

Starting and Ending a Conversation



I. WARM-UP

Vocabulary

Match the phrasal verbs in column A with their definitions in column B.

A

1. get through
2. get back
3. put through
4. hold on
5. hang on

B

- a. to reach someone by phone
- b. to wait on the phone
- c. to connect one person to another
- d. hold the line
- e. come back or return

II. DIALOGUE BOX

Ms. Sykes : Hello Good morning! May I speak to Mr. Smith please? I tried to call him yesterday but I couldn't get through. What happened?

Secretary : Yesterday was a holiday madam. Could you hold on for a minute? I'll put you through to Mr. Smith.

Ms. Sykes : Oh, yes I forgot that it was holiday yesterday. Thanks!

Secretary : Sorry madam, Mr. Smith is in a meeting right now. Would you like to leave a message?

Ms. Sykes : Yes, please. Can you tell Mr. Smith to return my call? It's 550-7025-8956. I'm calling from Mr. Roger's office.

Secretary : Sure. I'll tell him. He'll get back to you as soon as possible.

Ms. Sykes : Thank you so much!

Comprehension Check

1. Who was calling?
2. Why wasn't the caller able to contact the office the other day?
3. What does the caller want from Mr. Smith?
4. How does the secretary start the phone conversation? End?
5. Do you think the secretary did the right thing?

Starting and Ending a Conversation

III. LANGUAGE BOX

Verbs followed by 'to + infinitive'

Examples:

1. I **want** to speak to the manager.
2. They would **like** to have the answer tomorrow.
3. We **forgot** to send you the new bill.
4. The management **agreed** to cancel the orders.
5. He could **afford** to buy luxurious cars.
6. The employees **attempted** to hold a demonstration.
7. The laborers **demand** to know the truth.
8. She **decided** to quit the job.
9. We **hope** to see some changes in the policy.
10. I **failed** to present the report on time.

IV. SAY IT! Make a role play with your teacher. You are the receptionist. Your teacher is calling for a friend who is staying at the hotel you are working in. You take the call.

Guide questions:

1. How will you start the conversation?
2. What will you say if the person you asked for is not around?
3. How will you end the conversation?



Dealing with Telephone Problems



I. WARM-UP

Vocabulary

Guess the meaning of the underlined words.

1. The secretary put me straight through to the extension number without delay. She is very efficient.
2. The receptionist was very rude. He refused to accept our credit cards without reason.
3. Direct lines are more convenient than extension numbers. It's a waste of time listening to an automated recording and then all you get is a busy tone.
4. The presentation only highlighted the major parts. The project manager forgot the small details are just as important since they explain the major ideas further.
5. The line is choppy. I can't understand a word you are saying!
6. I wasn't able to get my manager's instruction. The call was suddenly cut off. I'd better report the problem.

II. DIALOGUE BOX

- Maki** : On Spot Media.
- Nikki** : It's me Nikki, again.
- Maki** : Oh, I'm sorry about that Nikki. I think we got cut off. Who did you want to speak to?
- Nikki** : Can you put me through Yamamoto on extension 5560?
- Maki** : Can I have your number again please?
- Nikki** : Yes, It's 5560.
- Maki** : Thanks. I'll put you straight through.

Comprehension Check

1. Why does Nikki call again?
2. Who does Nikki want to speak with?
3. Does Yamamoto have a direct line?
4. What is Yamamoto's extension number?

Dealing with Telephone Problems

III. LANGUAGE BOX

Can and Could

Can and **could** are both used to ask for permission or requests. But **could** sounds more polite and formal than **can**.

Can I have your name, please?	Could I have your name, please?
Can I have your bank details, please?	Could I have your bank details, please?
Can you speak more slowly, please?	Could you speak more slowly, please?
Can you put me through extension 1, please?	Could you put me through extension 1, please?

IV. SAY IT! How would you handle the following situations? What would you say if...

- you didn't understand what the caller was saying?
- you didn't get the complete name of the caller?
- you dialed the wrong number?



Making Follow-up Calls



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. reservation
2. follow up
3. conference hall
4. avail
5. discount

B

- a. a price lesser than the original one.
- b. a room for a single event
- c. an action that serves to increase the effectiveness of a first action
- d. an arrangement
- e. to make use of

II. DIALOGUE BOX

Mary : Thank you for calling Dolphin Wonders, this is Mary how may I help you?

Lisa : Hello, this is Lisa from Speakers International. I'd like to make a follow up on our reservation for our company's anniversary party.

Mary : Oh, yes! We've already reserved the banquet hall under your name. That will be on Saturday at 7:00 to 11:00 p.m., right?

Lisa : That's great. But I have few questions. Do we get a meal discount if our group reaches 500 people? And can we avail a free tour in the park?

Mary : Well, we only give discounts to a group of 1,000 but you do get welcome drinks. Regarding the tour, those who are interested may avail, and only a group of ten can avail the free tour. If the group is less than ten, each member will have to pay \$5.

Lisa : I see. I'll call back if there are enough people interested in the tour. Thank you very much.

Comprehension Check

1. What event will be held at Dolphin Wonders?
2. What time does the event end?
3. How many are coming for the event?
4. What can the company avail if they reach 1,000?
5. How many could avail the free tour in the park?

Making Follow-up Calls

III. LANGUAGE BOX

Intensifiers are adverbs that enhance or reduce the effects of adjectives and adverbs. In English, they come before the words they modify.

A. Intensifiers that enhance the meaning of adjectives.

1. The contract is **extremely** important.
2. The scenery is **very** attractive.
3. The book is **really** interesting.
4. You're **absolutely** right!

B. Intensifiers that reduce the meaning of the adjectives and adverbs.

1. That is **quite** interesting.
2. That presentation was **slightly** interesting.
3. I know her **fairly** well.

IV. SAY IT! Make a role play with your teacher

You are a customer. Make a follow up call on your order. Your teacher will answer your phone inquiries.

Guide Questions:

1. How would you start your phone conversation?
2. What question would you ask first? Second? Third?
3. How would you end your call?



Taking and Leaving Messages



I. WARM-UP

Vocabulary

Match the words and phrases with their meanings.

- a. to make a phone call as soon as possible
 - b. the planned event is canceled
 - c. having a feeling of pity or concern
 - d. to make a very important decision
 - e. to repeat what someone has said
1. I'm afraid you're wrong.
 2. The company made a very crucial judgment.
 3. I'll relay your message when she comes to work.
 4. Call me back as soon as possible.
 5. The interview is called off.

II. DIALOGUE BOX

- Eric** : Could I speak to Diane, please?
- Receptionist** : I'm afraid she's in a meeting right now. Do you want to leave a message?
- Eric** : Yes, please. It's really crucial she gets it.
- Receptionist** : Don't worry. I'll relay the message as soon as she finishes. Who shall I say called?
- Eric** : This is Eric McCartney from Head office. Please tell her the meeting on Friday in Brussels has been called off and to call me back as soon as possible.
- Receptionist** : No problem. What is your contact number?
- Eric** : It's 0049 835 30925.

Comprehension Check

1. Who does the caller want to talk with?
2. Why can't the person being asked for answer the phone call?
3. When will the receptionist give the message?
4. What is the message?

Taking and Leaving Messages

III. LANGUAGE BOX

'Ask' or 'Tell' in Questions

a. ask / tell + object + infinitive

1. Please ask him to send me a fax.
2. Can you tell her to call me in the morning?

b. ask + object + if / when clauses

1. Can you ask her if she got my email?
2. Could you ask him when he wants the report?

IV. SAY IT! **Make a phone conversation role play with your teacher using the following information.**

Message for : Rose Lahiri

Time : 11:25

Caller : Linda Chong

Company : International Motor group

Message : Called in to request a copy of the March bill

Telephone Number : 0086 9371 2860



Using a Mobile Phone



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. hardly
2. terribly
3. elucidate
4. matter

B

- a. a situation or a state of business
- b. to explain
- c. almost not all
- d. extremely

II. DIALOGUE BOX

- Mr. Lim** : Hello, good noon! May I please talk to Mrs. Suarez? This is Mr. Lim from XBZ company.
- Mrs. Suarez** : Yes, speaking.
- Mr. Lim** : Oh, I'm sorry. Could you speak a little louder, please? I can hardly hear you, Mrs. Suarez.
- Mrs. Suarez** : I'm terribly sorry, but I'm just getting on a plane. Would you mind calling me back this afternoon?
- Mr. Lim** : Okay. What time would you like me to call you this afternoon? I will be elucidating some important matters.
- Mrs. Suarez** : How about at 4 p.m.?
- Mr. Lim** : Okay, 4 o'clock is a good time. Good-bye.
- Mrs. Suarez** : Bye!

Comprehension Check

1. Where is Mrs. Suarez at the time of the call?
2. What does the caller want from her?
3. Was the call successful? Why or why not?
4. What time will Mrs. Suarez expect the second call from Mr. Lim?

Using a Mobile Phone

III. LANGUAGE BOX

Use the **Present Continuous form of the verb** to talk about actions that are happening at the same time of speaking.

Examples:

1. Who **is calling** you?
2. They **are discussing** the budget for next month.

Time expressions **right now** and **at the moment** are usually used with Present Continuous sentences.

Examples:

1. She's leaving the office **right now**.
2. What are they doing **at the moment**?

IV. SAY IT! You are at a doctor's clinic. The doctor is doing a medical check up on you when suddenly your wife/husband calls. What would you do? Would you answer the call? If you did that, what would you say to the doctor? To the caller?



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