

MAKING A PHONE CALL

Le standard :

Faire un numéro :

Téléphone sans fil :

Répondeur :

Pourriez-vous épeler votre nom s'il-vous plait

Attendez ! Marc veut vous parler.

Pourriez-vous rappeler plus tard ?

Pourriez-vous me passer le poste 209 ?

Raccrochez s'il vous plait et rappelez plus tard

J'ai dû faire le mauvais numéro.

La ligne est si mauvaise que je peux à peine vous entendre.

Quel est l'indicatif téléphonique ?

Below is a jumbled telephone conversation in which Paul Peters (B) rings Mr Bramhall(C) of Smith Components to find out about the delivery of some goods he had ordered. But first Mr Peter speaks to the receptionist (A)

Can you arrange the sentences below, given that the order is : A-B-A-B-A-B-C-B-C-B-C-B-C-B-C

A- One moment , please I'm afraid he's on the phone at the moment. Could you hold on a minute or would you rather leave a message?

A- Smith Components.

A- I'm sorry who did you want to speak to?

B- No I'll hang on

B - Good that's what I hoped you'd say. Thank You. Bye.

B- Good morning,. This is Paul Peters from Spracken Spares. Could I speak to Mr Bramhall in the Dispatch Section?

B- Good morning,. This is Paul Peters from Spracken Spares.

B- Hello, is that Mr Bramhall ?

B- Mr Bramhall in the Dispatch Section.

B- I'm phoning to find out about the delivery of the X428' we ordered last week.

C- Dispatch Section.

C- Yes, speaking

C – Bye

C- Well I've just this minute dispatched them to you and they should arrive soon.

C- Good Morning, Mr Peters . What can I do for you?

Find a word for:

Marchandise :

Pieces détachées :

Using the phone - Complete the sentences using the following words

Hold on – look up – give up – call/ring back – pick up – put on – get through to – cut off – over – put through – get through to – hang up

1. The phone's ringing. Why don't you _____ the receiver?
2. Mrs Scott isn't available at the moment. Can you _____ later?
3. Can you _____ Ms Dumas's number in the directory please?
4. I'm afraid she's with a client, shall I _____ you _____ to her secretary ?
5. I'm sorry about that. I'm glad you're still there. We must have been _____ for a moment
6. Mr Green never seems to be in his office. I've been trying to _____ him all morning.
7. Could you _____ for a moment, I'll just find out for you
8. Is Olivia here ? If so, could you _____ her _____ please ?
9. If the operator says "Thanks so much for calling" and plays me that awful electronic music again, I'll _____
10. You'll never get New York at this time of day. If I were you, I'd _____
11. If an American operator asks "Are you through?", she wants to know if your call is _____

Give them a call!

Dialling – busy (US) / engaged – enquiries – extension – switchboard operator – out of order – bad line – outside line - wrong number – ringing – receiver – phone book/directory – phonne off the hook – insert - unobtainable

1. Incoming calls to our firm are taken by the _____, who will put you through to the _____ you require.
2. I'm sorry to trouble you, I think I must have got the _____
3. I'm sorry, I can't hear you very well, this is a _____
4. I can't get through, their line always seems to be _____
5. If you don't want to be interrupted by any phone calls, you can leave the _____
6. If you don't know someone's number you can use the _____ can call directory _____
7. To make a call from a public telephone, lift the _____ and _____ a coin. Listen for the _____ tone and dial the number.
8. You will then hear a tone telling you that the number is _____. If you've misdialled, you'll hear a tone telling you that the number is _____ or that the line is _____
9. Hello, is that the switchboard? This is extension 67 . Can I have an _____ please?