

1  **VIDEO** **ROB AND JENNY TALK ABOUT THE FUTURE**



a **5 12** Watch or listen to Rob and Jenny. Mark the sentences T (true) or F (false).

- 1 Rob is going home today.
- 2 He says it will be difficult to stay in touch.
- 3 Jenny suggests that she could go to London.
- 4 Rob thinks it's a good idea.
- 5 They're going to a restaurant tonight.
- 6 Barbara wants to talk to Jenny.

 **American and British English**

You just missed him = American English;

You've just missed him = British English

cell (phone) = American English;

mobile (phone) = British English

b Watch or listen again. Say why the F sentences are false.

2  **VIDEO** **ON THE PHONE**

a **5 13** Cover the dialogue and watch or listen. Answer the questions.

- 1 Who does Rob want to speak to?
- 2 How many times does he have to call?





b Watch or listen again. Complete the **You Hear** phrases.

» You Hear	You Say
Hello. Broadway Grill.	Oh, sorry. I have the wrong number.
NewYork24seven. _____ can I help you?	Hello. Can I speak to Barbara Keaton, please?
Just a second. I'll put you _____. ... Hello.	Hi, is that Barbara?
No, I'm sorry. She's not at her _____ right now.	Can I leave a message, please?
Sure.	Can you tell her Rob Walker called? I'll call back later.
I'll give her the _____. You could try her cell phone.	Yes, I'll do that. Thank you.
I'm sorry, I can't take your _____ at the moment. Please _____ a message after the beep.	Hello, Barbara. This is Rob returning your call.
NewYork24seven. How can I help you?	Hello. It's Rob again. Can I speak to Barbara, please?
Just a second. I'm sorry, the line's _____. Do you want to hold?	OK, I'll hold.
Hello.	Hi, Barbara. It's me, Rob.
Rob, hi! I tried to call you earlier.	What did you want to talk about?

c 5 14) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.

d Practice the dialogues with a partner.

e 2 In pairs, role-play the dialogue.

A (book open) You are the Broadway Grill, the receptionist, etc. You start with *Hello. Broadway Grill.*

B (book closed) You want to speak to Barbara.

f Change roles.



a 5 15) Watch or listen to Rob and Jenny. Is it a happy ending or a sad ending?

b Watch or listen again and answer the questions.

- 1 Who has some news?
- 2 What did Barbara offer Rob?
- 3 What did Jenny do this morning?
- 4 What does Jenny ask Barbara to do?

c Look at the **Social English phrases**. Can you remember any of the missing words?

Social English phrases

Rob You _____ first.
Jenny That's great _____.
Jenny I'll _____ her.
Jenny I'll explain _____.
Barbara Is everything _____?
Jenny _____ better.

d 5 16) Watch or listen and complete the phrases.

e Watch or listen again and repeat the phrases. How do you say them in your language?



Can you...?

- call somebody and say who you are / who you want to talk to
- leave a message for somebody
- respond to news