

1 How can I help you?



Listening

Task 1

Listen to two phone conversations and complete the table.

Call	Where is the person the caller wants?	Country of meeting	Number of caller
1			
2			

Task 2

Listen to the two calls in Task 1 again. Write a message for each of the people the callers wanted.

1

Phone Message

Caller: David Bartlett

Message:

.....

.....

.....

Anne

2

Telephone Message

Message for:

Call from:

Message:

.....

.....

.....

You will find the tapescript on page 77.

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

Speaking

Task 11



Listen to the callers who ask you how to spell these names. Pause the recording after each caller and spell the names. Then listen to the correct spelling. You may listen to the recording first to help you.

- 1 Wallace 2 Lefevre 3 Schoppen
 4 McDonagh 5 Takamura 6 Cricchi

You will find the tapescript on page 79.

Task 12



1 You work in an office with Julia, Fernando and Kirsten. Look at the schedule, which shows where your colleagues will be during the day. Listen to the callers who want to speak to your colleagues. Pause the recording after each caller and respond. Do the task twice. The first time it is 11.30 a.m. The second time it is 3 p.m. You may listen to the recording first to help you.

SCHEDULE Wednesday 5 May

	Julia	Fernando	Kirsten
9–10	Will be in late – have to take car to garage	Visiting a new client – contact me on mobile if urgent. Should be back in office by 12.00	Plan to be in office early, preparing for meetings
10–11			
11–12	Sales meeting part 1 – do not disturb		Visiting International Computers – meeting and lunch there – contact on mobile if urgent
12–1			
1–2	Lunch with Sales team		
2–3	Sales meeting part 2 – should finish at 3.30 – do not disturb	Working at home all afternoon – ring me there	Back in office
3–4			Meeting Human Resources Director and team in meeting room upstairs – do not disturb
4–5	Meeting with design team – at least two hours – contact on mobile		
5–6			Must leave office at 5.00 on the dot!
	Home: 5784881 Mobile: 07890 376291	Home: 6740035 Mobile: 07773 925586	Home: 3954936 Mobile: 07966 484912

You will find the tapescript on page 80.

2 Now you are making the following calls. Listen to the person who answers your call. Pause the recording and respond. You may listen to the recording first to help you.

- a** You have just phoned your colleague, Kirsten, as you need to give her a long message.
- b** You want to speak to Mr Wheeler at Motor Systems UK.
- c** You want to ask Mr Wheeler about the price of QP pump motors.
- d** You've just asked to speak to Carla Parker at Atlas Imports and Exports. If she's not in, leave a message for her to call you back. Leave your phone number.

You will find the tapescript on page 80.

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student A has information on this page, Student B on page 72.

Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

A1 You are a colleague of Hannah Booth. You would like to ask Richard Dawson for the company name and phone number of someone called Kevin Kim in South Korea who he mentioned to Hannah Booth.

A2 You are a colleague of Nick Sheridan. You would like to ask Mark Wheeler the price of plugs (reference number MS/74/07) from Motor Systems UK.

A3 You are a colleague of Carla Parker. Carla has asked you to call Richard Dawson as she would like some information about Hannah Booth's company. If he is unavailable, leave a message, and explain that Carla would like the information urgently.

