

Unit 5, Lesson 4: Please call

1. Vocabulary and expressions

ask question	answer question	information	understand
problem	reason	classmate	cleared
machine	package	fragile	small, big
phone message	answering machine	Please leave a message (請留言).	leave a voice message
I have a question (我有一個問題).	operating hours (營業時間)	after the beep (聽到嗶聲後)	visit our website
sorry (抱歉)	can't come to the phone (無法接電話)	right now (此刻)	recent sale (最近的買賣)
Thanks for calling.	Monday through Friday	9 a.m. to 5 p.m.	feel free (不用客氣)
Please feel free to call (請隨時聯絡).	Please leave your name and number (請留下姓名與電話號碼).	at your earliest convenience (在您方便的時候儘早)	We will call you back (我們會回電).
best time to call (最好的時間打電話)	schedule a meeting (安排會議)	Please give me a call (請打電話給我).	look forward to your call (期待您的來電)

2. English Basics

A. Questions with Can

Can	Subject	Base verb	Example question
Can	I	help	Can I help you?
		ask	Can I ask you a question?
		talk	Can I talk to you?
	you	answer	Can you answer a question?
		call	Can you call me?

B. Prepositions: *in*, *on*, and *at*

	in	on	at
time	in the morning in the afternoon in the evening in January in 2023 in the 1800s in the 21 st century	on the Christmas Day on Monday on Fourth of July on January 1, 2023	at noon at midnight at 10 a.m. at 5 p.m.
place	in Da'an District in Taipei in Taiwan in the United States in a car	on Zhongxiao East Road on Hawaiian islands on a train, bus, ship on the surface	at 1600 Pennsylvania Ave. at home

3. Textbook exercises

A. Complete the sentence below (see textbook page 123).

The package is sent from _____ (Gabriela / Familia) to _____
(Gabriela / Familia).

B. Complete the sentence below (see textbook page 123).

Gabriela needs to _____ (send / give) a package, and she needs _____
(help / talk). She can ask _____ (her friend / her family in Argentina). She can call
_____ (the post office / her family in Argentina). She can also go to the
_____ (post office / airport).

E. EVALUATE: Look at the messages. Write the good messages below (see textbook page 124).

F. Complete the sentences below.

a. Hello, this is Gabriela. I _____ (無法接電話)

_____ (此刻). _____ (請留言).

b. This is Ramon. _____ (我有一個問題). My _____
(號碼) is 555 -2125

J. APPLY: Write a message you can leave for a friend on an answering machine

a. I am not feeling well. _____

b. I have a problem. _____

c. I don't understand. _____

4. Common formal telephone messages

A. Complete the sentences below.

1. _____ (哈羅), _____ (這是) Fortune Company. Please _____
_____ (請留言) after the _____ (嗶聲).

2. _____ (歡迎) to Fortune Company. Our _____ (營業時間) _____ (is /
are) _____ (週一至週五) 9 am _____ (to / at) 5 pm.

3. Sorry, we can't _____ (無法接電話) _____ (此刻).

4. Please _____ (隨時聯絡).
5. Please _____ (不用客氣) to _____ (留下姓名與電話號碼).
6. Hi, this is First Company, Sorry, we _____ (無法接電話) _____
_____ (此刻). Please _____ (留言) _____ (聽到嗶聲後), and
_____ (我們會回電). Thank you.

B. Key information included in a voice message

What	What to include
1. Introduce who you are, and time of calling	Your name and organization, and time of calling
2. State purpose of call	Reason for calling
3. Make a request	Explain what action you want them to take
4. Leave your phone number	Your phone number
5. Other information	Other way of reaching you
6. Finish	Thank the person

Complete the sentences and read the message in class

1. This is Pat Chen with ABC Corporation in Taipei. The current time is September 6, 9 a.m. in New York.
2. I am calling to _____ (安排會議) about our _____
(最近的買賣).
3. Could you _____ (請打電話給我) _____
(在您方便的時候儘早).
4. The _____ (最好的時間打電話)) me is between 9 and 11 a.m. your time.
My _____ (電話號碼) is 1.886.2.999.9999.

5. You can also send me an _____ (電子信). My _____ (電子信地址) is rick@abc.com.tw.
6. Thank you, and I _____ (期待您的來電).

5. Homework:

A. Complete the following exercises in the textbook. You will share your answers with the class next Monday.

Section	Page	Activity
H	125	Match the questions with the responses. There may be more than one correct response.
I	125	Write questions. Put the words in the correct order.

B. Translate the English words into Chinese.

English	Chinese	English	Chinese
favorite		always	
next week		usually	
next door		often	
How about Monday?		sometimes	
e-mail address		from time to time	
right now		at times	
bookstore		now and then	
lunchtime		occasionally	
adults		rarely	
parentheses		never	