

3 Buying

Listening 1  35 Listen and complete the customer call form.

Customer Call Information	
Name:	Manuel
Phone number:	
Email address:	
Message:	

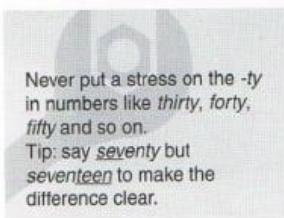
2  36 Listen and write the correct email and web addresses.

When you hear this	write this
1 waleed at sports dot com	waleed@sports.com
2 adam at city dot co dot U, K	
3 theo walcott, that's T-H-E-O then W-A-L-C-O-T-T at goalfeast, that's G-O-A-L-F-E-A-S-T all one word dot com	
4 C dot ronaldo, that's R-O-N-A-L-D-O at back-of-the-net, that's B-A-C-K dash O-F dash T-H-E dot net	
5 www dot toyota, that's T-O-Y-O-T-A dot com forward slash customer dash support	
6 www dot orascom, that's O-R-A-S-C-O-M dot com dot E-G forward slash sales underscore one	

Speaking 3 Work in pairs. Dictate the addresses to your partner.

Student A. Turn to page 114. Student B. Turn to page 118.

Listening 4  37 Listen to this phone conversation and complete the questions.



- *What's your surname, please?*
- It's Lint.
- *Could you (1) _____ that, please?*
- Lint.
- *Could you (2) _____ that, please?*
- L-I-N-T.
- *(3) _____ T or D?*
- It's T. T for teacher.
- *Thanks. And what's the product number?*
- It's 17-305.
- *(4) _____ 17 or 70?*
- Teen. Seventeen. One seven.
- *Right. Thanks.*

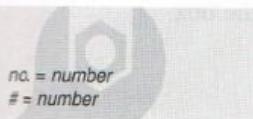
Speaking 5 Practise the phone call in pairs. Then change roles.

Task 6 Work in pairs. Buy sports equipment over the telephone.

Student A. Turn to page 116.

Student B:

- 1 You are the customer. Circle three items you would like to buy, and circle the features you want (size, colour, material), and the price. Then phone up the shop and place your order. You can either make up details (e.g. names, phone numbers, etc.) or use your own.
- 2 Then change roles. You are now the sales person in the sports shop. Ask Student A questions and complete this order form.



 <p>helmet: polycarbonate (product # 16-384: \$80/£40/€60) or fibreglass (product # 18-399: \$70/£35/€50). Sizes: L, M or S.</p> <p>Other colours <input type="checkbox"/> <input type="checkbox"/></p>	 <p>jacket: cotton (product # 14-556: \$70/£37/€58) or polyester (product # 17-765: \$75/£40/€60). Sizes: XL, L, M, S.</p> <p>Other colours <input type="checkbox"/> <input type="checkbox"/></p>
 <p>rope: nylon (product # 13-246: \$40/£18/€25 per 25 m) or nylon + rubber composite (product # 30-356: \$45/£22/€33 per 25 m). Sizes: 50 m/75 m/100 m.</p> <p>Other colours <input type="checkbox"/> <input type="checkbox"/></p>	 <p>backpack: nylon (product # 19-231: \$120/£60/€90) or polyester (product # 90-113: \$110/£55/€85). Sizes: XL, L, M, S.</p> <p>Other colours <input type="checkbox"/> <input type="checkbox"/></p>

USEFUL LANGUAGE

- What's your name/phone number/email address?
- Could you spell/repeat that, please?
- Is that sixteen or sixty?
- What's the product name/number?
- What colour/size/material would you like/do you need?
- Do you want to pay in dollars (\$), sterling (£) or euros (€)?
- How many would you like/do you need?

Name						
Phone no.						
Email address						
Order						
Product name	Product no.	Colour	Size	Material	Price	Quantity

Social English**7**  38 Listen to three telephone calls. Mike (M) is phoning his friend John (J).

1	2	3
J Hello?	Hello?	Hello. John Davis here.
M Hello. Is that John?	Hello. Is that John?	Oh hi, John. This is Mike.
J Yes?	Yes. Is that Mike?	Hi, Mike.
M It's Mike.	Yes, it's me. Hi. How are you?	Hi. How are things?
J Oh hi, Mike.	Fine, thanks. How about you?	Great, thanks. How are you?
M Hi. How are you?	I'm fine. (Begin your call).	Good. (Begin your call).
J OK, thanks. How are you?		
M Fine. (Begin your call).		

8 Work in pairs. Practise short phone calls, using your own names.