone verbs	You call or ring someone. PT rang	= phone someone	
	You text someone.	= send someone a text (message) e.g. CUL8R = see you later	
	You take a message .	= take information during a phone call and give it to someone else	
	You leave a message .	= give information to someone on the phone who then gives it to someone else	
Phone problems	The line is engaged/busy .	= the person you phoned is speaking on the phone already	
	The person is out/isn't in .	= not there	
	It's the wrong number .	= you make a mistake with the number	
	The battery's flat on the mobile.	= no electricity	

1 Same or different? Write S or D.

▶	He phoned/rang his sister.	S
1	What's your phone/mobile number?	
2	... two six oh/zero four ...	
3	I left/took a message.	
4	I'm sorry, she isn't in/'s out.	
5	The line was busy/engaged.	
6	I texted him/sent him a text.	

spotlight Saying phone numbers

Say each number, e.g. 245731 is **two four five seven three one**.

Say **double** when two numbers are the same, e.g. 33 = **double three**.

For '0', say **oh** or **zero**, e.g. 602448 is **six oh/zero two double four eight**.

2 Complete the dialogues with one word in each space.

- Did you ▶ ring Jo this morning? ~ Yes, but the line was engaged. I'll phone her later.
- What's your phone number? ~ It's 345489. And the code for Oxford is 01865.
- Did you call Sue last night? ~ Yes, but she was out, so I left a message. I rang her mobile too, but I think the battery was flat.
- Hello, can I speak to Charlie, please? ~ Sorry, you've got the wrong number.

3 ABOUT YOU Write your answers, or ask another student.

- What's your phone number, area code and mobile number? _____
- Who do you ring most often? _____
- How long do you spend on the phone every day? _____
- Do you text a lot? If so, who to? _____

B Phone conversations

Laura (L) is phoning Brenda (B).

- B Hello?
 L **Is that** Brenda?
 B Yes, **speaking**.
 L Oh, hello. **This is** Laura, Laura Freebairn.
 B Hi, Laura, how are you?
 L I'm fine thanks. Is Jessica in, please?
 B Yes, **just a moment** – I'll **get** her for you...

Anton Jackson (AJ) is speaking to a receptionist (R).

- R Hello?
 AJ Oh, hello, **can I speak to** Mr Ellis, please?
 R I'm sorry, but he's out **at the moment**. **Who's calling?**
 AJ **It's** Anton Jackson.
 R Right, and do you want to leave a message?
 AJ Yes, please. Can you tell him I'll **ring him back** this evening?
 R Of course, no problem.
 AJ Thanks very much. Goodbye.

4 Tick (✓) the correct response.

- Can I speak to Sam, please?
 He's not in at the moment. He's not in just a moment.
- 1 Hello?
 Speaking. Oh, hello, is that Kamal?
- 2 Can I speak to Lia Ponte, please?
 Just a moment. It's Natasha.
- 3 Hello, is that Galina?
 Oh, hello, this is Carla. Speaking.
- 4 Hello, this is Angela Brandt.
 Oh, hello, how are you? Who's calling?

5 Complete the conversations.

- 1 A Hello?
 B Hello. ► Is that Marisa?
 A Yes, (1) _____ .
 B Oh, hello. (2) _____ Dagmar.
 A Oh, hello, Dagmar.
 B Is Mikki (3) _____ , _____ ?
 A I'm sorry, he's out at (4) _____ .
 Can I take a message?
 B Yes, please. Tell him I'll (5) _____ him _____ after lunch.
- 2 A Hello?
 B Oh, can I (6) _____ Tibor, please?
 A Yes, (7) _____ moment. I'll (8) _____ him for you.
- 3 A Hello?
 B Oh, hello. (9) _____ Joanna?
 A Yes, (10) _____ .
 B Hello, Joanna, (11) _____ 's Rudy.
 A Hi, Rudy. How are you?

Glossary

Is that Brenda? NOT ~~Are you~~ Brenda?
speaking = Yes, this is Brenda.
This is Laura OR **It's Laura**
 NOT ~~I am/Here is~~ Laura
just a moment wait a minute
get someone go and find someone and bring them to the phone
at the moment now
Who's calling? This is the polite way to ask 'Who are you?'
ring/phone/call someone back phone someone again