



NEW BUSINESS ENGLISH 4

Unit 2 Lesson 8
Dealing With Wrong Numbers



Review

A client informed you that their trade increased greatly because of your attractive advertisement.

Requirements:

- *Call the Creative Department.*
- *Give them positive feedback.*



LEARNING **GOAL**

- ◆ Dealing With Wrong Numbers



Situational Dialogue



- ▶ Ashley Robins, the advertising copywriter, receives a call from an unknown caller.



unknown caller



Ashley Robins



Hello, I'm calling about the urgent meeting today. Your members didn't show up at all.

Hello. May I know who this is?

This is Jane Jones from Queen Company. We had a meeting today.



I'm sorry, but you must have dialed the wrong number.
Who are you trying to reach?

I'm trying to contact
Ms. Walters at 555-5678.

I see. We are at 555-5687.
I'm afraid we don't have
Ms. Walters here.

Oh, I'm so sorry for
the inconvenience!



Key Vocabulary

Learn the new words and answer the questions.



copywriter

(n.) someone who writes the words for advertisements

e.g. He works as a **copywriter** in a magazine company.



dial

(v.) to call a phone number

e.g. I've **dialed** the number but still no answer from them.



contact

(v.) to communicate with someone by calling

e.g. I can't **contact** the number that she gave me.

Dialogue Review

Have a role play and answer the questions.



*Ashley Robins, the advertising **copywriter**, receives a call from an unknown caller.*

Caller : Hello, I'm calling about the urgent meeting today. Your members didn't show up at all.

Ashley : Hello. May I know who this is?

Caller : This is Jane Jones from Queen Company. We had a meeting today.

Ashley : I'm sorry, but you must have **dialed** the wrong number.
Who are you trying to reach?

Caller : I'm trying to **contact** Ms. Walters at 555-5678.

Ashley : I see. We are at 555-5687. I'm afraid we don't have Ms. Walters here.

Caller : Oh, I'm so sorry for the inconvenience!

Let's check the learning goals!



Ashley Robins, the advertising copywriter, receives a call from an unknown caller.

Caller : Hello, I'm calling about the urgent meeting today. Your members didn't show up at all.

Ashley : Hello. May I know who this is?

Caller : This is Jane Jones from Queen Company. We had a meeting today.

Ashley : ***I'm sorry, but you must have dialed the wrong number***

Who are you trying to reach?



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Caller : I'm trying to contact Ms. Walters at 555-5678.

Ashley : I see. We are at 555-5687. I'm afraid we don't have Ms. Walters here.

Caller : Oh, I'm so sorry for the inconvenience!

Learning Goals

Learn the key expressions and sentence structures.

∴ Dealing With Wrong Numbers

Asking for more information:

- Who are you trying to reach?
- May I know who you're trying to reach?

Informing about the situation:

- You must have dialed the wrong number.
- I'm afraid you have the wrong number.

Note:

The word "**reach**" in this context means "**contact**."

How would you inform the caller that he/she called a wrong number?

Learning Goals

Learn the key expressions and sentence structures.

∴ Dealing With Wrong Numbers

- We're at + **(phone number)**.
- I'm afraid we don't have
Mr./ Ms./ Mrs. **(name)** here.

Example sentences:

- We're at 215-8715.
- I'm afraid we don't have Mr. Smith here.

You can also use:

- **There's no (name) here.**

e.g. We are at 215-8715.

There's no Mr. Smith here.

A caller misdialed and is looking for Mr. Brown. Explain that he has the wrong number.

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: An unknown caller asks you to pay \$10,000 for ad space.

Check with the caller if he dialed the wrong number.

∴ You can refer to the following key expressions:

- You must have dialed the wrong number.
- I'm afraid you have the wrong number.
- Who are you trying to reach?
- I'm afraid we don't have... here./ There's no... here.
- We're at...



∴ The Most Expensive Phone Number

Did you know that the most expensive phone number is 666-6666?



666-6666 currently belongs to a limousine service in New York City. Not long ago, this number was sold for \$2.7 million at a charity event in Qatar to raise funds.

The second most expensive number is **888-8888** and it was sold for \$280,000.



Which number is popular in your country? Why?

Overview

Key words and expressions:

copywriter/ dial/ contact

Who are you trying to reach?

May I know who you're trying to reach?

You must have dialed the wrong number.

I'm afraid you have the wrong number.

We're at + (phone number).

I'm afraid we don't have Mr./ Ms./ Mrs. (name) here.

