75 Phoning

A Phone vocabulary

PHONE NUMBERS	**What's your phone number?**	~ It's 245731.
	What's your mobile number?	~ It's 07700 900154.
PHONE VERBS	**call/phone/ring** (*pt* **rang**) somebody	speak to sb by phone ALSO **make a (phone) call**
	answer the phone	pick up the phone when it rings and speak
	message somebody	send sb a **message / text (message)**
	take a message	take information during a call and give it to sb else
	leave a message	give information to sb on the phone, who then gives it to another person
PHONE PROBLEMS	The **line** is **busy.**	The person you phoned is speaking **on the phone** already.
	It's the **wrong number.**	You make a mistake with the number.



mobile phone
smartphone (= with internet)



landline

SPOTLIGHT saying phone numbers

Say each number.
- 245731 is: ***two four five, seven three one.***

Say **double** when two numbers are the same.
- 33 = ***double three.***

For '0', say **oh** or **zero.**
- 602448 is: ***six oh/zero two, double four eight.***

1 Is the meaning the same or different? Write *S* or *D*.

▶ What's your ***landline / mobile*** number? D
1 He ***phoned / rang*** his sister. .....
2 He's got ***a smartphone.*** / He's got ***a landline.*** .....
3 six two ***four four*** / six two ***double four*** .....
4 I ***messaged him.*** / I ***sent him*** a text. .....
5 She ***made a call / answered the phone.*** .....
6 Please ***call / ring*** me later. .....
7 ***four oh seven nine / four zero seven nine*** .....

2 Complete the words in the dialogues.

1 Did you ▶ ring Jo this morning? ~ Yes, but she was out, so I left a m. I r her mobile too, but she didn't a the phone.
2 What's your phone n? ~ It's 345489.
3 Did you c Sue last night? ~ Yes, but the line was b. I'll p her later.
4 Hello, can I speak to Charlie, please? ~ Sorry, you've got the w number.
5 Did you speak to Lisa? ~ I tried to call her but she was on the p, so I m her and I'm waiting for a reply.
6 Can you come to the meeting? ~ Yes, but I just need to m a call first.
7 Can I speak to Riccardo? ~ I'm sorry, he's busy. Can I take a m?
8 What's your m number? ~ It's zero d seven double oh, nine double oh, one six nine.

3 ABOUT YOU Write your answers, or ask another student.

1 What's your phone number and mobile number? (Write it in words.)
2 Who do you ring most often?
3 Do you send a lot of texts? If so, who to?
4 What do you say when you answer the phone?
5 Do you often get the wrong number?

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B Phone conversations

A Hello?
B **Is that** Mia?
A Yes, **speaking.**
B Oh, hello. **This is** Laura, Laura Freebairn.
A Hi, Laura, how are you?
B I'm fine thanks. Is Jessica **in**, please?
A Yes, **just a moment** – I'll **get** her for you …
C Hello?
D Oh, hello, **can I speak to** Mr Ellis, please?
C I'm sorry, but he's out **at the moment. Who's calling?**
D **It's** Leo Jackson from Delta Electronics.
C Right. Do you want to leave a message for him?
D Yes, please. Can you tell him I'll **ring** him **back** after lunch?
C Of course, no problem.
D Thanks very much. **Goodbye.**

GLOSSARY

Is that Isabella?	(NOT ~~*Are you Isabella?*~~)	**get sb**	go and find sb and bring them to the phone
speaking	You say **speaking** when you are the person sb on the phone has asked to talk to.	**at the moment**	now
		Who's calling?	This is a polite way of asking 'Who are you?'.
This is Laura.	OR **It's** Laura. (NOT ~~*I am. / Here is Laura.*~~)	**phone/call/ring sb back**	phone sb again
in	at home OPP **out**	**goodbye**	short form: **bye** *inf*
just a moment	wait a minute		

4 **Tick (✓) the correct answers.**

▶ Can I speak to Martyn Ellis, please? ~ He's not in at the moment. ☑ / He's not in just a moment. ☐
1 Hello? ~ Speaking. ☐ / Oh, hello, is that Jackie? ☐
2 Can I speak to Lia Ponte, please? ~ Just a moment … ☐ / It's Natasha. ☐
3 Hello, is that Gosia? ~ Oh hello, this is Carla. ☐ / Speaking. ☐
4 Hello, this is Jamie Little. ~ Oh, hello, how are you? ☐ / Who's calling? ☐
5 Hello, can I speak to Alfonse, please? ~ I'm sorry, he's out. ☐ / I'm sorry, he's in. ☐
6 Mohammed's not here at the moment. ~ OK, I'll call back later. ☐ / OK, I'll get him. ☐
7 See you this evening, Dmitri. ~ Yes, bye. ☐ / Speaking. ☐

5 **Complete the conversations.**

1 A Hello?
B Hello. ▶ Is that _____ Marisa?
A Yes, **(1)** _____.
B Oh, hello. **(2)** _____ Alice.
A Oh, hello, Alice.
B Is Mikki **(3)** _____ **(4)** _____?
A I'm sorry, he's out **(5)** _____. Can I take a message?
B Yes, please. Tell him I'll **(6)** _____ him _____ after lunch.
A OK, **(7)** _____.

2 A Hello?
B Oh, can I **(8)** _____ Ben, please?
A Yes, **(9)** _____ moment. I'll **(10)** _____ him for you.

3 A Hello?
B Oh, hello. **(11)** _____ Joanna?
A Yes, **(12)** _____.
B Hello, Joanna, **(13)** _____'s Luke.
A Hi, Luke. How are you?

6 ABOUT YOU **Look at the conversations again. Think about the way people answer the phone in English, and the phrases they use. Is it very different in your language? If possible, talk to somebody who speaks your language.**

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