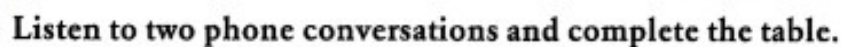
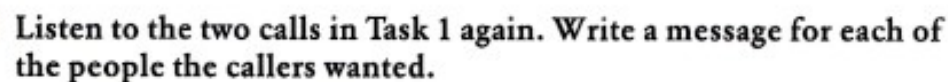


Task 1



Task 2



Phone Message

Caller: David Bartlett

Message:

Anne

2

Telephone Message

Message for: _____

Call from: _____

Message: _____

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Announcing identity

Person calling

Hello, this is Barbara Ling.
My name's Daniel Wong.
Good morning. It's Rebecca Park here.

Person called

Hello. David Jackson.
Can I help you?
Marketing Services PLC. Good afternoon.
Supersport.com

Asking if someone is in

Person calling

Can I speak to Mr Lee, please?
Hello, is Laura there?
Hi, it's Jim Wilson here. Is Sandra in?
Could you put me through to
Maria Garcia, please?
Can I speak to someone in Marketing,
please?

Person called

Hold the line, please.
Hold on, please, I'll see.
Yes, I'll just get her.
I'll just transfer you.

Yes, just a moment.

Person wanted is not there

Person called

I'm afraid she isn't in at the moment.
Sorry, he's just gone out. Would you like
to call back later?
She's away for a few days. Can I give her
a message?
He's out of the office this week, I'm afraid.
You can contact her on her mobile. The
number is 07700 900008.

When will the person wanted be in?

Person calling

What time will she be back?
Will he be back later today?
Can I contact her tomorrow?
When would be a good time to call again?

Person called

She should be back by 4 o'clock.
We're expecting him at around 11.00.
She's due back tomorrow.
Why don't you try in a couple of hours?

Calling off

Person calling

I'll get back to you soon.
Thanks very much. Goodbye.
OK. Bye.

Person called

Thanks for calling.
We'll be in touch about it soon. Goodbye.
Bye.

Task 3

Complete the sentences with words from the list below. Use each word once only.

- 1 Hello, is that Mauro
- 2 Just a , please.
- 3 Wait a minute, I'll if she's here.
- 4 I'll get the information you want. Do you mind on?
- 5 You should be able to reach her on her
- 6 Try calling back an hour's time.
- 7 Sorry, he's not at the moment.
- 8 I'll have to put you on while I check.

here	in	mobile	speaking	hold
see	moment	holding		

Task 4

Choose the best responses.

- 1 I'd like to speak to Ms Chan, please.
 - a Yes.
 - b I'm afraid she's not here at the moment.
 - c Well, you can't.
- 2 Can I speak to Mr Ramirez, please?
 - a Hold on, please.
 - b Don't go away.
 - c All right.
- 3 Who's speaking?
 - a I am called Pierre Marceau.
 - b My name's Pierre Marceau.
 - c Pierre Marceau is speaking.
- 4 Could I speak to Marta Owen, please?
 - a Who's calling?
 - b Who are you?
 - c What's your name?
- 5 Can I call you back later?
 - a Yes, call me.
 - b Yes, please do.
 - c Of course call, yes.
- 6 When will she be back?
 - a One hour.
 - b After one hour.
 - c In an hour's time.

Task 5



Listen to the phone conversation once and decide which message pad has the correct information.

1

Hannah Booth called.
Wants Carla Parker's
email address and
phone number in Taiwan.
In until 6.00.
She'll call me.

2

Hannah Booth called.
Wants Carla Parker's
phone number in Taiwan.
Back in an hour.
Call her.

3

Hannah Booth called.
Wants Carla Parker's
details:
company name and phone
number in Taiwan.
In until 6.00.
Call her.

Listen again and complete the table. Then answer the questions.

Person called	Caller	Request	Who will make the next call?

1 What sort of work does Carla Parker do?

2 How is Richard Dawson going to find out the information?

You will find the tapescript on page 78.

Task 6



Listen to the phone conversation and complete the table.
Then listen again and answer the questions.

Person called	Caller	Request	Who will make the next call?

1 What have Star Cars International ordered from Motor Systems UK?

2 What's the order number?

3 When would Star Cars International like delivery of their order?

You will find the tapescript on page 78.

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you.

Requests

Person calling

I'd like to speak to somebody about ...

Can you give me some information about ... ?

What's the position on ... ?

We'd like an earlier delivery date if possible.

Could you bring delivery forward by a few weeks?

Person called

What's the order number?

Can you give me the reference number?

When did you send the order?

I'll have to check with the department concerned.

I can't tell you right now, but I can look into it and get back to you.

Can I let you know the situation tomorrow?

Task 7

 Listen to Richard Dawson and Mark Wheeler phoning back, as they said they would. Write notes about the two calls on the message pads.

1

Phone Message

To: _____

From: Richard Dawson

Information: _____

2

To: _____

From: Mark Wheeler

Information: _____

You will find the tapescript on page 79.

Task 8

Complete these two conversations with sentences from the list below. Use each sentence once only.

A: Hello, is that Motor Systems UK?

B: 1

A: Can I speak to Mark Wheeler, please?

B: 2

A: OK. Do you know what time he will be free?

B: 3

A: Right, I'll call again then. Thanks very much.

B: 4

A: Goodbye.

C: 5

D: I'd like to speak to someone about bringing forward a delivery date.

C: 6

E: 7

D: I'm phoning about our order for some special plugs.

E: 8

D: Yes, it's MS/72/03. We'd like an earlier delivery date if possible.

E: 9

D: OK. Could you call me back today?

E: 10

D: That'll be fine. Thanks very much.

a I'll put you through to Order Enquiries.

b From about three this afternoon.

c Yes, later this afternoon if that's convenient.

d Yes, it is. Can I help you?

e I'm afraid he's in a meeting at the moment.

f Motor Systems UK. Can I help you?

g Right. Well, I'll have to check with the factory supervisor.

h Can you give me the order number?

i Order Enquiries. Can I help you?

j You're welcome. Goodbye.

Language study

Task 9 Requesting information

Study these examples of how to ask for information politely.

You don't know a caller's name. (give)

Could you give me your name, please?

You aren't sure of the name of the caller's company. (repeat)

Would you repeat the name of your company, please?

You want to know where the caller is calling from. (tell)

Can you tell me where you're calling from, please?

Could and *would* are more polite than *can*.

Now make questions using *could*, *would* and *can* in a similar way.

- 1 You aren't sure exactly what the caller is phoning about. (tell)
- 2 You want to know the caller's telephone number. (give)
- 3 You don't know how to spell the caller's name. (spell)
- 4 You didn't hear the caller's address clearly. (repeat)
- 5 You want to find out when the caller will be in the office tomorrow. (tell)
- 6 You aren't sure about the delivery date of your order. (confirm)

Task 10 Countries and nationalities

Complete the table with the missing countries and nationalities.

Use a dictionary to help you if necessary.

	Nationality	Country		Nationality	Country
1		China	9	Swiss	
2	American		10		Brazil
3	Korean		11	Taiwanese	
4		France	12		Sweden
5	German		13		UK
6		Japan	14	Belgian	
7	Spanish		15		Saudi Arabia
8		The Netherlands	16	Irish	