

1 'Shall I put you through?'

STARTER

Work with a partner. Ask him or her the questions below and make a note of the answers. Then tell the class what you found out.



- 1 How often do you make phone calls in English?
- 2 When was the last time you made or received a phone call in English? How was it?
- 3 Who do you normally speak English to on the phone? Are they native speakers or non-native speakers of English?
- 4 What do you find most difficult about telephoning in English?
- 5 Describe your worst experience with an English phone call.



2-4

- 1 Three people are calling the company Micah Information Systems. Listen to the three dialogues and complete the table.

	CALL 1	CALL 2	CALL 3
Who is calling?			
Who does he/she want to speak to?			
Does he/she get through? If not, why not?			
What will happen next?			

British English

The line is engaged.
mobile (phone)

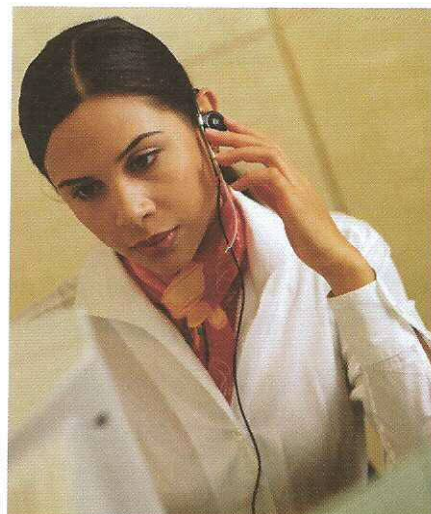
American English

The line is busy.
cell (phone)



2 Listen again and complete the sentences from the dialogues.

- 1 Micah Information Systems. Sylvia _____.
- 2 I'll _____ Mr Seide you _____.
- 3 It's Karen Miller _____.
- 4 I actually _____ to speak to Maria.
- 5 Just _____ on a moment while I make the _____.
- 6 I'm _____ Maria's line is _____.
- 7 I'll try _____ later.
- 8 Let me just _____ a pen.
- 9 Nice to _____ from you.
- 10 I'm actually talking to someone on the other _____.



Which sentences (1-10) can be used:

- | | |
|--|---|
| a to say who you are? <u>1, 3</u> | e to say that somebody (or you) can't talk now? _____ |
| b to open a conversation politely? _____ | f to say you will call again later? _____ |
| c to say who you want to speak to? _____ | g to take or leave a message? _____ |
| d to put a caller through to another person? _____ | |

3 Match the two parts to make questions from the dialogues.

- | | |
|---------------------------|--------------------------------------|
| 1 Could I speak _____ | a my mobile number? _____ |
| 2 Can I take _____ | b through to her? _____ |
| 3 Could you ask _____ | c have your number? _____ |
| 4 Could you tell me _____ | d back in ten minutes? _____ |
| 5 Does Mr Seide _____ | e your name again? _____ |
| 6 Is she there _____ | f a message? _____ |
| 7 Shall I put you _____ | g ask what it's about? _____ |
| 8 Can I just _____ | h at the moment? _____ |
| 9 Can I call you _____ | i to Jörg Seide, please? <u>a, h</u> |
| 10 Have you got _____ | j him to call me back? _____ |

Now match these answers with the questions. Sometimes more than one answer is possible.

- | | |
|--------------------------|--|
| A Certainly. | G Yes, she is. |
| B Yes, he does. | H I'm afraid he's in a meeting. |
| C Sure, no problem. | I I need to ask her about the project meeting next week. |
| D My name is John Ellis. | J Yes, please. |
| E Yes, I have. | |
| F That would be great. | |