

75 Phoning

A Phone vocabulary

PHONE NUMBERS	What's your phone number? What's your mobile number?	~ It's 245731. ~ It's 07700 900154.
PHONE VERBS	call/phone/ring (<i>pt rang</i>) 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 . It's the wrong number .	The person you phoned is speaking on the phone already. 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. 4 I **messaged** him. / I **sent** him a text.
 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**
 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?



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?)
speaking You say **speaking** when you are the person sb on the phone has asked to talk to.
This is Laura. OR It's Laura. (NOT I am ... / Here is Laura.)
in at home OPP **out**
Just a moment wait a minute

get sb
at the moment
Who's calling?
phone/call/ring sb back
goodbye

go and find sb and bring them to the phone now
This is a polite way of asking 'Who are you?'.
phone sb again
short form: **bye** inf

4 Tick (✓) the correct answers.

► Can I speak to Martyn Ellis, please?
1 Hello?
2 Can I speak to Lia Ponte, please?
3 Hello, is that Gosia?
4 Hello, this is Jamie Little.
5 Hello, can I speak to Alfonse, please?
6 Mohammed's not here at the moment.
7 See you this evening, Dmitri.

~ He's not in at the moment. / He's not in just a moment.
~ Speaking. / Oh, hello, is that Jackie?
~ Just a moment ... / It's Natasha.
~ Oh hello, this is Carla. / Speaking.
~ Oh, hello, how are you? / Who's calling?
~ I'm sorry, he's out. / I'm sorry, he's in.
~ OK, I'll call back later. / OK, I'll get him.
~ 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.

