Lesson 7C

HOW TO ... | phone for information
VOCABULARY | phoning
PRONUNCIATION | friendly intonation

VOCABULARY

phoning

1 A **Choose the correct word or phrase to complete the sentences.**

1 The sound is really bad. Can you call me on the **moment** / **second** / **landline** ?
2 Please **leave** / **call** / **ring** a message after the tone.
3 Can you **call** / **hold** / **wait** a moment, please?
4 Can you call Gina **landline** / **mobile** / **back** as soon as possible, please?
5 To **ring** / **delete** / **phone** this message, press three.
6 I need to **phone** / **delete** / **send** the bank, but I can't find the number.

B **Complete the sentences with the words in the box.**

back	call	deleted	double	landline
minute	send	smartphone		

1 Can you hold on a _____ ? I'm just going inside the house.
2 The number is nine _____ four, six eight three.
3 Just _____ a message to 9813 with the words OFFER21 for more information.
4 I left Sean a message but he never called me _____ .
5 I bought a new _____ because my other one stopped working.
6 Please don't _____ me before five because I work until then.
7 Can you send me the details again? Sorry, I _____ your last message by mistake.
8 I don't have a mobile at the moment, can you call me on my _____ ?

How to ...

phone for information

2 **7.04 | Listen to the recording. Choose the words in the text that are different from what you hear.**

Thank you for calling MovMaxx cinemas. Please choose an option. For films and times, press 1. For our prices, press 2. To speak to one of our team, press 9. Alternatively, please read our website at movmaxx.co.uk.

3 A **7.05 | Listen to Justin calling a cinema. Which of these things does he NOT ask about?**

1 film times
2 types of films
3 ticket prices

B **7.05 | Listen again. Complete the sentences.**

1 Justin wants to watch a film on _____ .
2 The cinema is showing the film _____ times.
3 The first showing is at _____ p.m.
4 The last showing is at _____ p.m.
5 Tickets for the first showing are £ _____ .
6 Tickets for the other showings are £ _____ .
7 You can buy tickets on the MovMaxx _____ or at the ticket office.
8 You can bring your own _____ .

PRONUNCIATION

4 A **7.06 | friendly intonation | Listen. Does each speaker sound friendly (F) or unfriendly (U)?**

1 I'm phoning to ask about a film.
2 I have another question.
3 Thank you for waiting.
4 What are your opening hours?
5 Can I help you with anything else?
6 No, that's all. Thank you for your help.

B **7.07 | Listen to the friendly speakers and repeat.**

SPEAKING

5 A **Complete the conversation with the words in the box.**

another	I'm phoning	tell me	that's all	your help

A: Hello, this is the leisure centre. How can I help you?
B: Hi. [1] _____ to ask about the swimming pool.
A: What would you like to know?
B: Could you [2] _____ the opening times?
A: Of course. The swimming pool is open to the public from four to seven.
B: Great, thanks.
A: No problem. Can I help you with anything else?
B: Yes, I have [3] _____ question. How much does it cost to swim there?
A: It's £5 for adults and £3 for children.
B: Thank you.
A: Is there anything else?
B: No, [4] _____ . Thank you for [5] _____ .

B **7.08 | Listen and check.**

C **7.09 | You are B in the conversation in Ex 5A. Listen and speak after the beep. Record the conversation if you can.**

D **Listen to your recording and compare it to the model in Ex 5B.**

Speak anywhere Go to the interactive speaking practice
LIVEWORKSHEETS