1. **Put the following dialogue in order:**

| **H** | Hello, this is Ray. May I speak to Ms. Sunshine, please? |
| --- | --- |
| **D** | Hold the line a moment, I’ll check if she is in the office. |
| **A** | Thank you. |
| **G** | Yes, Ms. Sunshine is in. I’ll put you through. |
| **B** | Hello, this is Ms Sunshine. How can I help you? |
| **F** | Hello, my name is Ray, and I'm calling to inquire about the position advertised on JobSearch.com |
| **C** | Yes, the position is still open. Could I have your name and number, please? |
| **E** | Certainly, my name is… |

1. **Take a look at the following expressions and classify them as follows:**

- Beginning of the conversation **(B)**

- Middle of the conversation **(M)**

* End of the conversation **(E)**

1. Could you speak up, please? **M (vs speak down)**
2. I didn't understand what you just said. **M (no “say”)**
3. Please speak more slowly. **M**
4. Could you please repeat that? **M**
5. I'm sorry, I don't speak … **B**
6. Do you speak English? **B**
7. Can you hear me clearly? **B (no “clear”)**
8. Could you spell that, please? **E**
9. Please say each number separately. **E**
10. Who is speaking, please? **B**
11. Who would you like to speak to? **B (with ?no)**
12. What number did you dial? **B**
13. Oh sorry, I think I’ve dialled the wrong number. **E**
14. Can I speak to Mr. X's assistant, please? **B**
15. I would like to speak to somebody about… **B**
16. The call is very urgent. **M**
17. Could you ask Mr. X to call me back? **E**
18. Could you call me back again tomorrow morning? **E**
19. What is your phone number? **M**
20. Just a moment, please! **B-M**
21. Hold the line, please! **B-M**

| **NOTE:** |  |
| --- | --- |
| **Expressions** | 1. Hello, is Arthur there? **Hold on (the line)** I’ll see if he is in  2. Good morning, this is Peter Smith **calling/ speaking**, is Eric there?  3. Would you like to **leave a message**?  4. I’m afraid he is out at the moment. Can I **take a message**?  5. Smith’s Company. May I help you?  - I’d like to be **put through to** the customer service department.  6. Hello. Can I **speak** to Eric, please?  7. I am afraid he isn’t **available (here)/ busy/ engaged** at the moment.  8. Can I take a message? Sure. Please, tell him that Steven **called**  9. Hi, it’s Tim. Please **call back** when you get a minute.  10. Hi, I’m calling from Warsaw. Could I get Roger?  **PHONE EXPRESSIONS:**  Bridge speaking!  Excuse me, who’s speaking (calling)?  Could you put me through to Lucile?  Could I speak (I’d like to speak) to Lucile?  I can’t get through to Lucile’s office  Where can I reach her?  Sorry! You’ve got a/the wrong number!  Can I leave a message  Can you hold the line?  Hold the line/Hold on  My number is: one, four, two, double-eight six five  I can’t get a signal here |
|  | DIALOGUE 2:  C = Good afternoon. I’m **calling** about the advertisement of trainee engineer in your company.  R = Can I have your name, **please**?  C = Brian Mildford.  R = Could you **spell** that name for me, please?  C = Yes, of **course**. M-I-L-F-O-R-D.  DIALOGUE 3:  R = Operator, may I **help** you?  C = I’m trying to get 347 568  R = I’m **sorry**. The **number** has been changed.  C = **Could** you find me the present number then?  R = I’m sorry. You’ll have to contact Directory enquiries. I’ll put you **through**. |
| **Note** | It is very important to **make sure that you understand technical details**, especially over the phone or radio. Ask the person to repeat if you are not sure and let them know you have understood, often you can do this by repeating what they have said. Here is some useful language.  Could you repeat that, please?  Sorry, I didn’t get / catch that.  Did you say two thousand and six?  2,340? Is that right?  Could you spell that, please? |

1. **Match the following sentences (1-10) with its relative situation from a to j.**

| * 1. Taking a break   2. Dealing with names   3. Trying to interrupt someone   4. Making sure everyone has a chance to speak   5. Talking about documents | * 1. Checking what someone means   2. Checking who said something   3. Talking about the sound   4. Talking about the image   5. Leaving the room |
| --- | --- |

| **E** | 1. “The one with the heading Personnel in bold” “Do you all have it (on the screen) in front of you now?” |
| --- | --- |
| **C** | 1. “Sorry. Alex. I’d like to come in here if I may.” “Sorry, could I just jump in for a second?” |
| **G** | 1. “Who was it who said…?” “Was that you, John?” |
| **D** | 1. “Any reactions?” “I think maybe Dan has something to add.” |
| **F** | 1. “Sorry, could I just confirm something?” “Sorry, I didn’t catch the last / first part.” |
| **H** | 1. “There’s a bit of a delay/ echo.” “Can you move the microphone?” |
| **I** | 1. “You’re out of focus” “You’re quite jerky” |
| **A** | 1. “Let’s take five, shall we?” “Shall we take a comfort break?” |
| **B** | 1. “Let’s first check who is with us.” “There are two Akiras, so please call me Aki and him Akira.” |
| **J** | 1. “Richard has just come back in.” “Don’t hang up, I’ll be just a second.” |

1. **Read the following text and answer true or false.**

| Meetings are moving entirely online, which means that we’re attending a lot of video conference calls. If you don’t have a lot of experience with video conferencing, it may take some getting used to. Here’s a guide to the do’s and don’ts of video conferencing.  SET UP YOUR SPACE: If you can, find a private place to take the call. If not, use headphones to minimize background noise. If you have roommates, partners, or family members who are also working from home (or just stuck at home), let them know beforehand that you’ll be in a meeting to minimize interruptions. Set up your device or camera so that it has a clear, unobstructed view of you. Don’t sit too far from (or too close to) the camera. If you’re using a separate camera, place it near your screen — it’s best to put the camera at eye level, so that when you’re looking at the screen, it appears as if you’re looking at the person you’re talking to.  STARTING THE CALL: It’s a good idea to test your video conferencing software before the call, especially if you’ve never used it before. Also, make sure you have a strong Wi-Fi connection and that your device is either plugged in or fully charged. Give yourself a few extra minutes before the call to set up and if possible, log onto the call a little early, especially if you’re unfamiliar with the software that your host is using. Once the call has started, check to see if everyone can hear and see each other. A good way to do this is by having everyone either check in or introduce themselves.  KNOW WHEN TO TURN OFF YOUR AUDIO AND VIDEO: Mute your side of the call if you’re not speaking. Your microphone can pick up a lot of background noise, so muting allows others on the call to easily hear who’s speaking. Also, if you need to get up or move around or do something else during the call (or if your toddler suddenly makes an appearance), it’s a good idea to switch off your video to avoid causing any distractions.  SIGNAL WHEN YOU WANT TO TALK: During in-person meetings, you can pick up on visual cues to help find the right time to speak. It’s a lot easier to accidentally interrupt on a video call. Wait for a few moments of silence before speaking up in case there’s a sound delay. If your company or team is going to have regular online meetings, it’s a good idea to decide on a system for asking questions, such as raising your hand or using chat to ask a question. If you’re running the meeting, it’s also helpful to call on people by name. Speak clearly and watch how fast you speak (and don’t forget to unmute yourself!). But speak at your normal volume — there’s no need to shout, and if you do, your co-workers may lower their volume and then miss something else.  SHARING YOUR SCREEN: If you do need to share your screen during a video call, take a few seconds to prepare before you hit that share button. Clear your desktop of any extra tabs or programs you may have open and make sure any private or sensitive information is hidden.    (Adapted from “The do’s and don’ts of video conferencing” by Aliya Chaudhry, 2020). |
| --- |

1. You don’t need a lot of experience to know how to make a video call. **FALSE**
2. It is a good option to use headphones to minimize background noise. **TRUE**
3. If you are using an external camera, place it next to the laptop on the table. **FALSE**
4. Introducing yourself is a good way of checking your sound. **TRUE**
5. Check that your microphone is off to avoid any distractions. **TRUE**
6. Do not switch off your video. It will cause a great distraction. **FALSE**
7. A good idea not to interrupt people when you have a question is to use the chat. **TRUE**
8. You don’t need to close any tabs while sharing your screen. People will focus only on what you are referring to. **FALSE**
9. **Look at all the cards below. They depict situations you may face while doing a business videoconference. Match the suggested answers (A-Y).**

| **The video has some**  **Problems** | **You have problems**  **hearing.** | **You can’t identify**  **who is speaking.** | **You don’t understand**  **something.** |
| --- | --- | --- | --- |
| **H**  “I can’t see people at the edge of the room.”  “Your image has frozen.”  “The image and sound are out of synch.” | **G**  “Just a second, I’m going to turn the volume up.”  “Can you try moving the microphone?” | **N**  “Was that John?”  “Sorry. Who was that just now?” | **M**  “I didn’t catch…” |
| **You need something**  **repeated three times before you understand it.** | **You need to**  **temporally hang up.** | **Someone needs to**  **step outside.** | **You want to talk about**  **something among just your side.** |
| **S**  “Sorry, I still don’t get it.” “Could you just say that one last me?” | **Y**  “Maybe if we hang up and try again it will sort out the problem.”  “Sorry, I need to  speak to this person for just two minutes. I’ll connect you again when I ﬁnish.” | **P**  “I have to take this, if you don’t mind.”  “I’ll just go and get the documents. I’ll be back in a second.” | **B**  “Can you give us a moment?”  “We need to discuss this, if you don’t mind. I’ll just turn oﬀ our mic for a second.” |
| **There is an interruption**  **your side.** | **Use a word that you**  **are sure the other side won’t understand.** | **Get a contribution**  **from someone who hasn’t spoken (for a while or at all).** | **You need to adjust your**  **equipment.** |
| **X**  “Sorry, someone has just come in.”  “Sorry, there’s a lot of  noise outside. Someone will go out and see what it is.” | **Q**  “Can you explain what… means?”  “I haven’t come across the term… before.” | **J**  “John, did you want to comment on this?” “We haven’t heard what Jill has to say yet.” | **A**  “Just a second, I’ll move it.”  “If I just change this,  hopefully…” |
| **Someone takes a long**  **time coming back from their break.** | **Tell the other side**  **they need to adjust their equipment.** | **You need to email a**  **document.** | **Talk about a particular**  **part or a document you all have copies of.** |
| **E**  “I’m afraid John hasn’t come back yet. I’m  sure he’ll be back soon, but shall we start without him?” | L  “The camera seems to be pointing in the wrong direction.”  “Can you try  moving/ adjusting…? | **T**  “I’ll send it to you now.”  “Just a second, I’ll ﬁnd  the document on my laptop and email it to you now.” | **U**  “In the ﬁrst sec on/ paragraph/ sentence/ bullet point…” |

| **You have a technical**  **problem that takes you three attempts to solve.** | **Someone leaves**  **from your side and someone new comes in to take their place.** | **Insist that people use**  **their own names every time they speak.** | **Interrupt someone.** |
| --- | --- | --- | --- |
| **R**  “Let me try one last  time.”  “There is one more thing we could try.”  “Third time lucky, I hope.” | **I**  “John has to go to  another meeting, so Jill will take his place.”  “John had to rush oﬀ, but Jill has come in instead.” | **C**  “Sorry. Can people  identify themselves before they speak?”  “It might be easier if people said their names each time they speak.” | **W**  “Can I come in here?”  “Sorry to butt in, but…” |
| **Go oﬀ topic.** | **Take the conversation back to a previous topic.** | **Suggest a break.** | **Strongly but politely disagree.** |
| **O**  “By the way,…”  “That reminds me,…” | **K**  “Can we speak a  little bit more about…?”  “This brings us back to…” | **F**  “Shall we take a  breather?” “Does anyone else need a fag break?” | **D**  “I’m afraid I can’t agree  with you there.” |