GRAMMAR

1	Present Continuous for Telephone English
Form	Subject + is/am/are + Ving
Usage Example	1. To state why you are calling: *I'm **calling** to speak to Ms. Anderson.* *We're **sponsoring** a contest and would like to know if you are interested.*
Usage Example	2. To make an excuse for someone who can't take a call: *I'm sorry, Ms. Anderson **is meeting** with a client at the moment.* *Unfortunately, Peter **isn't working** in the office today.*

2	Would / Could for Polite Requests
Form	Will / can / would / could + you + Inf. (V) …?
Usage Example	To make requests on the telephone such as asking to leave a message: ***Could you** please **take** message?* ***Would you** please **let** him know that I called?* ***Could you** please **ask** him/her to call me back?*

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 Example	To offer help on the telephone offer to find a person to be on phone, take message. ***May I help** you?* ***Can I take** a message?*
Usage Example	To ask for information on phone such as ask for speaker's name or telephone name. ***Could I know** your name, please?* ***Can I have** you telephone number?*

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?

LIVEWORKSHEETS