

UNIT 4 ON THE PHONE

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1. Look at the pictures and make a guess about their conversation. Then, listen and check if it is correct or not. Track 19

Man: Hello! This is Sam Perkins calling. May I talk to Mr Richards, please?

Secretary: Hello, Mr Perkins. Hold on, please. I'll get him. I'm afraid he isn't available at the moment. He's examining a patient. Would you like to leave a message?

Man: Yes, please. Tell him to call me back. Thank you.

Secretary: You're welcome. Have a nice day.

Man: Goodbye.

2. Match the words with the correct definitions. Then, listen and check. One definition is extra. Track 20

a. available: free and able to do something at a particular time

b. hang on: to keep hold, hold onto something

c. dial: to make a telephone call

d. line: a telephone connection

e. memo: a written proposal or reminder

f. engaged: being used

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1. Listen to the telephone conversations and fill in the charts. Track 21

1.

Woman: Hello, this is Laura speaking. Can I talk to Doctor Jones, please?

Secretary: Hang on a minute. I'm afraid he is not available at the moment. He has a patient. Would you like to leave a message?

Woman: Yes, please. I have an appointment tomorrow, but I am going out of the city tonight. Can I change the date of my appointment?

Secretary: Okay. Anything else?

Woman: No, thanks. Have a good day.

Secretary: Thank you.

2.

Boy: Hello, may I talk to Bob, please?

Mother: Hello! Who is calling?

Daniel: It is Daniel.

Mother: I'm sorry, but Bob's gone out. Would you like to leave a message?

Daniel: Yes, please. Tell him that I will be at the library at two p.m. Tomorrow.

Mother: Sure.

Daniel: Thank you very much.

Mother: You are welcome.

2. Listen and fill in the blanks.

Track 22

1. Can you hold on a moment, please?

2. Hello, this is Maria calling.

3. Hang on a minute. I'll get him.

4. Would you like to leave a message?

5. Is Maria there?

6. May I speak to Andy?

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1. Listen to Sally reading the text message aloud and fill in the blanks.

Track 23

Hello Sally,

How are you doing? I'm sorry to hear that you can't join our usual Saturday breakfast. Nora said you had the flu. Get well soon, but if you feel better on Sunday, please join us for the meeting at my house. We will talk about the graduation party plans. Oh! The phone is ringing. I will take that. I will get back to you in an hour. Please, answer me. Bye for now.

Hande

2. Listen to the phone calls and circle the correct words / phrases.

Track 24

1.

Alex: Hello, RC production. Can I help you?

Jane: Hello. This is Jane speaking. Can I speak with Tony, please?

Alex: Just a minute, please.

Tom: Hello, Jane.

Jane: Hi. Do you have time to go for a coffee after work?

Tom: Sure. Is six-thirty okay for you?

Jane: Yes. That's fine.

2.

Barry: Hi. Barry calling. Is Kevin in?

Mrs Jones: I'm afraid he isn't available at the moment.

Barry: Can I leave a message, please?

Mrs Jones: Sure.

Barry: Please, tell him to meet me at 5 o'clock tomorrow.

Mrs Jones: I will.

Barry: Thank you.

Mrs Jones: You're welcome.

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2. Listen and fill in the blanks. Track 25

1. Helen: This is Helen calling, is Jack in?

2. Secretary: Would you like to leave a message?

3. Mrs Hill: Hold on a moment, please.

4. Joe: Please, tell Bob I'll call back at 3 o'clock in the afternoon.

5. Maria: I'm sorry, I can't hear you right now. The line is bad.

6. Peter: I guess the memo is full.