

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 message.
Example	<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 telephone name.
Example	<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.

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