

GRAMMAR

1	Present Continuous for Telephone English
Form	Subject + is/am/are + Ving
Usage	1. To state why you are calling:
Example	<i>I'm calling to speak to Ms. Anderson.</i> <i>We're sponsoring a contest and would like to know if you are interested.</i>
Usage	2. To make an excuse for someone who can't take a call:
Example	<i>I'm sorry, Ms. Anderson is meeting with a client at the moment.</i> <i>Unfortunately, Peter isn't working in the office today.</i>
2	Would / Could for Polite Requests
Form	Will / can / would / could + you + Inf. (V) ...?
Usage	To make requests on the telephone such as asking to leave a message:
Example	<i>Could you please take message?</i> <i>Would you please let him know that I called?</i> <i>Could you please ask him/her to call me back?</i>
3	May / Can / Could for offering help and asking for information
Form	Will / can / would / could + I / we / he / she / it / they + Inf. (V) ...?
Usage	To offer help on the telephone offer to find a person to be on phone, take
Example	message. <i>May I help you?</i> <i>Can I take a message?</i>
Usage	To ask for information on phone such as ask for speaker's name or
Example	telephone name. <i>Could I know your name, please?</i> <i>Can I have your telephone number?</i>

A. Complete the sentence with the correct form of verb in the present continuous.

1. I (write) a report at the moment. Can I call you back later?
2. you (take) classes in Computer now?
3. Diana and Grace (visit) friends in Mexico.
4. Sam (work) at the restaurant today?
5. My teacher (give) a quiz in class, I'm not ready for it.
6. I'm afraid Mr. Brian (talk) on another line. Will you hold?
7. These days, many young people (live) with their parents after college.
8. you and Greg still (teach) at the university?
9. Luisa isn't here this week. She (attend) the meeting in Bangkok.
10. Sorry, I (drive) to the office right now. May I contact you when I reach there?