JULIETA SANCHEZ

TOPICS—PET 21

- ✓ **vocabulary**: telephoning and texting
- ✓ **pronunciation**: phone numbers
- ✓ **grammar**: "have something done" / reported commands
- ✓ **listening**: comprehension
- ✓ **reading**: EF 21
- ✓ **speaking**: various exercises

VOCABULARY: telephoning and texting

Write the word corresponding to the definition in the space. A list of all words is at the end.

Telephoning and texting

	when someone telephones you but you do not receive the call
	to telephone someone
	to telephone someone a second time, or to telephone someone who telephoned you earlier
	to wait, especially on the telephone
	to end a phone call
	to be/remain in contact
	to use a telephone
	a mobile phone
	a piece of equipment that is used to talk to someone who is in another place
	to telephone someone
	without any sound
	to turn on/off
	to send a written message from a mobile phone
	to pay more money to your phone company so that you can continue using your phone

missed call	silent	hang on	ring	keep in touch	mobile
switch on/off	call	text	mobile	top up	call back
telephone	hang up	make a phone call			

PRONUNCIATION: phone numbers

It is very common among English speakers, when listing/dictating repeated numbers, to use the phrase "double ___"—as seen in (a) below. You should be prepared for this when listening to a number. Also, the rhythm of English is very important—especially for important info like a phone number. Look at the numbers below. Where would you put a pause? Sometimes a pause is indicated visually—with a space or punctuation—but others times it is not. You will have to decide where to place it. Record yourself saying the following phone numbers. Then listen to check your answers.

01223 277203 020 7584 3304 44 1273 509672

LIVEWORKSHEETS

LISTENING: comprehension



Listening

1 3.02 You are going to hear a student called Ivan make four phone calls. Which conversations are with a friend and which are with strangers?

2 Put the conversations in the correct order.

....

3 3.03 Listen to the first three conversations again in the correct order. Here are some of the things the people talk about. Write down the words they use.

Conversation 1
a Say who you are when you make a phone call.
b Tell someone the reason why you are phoning.
c Ask for another person's phone number.
d Ask a friend to wait.

a. This is Ivan.

Conversation 2
a Ask to speak to someone.
b Tell the caller that the person they want cannot speak to them.
c Ask the caller to phone again at another time.

Conversation 3
a Ask for the caller's name.
b Ask the caller to wait.
c Ask the caller what he/she wants.

In the recording you will hear a student named Ivan making 4 phone calls. Which calls are to friends? And which are to strangers?

1	
2	
3	
4	

Use the space below to complete exercise #3. What words / expressions does Ivan use to communicate the items listed?

1a	
1b	
1c	
1d	

2a	
2b	
2c	

3a	
3b	
3c	

LIVEWORKSHEETS

The purpose of the following exercise is to practice the vocabulary common to telephone conversations. Here are a few things to remember...

- The phrase "ask for" is different from "ask". You know that "ask" means "preguntar", but "ask for" means "pedir". For example, you ask *for* help (pedis ayuda); you don't ask help (preguntar ayuda).
- The Brits use "ring" where Americans use "call". It is also common to use the verb "to phone".
- The expression "let me know" translates to "haceme saber".
- The expression "hang on" is slang for "wait".
- The phrase "how about" is used to suggest something. For example, if I say, "How about ordering a pizza?", I am suggesting that we do that.
- Pay attention to gerunds and infinitives.
- Finally, here are some words from the conversations that may be new to you:
    - advice = consejo
    - mend = arreglar
    - bring = traer

1 Complete the spaces in these telephone conversations with the expressions from the box.

a friend	a friend of	ask for	I'm ringing
to ring you	may I speak	let me know	
give me the number	hang on	one moment	
how can I	how about	~~this is~~	told me
meeting you	very kind of	would you like to	

Conversation 1

Harry: Hello?
Chloe: Hello, Harry. (a) *This is* ..... Chloe.
Harry: Oh, hi, Chloe. How are you?
Chloe: Fine, thanks. (b) ..... to ask for your advice.
Harry: Oh, really?
Chloe: You told me (c) ..... if I have problems with my laptop.
Harry: Oh, of course.
Chloe: Well, can you (d) ..... of that company you use?
Harry: Oh, yes. I've got it here somewhere. (e) ..... a minute. Here it is. It's 474747. (f) ..... Gareth Holmes. And say you're (g) ..... of Harry's.
Chloe: OK. Thanks very much.
Harry: That's OK. (h) ..... how you get on.

Conversation 2

Secretary: PC Solutions.
Chloe: (i) ..... to Gareth Holmes, please?
Secretary: May I have your name?
Chloe: Oh, yes. It's Chloe Parsons. I'm (j) ..... Harry Black's.
Secretary: (k) ....., please.
Gareth: Hello, Chloe? (l) ..... help you?
Chloe: I need to get my laptop mended. Harry (m) ..... to contact you.
Gareth: Oh, right. (n) ..... bring it in today? (o) ..... this afternoon at half past four?
Chloe: Oh, thanks very much. It's (p) ..... you to help me.
Gareth: Not at all. I look forward to (q) ..... .

LIVEWORKSHEETS

GRAMMAR: *have something done*

The expression "to have something done" is used to show that you paid for a service. In other words, someone else did the work for you. For example:

- *"I had my hair cut."* means that you paid someone to cut your hair.
- *"I am having the house painted."* means that someone is in the process of doing the painting for you.
- *"I have my nails done every month."* means that you pay someone to give you a manicure regularly.

Note that the form of *have* may change, depending on the tense, but the main verb is always in its participle form. (Yes, the 3rd column for irregular verbs.) And the job/task is between have and the main verb. Try to complete the exercises below.



Have something done

Mrs Lee said *I'm having my office painted.*

I, you, we, they he, she, it	+ has/have + am/is/are having + had	+ something	done

1 Alexi is an international football star. He has a busy training schedule and an even busier social life. He has lots of jobs done for him by other people. Look at the table above and complete the sentences below to show what he has done. Use a present tense.





a boots / clean



b car / wash



c hair / style



d contract / check



e autobiography / write

a He *has his books cleaned* after every match.
b He ..... twice a week.
c He ..... before each match.
d He ..... at the end of every season.
e He ..... at the moment.

2 Last year Alexi got married to his girlfriend Lucilla. They bought a beautiful new house, but Lucilla wanted to make a lot of changes to it. She spent £1,000,000. What did she have done? Complete these sentences



a every room / paint



b indoor swimming pool / build



c garden / redesign



d all the carpets / change

a She *had every room painted.*
b She .....
c She .....
d She .....

But that wasn't all. Can you suggest two other things Lucilla had done to their house?

e .....
f .....

GF page 212

LIVEWORKSHEETS

GRAMMAR: reported commands

Now, let's look at reported commands and requests. We have already looked at reported speech—where you tell someone what a third person has said. Do you remember the rule? When reporting speech, use a verb tense one step back from the original sentence. For example:

> Peggy: *This chapter **looks** at reported commands.*
>
> Julia (reporting what Peggy said): *Peggy said that this chapter **looked** at reported commands.*

Reporting commands and requests is a bit different—but easy. When you report a command/request, you will always use the infinitive form of the verb (the *to* form). For example:

> Peggy: ***Do** the exercise on page 38.*
>
> Julia (reporting what Peggy said): *Peggy said **to do** the exercise on page 38.*

Complete exercise #1 on the right. Write sentences (reported commands) using the prompts in the box.

Ivan said: *Helen told me to contact you.*

Commands

Do it!	tell someone to do something
Don't do it!	tell someone not to do something

Ivan said: *The teacher's asked me to write about a journalist.*

Requests

Please* do it.	ask someone to do something
Please* don't do it.	ask someone not to do something

*Remember that *please* is an important word in English requests.

1 Alexi's team have just lost a match. He is phoning the manager. What does he want the manager to tell these people? Make sentences using *Tell* + the ideas in the box below.

don't go clubbing every night
learn the rules of the game
have his eyes tested
leave the club and don't come back
buy some good players



a the club owner
Tell the club owner to buy some good players.
b the coach
c the rest of the team
d the goalkeeper
e the ref

a	*Tell the club owner to buy some good players.*
b	
c	
d	
e	

Now complete exercise #2. This is a good review of pronouns.

2 Report these requests and commands.

a Please help me, Julie.
She asked Julie to help her.
b Don't forget your wallet, Michael.
He told .....
c Please phone your dad from the airport, Angela.
Angela's mum .....
d Please don't use my shampoo, Mandy.
She .....
e Phone the doctor immediately, Ronnie!
He .....

LIVEWORKSHEETS

READING: comprehension

In part 3 of the reading test, you will read a text and decide if 10 sentences are correct or incorrect. The key to this section is your awareness of synonyms. Do the words in the question mean the same as the words in the text? They are never exactly the same. For example:

- *our busiest day = the most people*
- *reduced price = pay less*
- *up to six = maximum of six*
- *forbidden = not allowed*
- *beyond the park = outside the park*

The text that follows is about a shopping mall. Look at the sentences 1-10 before reading to prepare yourself to find the information. Then read the text—perhaps underlining the parts that contain the answers to the questions—and complete the task.

Note that the questions are in the same order as the information in the text.

4 Read the question and the part of the text carefully. Is each sentence correct or incorrect?

If it is correct, write A. If it is not correct, write B.

1 The park stays open later than the shops every day in summer.
2 There are the most people at the mall on Fridays.
3 There is an information centre on the same floor as the cinema.
4 The nightclubs are next to the swimming pool.
5 Students pay less for afternoon performances at the cinema than evening performances.
6 The mall has its own hotel.
7 The maximum number of people in a boat is six.
8 It is forbidden to ride hired bicycles outside the park.
9 Each level of a car park has different coloured signs.
10 The bus journey from the railway station takes 15 minutes.

LIVEWORKSHEETS

THE SOUTH LAKES MALL

The South Lakes Mall offers 200 shops, a swimming pool, restaurants, a bowling alley and two nightclubs as well as 30 acres of parkland with three lakes.

Opening hours

Shops	Mon–Fri	10 am–9 pm
	Sat	9 am–8 pm
	Sun	10 am–5 pm
Park	9 am–5 pm in winter	
	9 am–8 pm in summer	

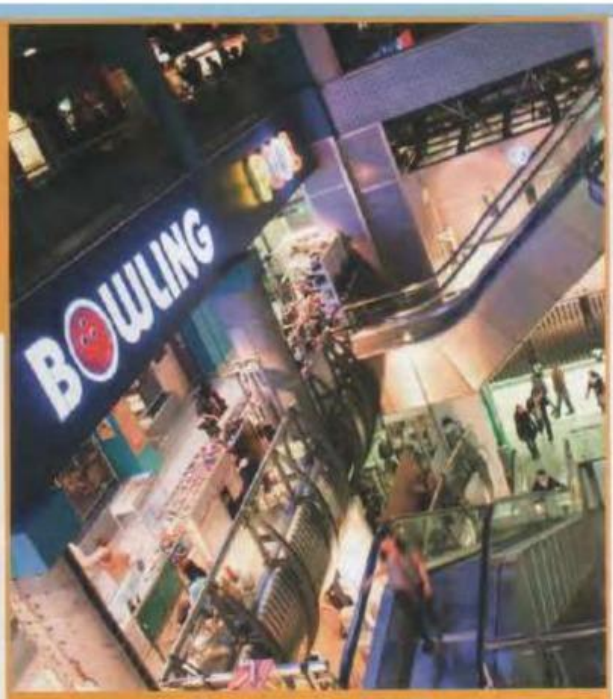
We have thousands of visitors every day, our busiest day of the week being Friday. To avoid the crowds, come on a Monday or Tuesday.

Inside the mall

When you arrive, go to one of our information offices to get a map. There is one by the main bus stop and another at the bottom of the escalator which goes up to the cinema.

The shops are all on the ground floor and you will find everything from specialised furniture stores to clothes shops and department stores as well as restaurants, a bowling alley and a swimming pool. On the first floor above the pool you will find a 12-screen cinema and two nightclubs. If you wish, you can buy entrance tickets for any of these facilities except the nightclubs from the information centres. Before 5 pm, entrance tickets to all facilities are reduced for students and the over-sixties.

If you wish to stay overnight, the information centres can give you a list of accommodation in the area, ranging from grand hotels to Bed and Breakfast accommodation.



Outside the mall

Make time to visit the 30 acres of parkland which surround the mall. Boats for up to six people can be hired and taken out onto one of the lakes for £12 an hour.

Bicycles can be hired every day for £6 an hour. There are 4 kms of paths but you are not allowed to take hired bicycles beyond the park.

Travel

The mall is located one mile from the M49. Just follow the signs from Junction 13. There is free parking for 10,000 cars and there are six car parks. Car parking spaces are never more than five minutes' walk away from an entrance. Remember where your car is parked by looking at the coloured signs – no car park uses the same colour and each level in the car parks is numbered.

It is just as easy to visit the mall by train. There is a rail service every 15 minutes from Central London. When you reach Barnwell station, jump on a number 19 bus to the mall. It's a five-minute journey and there's a bus every 15 minutes.

LIVEWORKSHEETS