

SKILLS

Telephoning: making contact

A What kinds of phone calls do you make in English? What useful telephone expressions do you know?

USEFUL LANGUAGE

MAKING CALLS

Could I speak to Carmela Cantani, please?

Yes, this is Erika Mueller from KMV.

Is this the sales/finance/marketing department?

I'm calling about ...

Could you transfer me to the IT department, please?

Could you tell him/her that I called?

Could you ask him/her to call me back?

Can I leave a message, please?

RECEIVING CALLS

Who's calling, please?

Could you tell me what it's about?

I'll put you through.

Can you hold?

He seems to be with someone right now. Can I get him to call you?

I'm afraid there's no answer. Can I take a message?

I'm sorry, there's no answer. I can transfer you to his/her voice mail.

 CD1.8–1.10 **Listen to three phone calls and answer these questions.**

1 What is the purpose of each call?

2 Do the callers know each other?

CD1 TRACK 8

A: Good morning, VTS. Which department, please?

B: I'd like to speak to Corina Molenaar in Human Resources, please.

A: Thank you. Hold on. I'll put you through.

C: Hello. Human Resources.

B: Hello. Is that Corina Molenaar?

C: Speaking.

B: Yes, I'm phoning about your advert in *Careers Now*. Could you send me an application form, please?

C: Certainly. Can I take some details? Could you give me your name and address, please?

B: Yes, sure, it's Sophie Boiteaud, which is B-O-I-T-E-A-U-D.
And my address is ...

 **CD1.8–1.10 Listen to three phone calls and answer these questions.**

1 What is the purpose of each call?

2 Do the callers know each other?

CD1 TRACK 9

A: Hello. Could I speak to Giovanna, please?

B: I'm afraid she's not here at the moment. Can I take a message?

A: Yes, please. This is Johan from Intec. Could you tell her I won't be able to make the training course on Saturday? She can call me back if there's a problem. I'm on 0191 498 0051.

B: OK. Thank you. Bye.

CD1 TRACK 10 (K = KARL, M = MATT)

M: Hello, Matt speaking.

K: Hi, Matt. Karl here.

M: Oh, hello, Karl. How are you?

K: Fine, thanks. Listen, just a quick word.

M: Yeah, go ahead.

K: Do you think you could let me have the other number for Workplace Solutions? I can't get through to them. Their phone's always engaged.

M: Er, I've got it here. It's 020 9756 4237.

K: Sorry, I didn't catch the last part. Did you say 4227?

M: No, it's 4237.

K: OK. Thanks. Bye.

M: No problem. Bye.

CD1.8 Listen to the first call again. Complete the expressions on the right so they have the same meaning as the ones on the left.


- 1 Can I talk to ...?
- 2 Just a moment ...
- 3 I'll connect you.
- 4 Am I speaking to Corina Molenaar?
- 5 Yes, it's me.
- 6 The reason I'm calling is ...
- 7 Can I have your name and address?

I'd like to speak to ...
Thank you. **hold on**
I'll **put you through**
Hello. **Is that** Corina Molenaar?
Speaking
Yes, I'm phoning about your advert ...
Could you give me
your name and address, please?

CD1 TRACK 8

- A:** Good morning, VTS. Which department, please?
- B:** I'd like to speak to Corina Molenaar in Human Resources, please.
- A:** Thank you. Hold on. I'll put you through.
- C:** Hello. Human Resources.
- B:** Hello. Is that Corina Molenaar?
- C:** Speaking.
- B:** Yes, I'm phoning about your advert in *Careers Now*. Could you send me an application form, please?
- C:** Certainly. Can I take some details? Could you give me your name and address, please?
- B:** Yes, sure, it's Sophie Boiteaud, which is B-O-I-T-E-A-U-D. And my address is ...

D

 **CD1.9 Listen to the second call again and complete this extract.**

A: Hello. *Could I speak*¹ to Giovanna, please?

B: *I'm afraid*² she's not here at the moment. Can I *take*³ a *message*?

A: Yes, please. *This is*⁵ Johan from Intec. *Could*⁶ you *tell*⁷ her I won't be able to *tell*⁸ the training course on Saturday? She can *call*⁹ me *back*¹⁰ if there's a problem. I'm *on*¹¹ 0191 498 0051.

CD1 TRACK 9

A: Hello. Could I speak to Giovanna, please?

B: I'm afraid she's not here at the moment. Can I take a message?

A: Yes, please. This is Johan from Intec. Could you tell her I won't be able to make the training course on Saturday? She can call me back if there's a problem. I'm on 0191 498 0051.

B: OK. Thank you. Bye.

 CD1.10 Listen to the third call again. Choose the phrases the speakers use.

Matt: Hello, Matt speaking.

Karl: Hi, Matt. Karl here.

Matt: Oh, hello, Karl. How are *things* / *you*¹?

Karl: Fine, thanks. Listen, just a quick *word* / *question*².

Matt: Yeah, go ahead.

Karl: Do you think you could *give me* / *let me have*³ the other number for Workplace Solutions? I can't get through to them. Their phone's always *busy* / *engaged*⁴.

Matt: I've got it *here* / *right in front of me*⁵. It's 020 9756 4237.

Karl: Sorry, I didn't *hear* / *catch*⁶ the last part. Did you say 4227?

Matt: No, it's 4237.

Karl: OK. Thanks. Bye.

Matt: *No problem* / *Don't mention it*⁷. Bye.

CD1 TRACK 10 (K = KARL, M = MATT)

M: Hello, Matt speaking.

K: Hi, Matt. Karl here.

M: Oh, hello, Karl. How are you?

K: Fine, thanks. Listen, just a quick word.

M: Yeah, go ahead.

K: Do you think you could let me have the other number for Workplace Solutions? I can't get through to them. Their phone's always engaged.

M: Er, I've got it here. It's 020 9756 4237.

K: Sorry, I didn't catch the last part. Did you say 4227?

M: No, it's 4237.

K: OK. Thanks. Bye.

M: No problem. Bye.

USEFUL LANGUAGE

MAKING CALLS

Could I speak to Carmela Cantani, please?

Yes, this is Erika Mueller from KMV.

Is this the sales/finance/marketing department?

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A

There is one word missing in each of the expressions below. Put the missing word into each expression.

1 Could I speak ^{to} Ken Wu, please?

2 This ^{is} Pedro Casas in Buenos Aires.

3 I'm calling ^{about} our latest order.

4 Could you transfer ^{me} to the production department, please?

5 Could you ask him ^{to} call me back?

6 Can I leave ^a message, please?

7 Could you tell ^{me} what it's about?

8 I'll put ^{you} through.

9 Can I get him ^{to} call you?

10 I can transfer ^{you} to his voicemail.

What do people want from work? Discuss in pairs.

a large office, nice colleagues, ...

Work in pairs. Make three word partnerships in each section to find out what four people want from work.

1	high	colleagues	2	company	phone
	long	salary		mobile	facilities
	helpful	holidays		parking	car

3	friendly	security	4	fast	facilities
	travel	opportunities		flexible	promotion
	job	boss		sports	hours

What do *you* want from work? Use the word partnerships from Exercise B and make a list. Work in pairs. Compare your lists and choose the five most important things.

high salary, long holidays, helpful colleagues

company car, mobile phone, parking facilities

friendly boss, travel opportunities, job security

fast promotion, flexible hours, sports facilities

Match six of the word partnerships in Exercise B to their meanings (1–6).

- 1 a lot of money *high salary*
- 2 a lot of time away from work
- 3 good people to work with
- 4 the chance to go to different places on business
- 5 move quickly to a higher position at work
- 6 you can change the times when you start and finish work

high salary, long holidays, helpful colleagues
company car, mobile phone, parking facilities
friendly boss, travel opportunities, job security
fast promotion, flexible hours, sports facilities