

Name:

Class:

Trainee's Academic number:

**Vocabulary**

In this session you will practice **making phone calls** and **leaving messages**. Choose a word (or words) to make a telephone phrase. You can only use each word once.

- |                          |                         |
|--------------------------|-------------------------|
| a. to make .....         | b. to hang .....        |
| c. to dial .....         | d. to put someone ..... |
| e. to give someone ..... | f. to answer .....      |

**Now complete the following sentences with one of the phrases:**

- Please can you give me a ring / hang up when my order is ready?
- For a medical emergency in Saudi Arabia, make / dial 999.
- Could you put me through / give me a ring to the sales department please?
- I got tired of waiting to speak to someone so I answered the phone / hung up.
- You should always speak politely when you answer the phone / dial a number.
- If you work in an international office it's important to be able to make calls / dial a number in English.

**Listening**

Listen then Complete the gaps from six telephone conversations. You can listen as many times as you need.

**Dialogue 1:**

Female voice: Good morning, Oxford Education Services. .... ?

Male voice: Good morning, ..... the accounts department, please?

Female voice: Certainly, sir. One moment, please.

**Dialogue 2:**

Female voice 1: Hello, ..... Anne Thomas. .... Home Designs.

..... Adel Shafei, please?

Female voice 2: Certainly, ..... .

**Dialogue 3**

Ahmed: Hello, ..... Jane O'Donnel, please?

Jane Thomas: ..... .

Ahmed: Oh, hi Jane, ..... Ahmed. I'm calling about tomorrow's meeting.

Dialogue 4:

Male voice: ..... Afnan El Helawany, please?

Female voice: Certainly. ....?

Male voice: Walter Keller from GIZ.

Female voice: Thank you Mr Keller. .... .

Dialogue 5:

Female voice: Hello, could I speak to Adel Fakeih, please.

Male voice: I'm sorry, there's no one here called Adel Fakeih.

Female voice: Oh, ..... 2745301?

Male voice: No, it's 2745391.

Female voice: I'm sorry, ..... the wrong number.

Dialogue 6:

Amanda Clark: Hello, Amanda Clark ..... .

Jonathan Hill: Hi Amanda, Jonathan..... confirm our meeting tomorrow.

Writing task

Now look at the expressions again. Choose the right function to match the sentences:

- a. How can I help you?
- b. Could you put me through to the accounts department?
- c. My name's Amanda Clark. I'm calling from Home Designs.
- d. Could I speak to Adel Shafei, please.
- e. I'll put you through.
- f. Can I speak to Jane Thomas, please.
- g. I'm calling about tomorrow's meeting.
- h. Speaking.
- i. Hi Jane, it's Ahmed.
- j. Can I speak to Afnan El Helawany, please.
- k. Who's calling please?
- l. Is that 2745301?
- m. I'm phoning to confirm our meeting tomorrow.

**Read these two sentences.**

- Hello, can I speak to Jane O'Donnel, please?
- Could you put me through to the accounts department, please?

In English, if we want to **make a request** we use **can** or **could** and use the word please.

- a. Hello, can I speak to Jane Thomas, please?
- b. Could you put me through to the accounts department, please?

### **Listening**

Listen and choose the correct answer:

- a. Michael Hall is *in the canteen / in a meeting* .
- b. Noura offers to *call Peter / give Peter a message*.
- c. Mary is *going out / will be back at 2 pm*.

### **Grammar task**

Write the response by putting the words in the box in the correct order. Don't forget to use capital letters, full stops and question marks if necessary:

- a. meeting      moment      afraid I'm      he's      a      in      the      at

Mary: Hello, can I speak to Michael Hall, please?

Noura: .....

- b. you      called tell      that      could Mary Peterson      him

Noura: Can I take a message?

Mary: Yes please. ....

- c. sure he      I'll      gets make message      the

Mary: Could you ask him to call me back? My number is 5756892.

Noura: Sure, .....

In the phone conversation Noura offers to help Mary. Look at these sentences.

- Can I take a message?
- I'll make sure he gets the message.

In English, we use **can I ...?** and **I'll ...** to **make an offer**.

- b. I'll make sure he gets the message.
- c. Can I help you?
- d. Just a moment, I'll put you through to the finance department.



## Listening

Listen then Complete the following sentences:

- a. Mark Cameron wants ( *to pay a bill / to ask about an order / to arrange a meeting* ).
- b. Michael Hall has a meeting ( *now / at 11 o'clock / after 11 o'clock* ).
- c. Noura checks Michael Hall's ( *calendar / diary / notebook* )
- d. Noura makes an appointment for Wednesday at ( *2 pm / 3 pm / 3:30 pm* ).

## Vocabulary

A **collocation** is two or more words that often go together like 'word partners'. There are no rules to follow – the combinations of words just sound 'right' to native English speakers. On the other hand, other combinations may be unnatural and just sound 'wrong'.

Look at these verbs that collocate with the noun **appointment**.

- to have an appointment
- to make an appointment
- to cancel an appointment
- to miss an appointment

## Writing task

**Write the correct verb in the gap:**

- a. I'm afraid Mr Hall is unwell today and not in the office. He's asked me to ..... the appointment he has with you at 3.30 pm.
- b. I'd like to ..... an appointment to see the director, please.
- c. The traffic is really bad. I think I'm going to ..... my appointment.
- d. If you would like to discuss the proposal further, ..... an appointment with my secretary.
- e. I ..... an appointment with the sales manager at 10.30.
- f. I'm sorry, I need to ..... my appointment next week – I have to go to Tokyo for an urgent meeting.

g. If you would like to speak to a sales advisor you can ..... an appointment by phoning 7247218.

h. If you ..... your doctor's appointment, you may have to wait a long time for a new appointment.

### Speaking/vocabulary task

Look at these sentences:

- I'm afraid Mr Hall is in a meeting at the moment.
- I'm afraid Mr Hall is unwell today and not in the office.

The phrase 'I'm afraid ...' is a polite way of showing that you are sorry about a situation and want to apologise for it. It can be used at the end of a sentence also:

- Mr Hall is unwell today and not in the office I'm afraid.

### Listening task

What do you think the man and women are talking about?

### Grammar

When we give directions we use prepositions of movement. For example,

- Go along the corridor and past the water machine.
- Go up the stairs to level 4.
- Go through the fire door and into the room.
- Go across the room and Anisa sits on the right.

Turn left      turn right      on your right      on your left      along      past  
Infront of you      to the end

### Reading

A secretary attached an agenda to her email about the staff meeting. An agenda is a list of activities or topics that participants will discuss at a meeting. People receive the agenda a few days before the meeting so they know what to prepare for the meeting.

Kalaidarous

Look at the agenda that Shahira sent. Answer these questions.

#### Monthly staff Meeting

Date: Sunday 8th September

Time: 10 am

Venue: Meeting room, 2nd floor

Agenda: 1. Presentation by Taku Yamamoto, Deputy Director, MSK Tokyo  
2. IT training  
3. Project updates  
4. AOB

- a. How many items are on the agenda? .....
- b. What does 'venue' mean? .....
- c. What does 'AOB' stand for? What does it mean? .....