

Speaking

1

Look at the cartoon and discuss the question below.



Many people panic when they have to speak a foreign language on the telephone. Why do they think it is so difficult?

Reading

2

More and more people around the world have to make phone calls in English – especially at work. If you make the call, you can prepare what to say. If someone calls you, you have to think fast! Sometimes when you make a call, nobody answers and you have to leave a voicemail message. Do you know what to say?

Put these parts of a voicemail message into a logical order.

- Thanks and hope to talk to you later.
- My number is 0049 30 897850.
- Hello, this is Chris Evans.
- Could you call me back, please?
- I'm calling to find out if you got my email last week.

Listening

3

Listen to three telephone calls and answer the questions.



10

Do the two speakers know each other? What is the purpose of the call?

Telephone call A

yes  no

Telephone call B

yes  no

Telephone call C

yes  no



11

Listen to telephone call A again and underline the phrases you hear.

- ROB Hello. *Rob Davies here.* / *Rob Davies speaking.*  
 SUE Hi Rob, it's Sue here. *How are you?* / *How's life?*  
 ROB Fine thanks. You, too I hope. *How can I help you, Sue?* / *What can I do for you, Sue?*  
 SUE Could you give me Pete's email address, please? I need to *contact him* / *reach him* but his phone is always *busy/engaged*. I can't get through.  
 ROB Pete's a very busy man! *Just a moment.* / *Wait a minute.*  
 I'll just check my address book for you. Ah, here we are ...

12

Listen to telephone call B again and complete the phrases.

- L.W. Łukasz Wolski. Dzień dobry.  
 S.S. I'm \_\_\_\_\_, I don't understand. \_\_\_\_\_ you \_\_\_\_\_ English?  
 L.W. Yes, I do. \_\_\_\_\_ can I help you?  
 S.S. This is Steven Smith. I'm \_\_\_\_\_ from Tech Solutions in Oxford.  
 I \_\_\_\_\_ to speak to Jan. I'm afraid I can't say his surname.