

Hi, everyone!
How are you doing?





Are you ready for the class?

**Prepare everything you
need to help you during the
class.**



I'll Put You Through

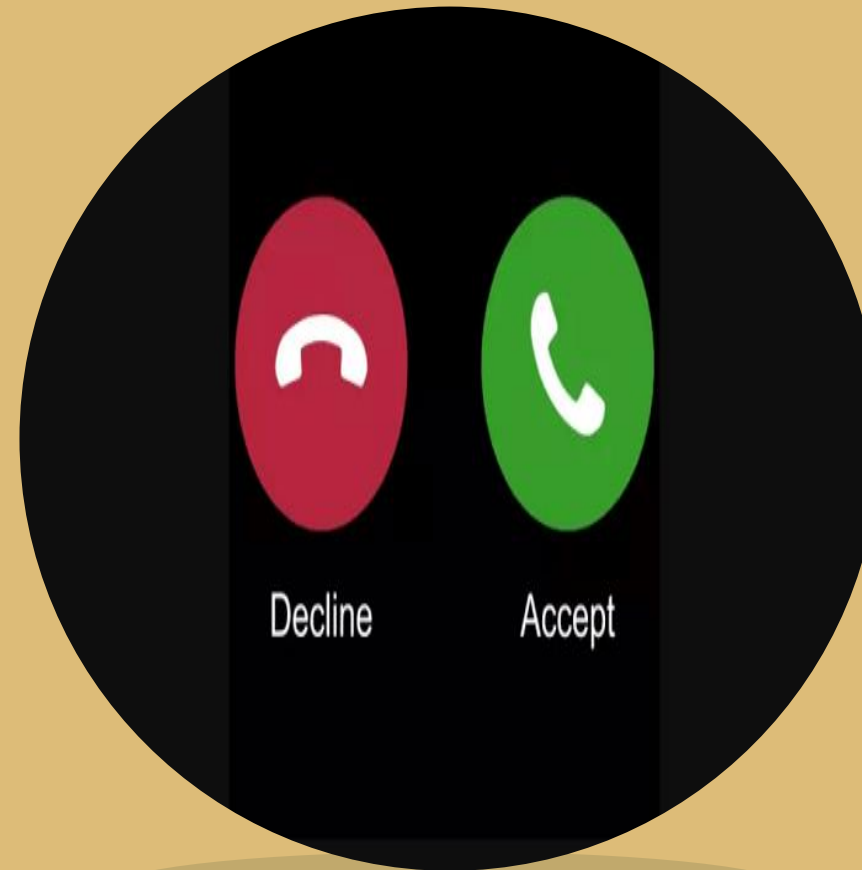
Understanding Information
from Making and Receiving
Calls



Which one do you do with your phone the most?



1



2



3





Quick Fact before the lesson



In many Asian countries people say *hand phone* or *handy phone*. In Australia, India and the UK people say *mobile phone*, or just *mobile*. People say *cell phone* in South Africa and the USA.



In call, what things do you need?

- 1. Caller**
- 2. Receiver**
- 3. Message**

What do you think happen here?



Problem/message understanding is needed



Let's try

A: Hello. Dara's speaking.

B: Hi. I'm Ega, Doni's friend.

Can I _____ to him?

A: Sure, let me put you through.

A. speak

B. meet

C. walk



Let's try

A: Good morning. Thank you for calling Harris Hotel. Anything I can help?

B: Hello. I want to _____ a room for two days.

A: Could you tell me what date are you looking for?

A. buy

B. think

C. book



Focus on ... telephoning



Choose one word to complete
each sentence.

leave calling busy hold
put call have speak

- a Can I have extension
726, please?
- b Who's , please?
- c Would you like to a
message?
- d Can you hold the line,
please?
- e Can I to George
Martin, please?
- f I'll put you through.
- g Sorry, the line's busy at
the moment.
- h Could you call back
later?

A. Problem Understanding



Speaking strategy: Making sure you understand

1 Write the words in the correct order to complete these expressions.

a please? / Can / you / Sorry. / repeat / that

Sorry. Can you repeat that, please?

b I'm / didn't / afraid / quite / I / catch / that.

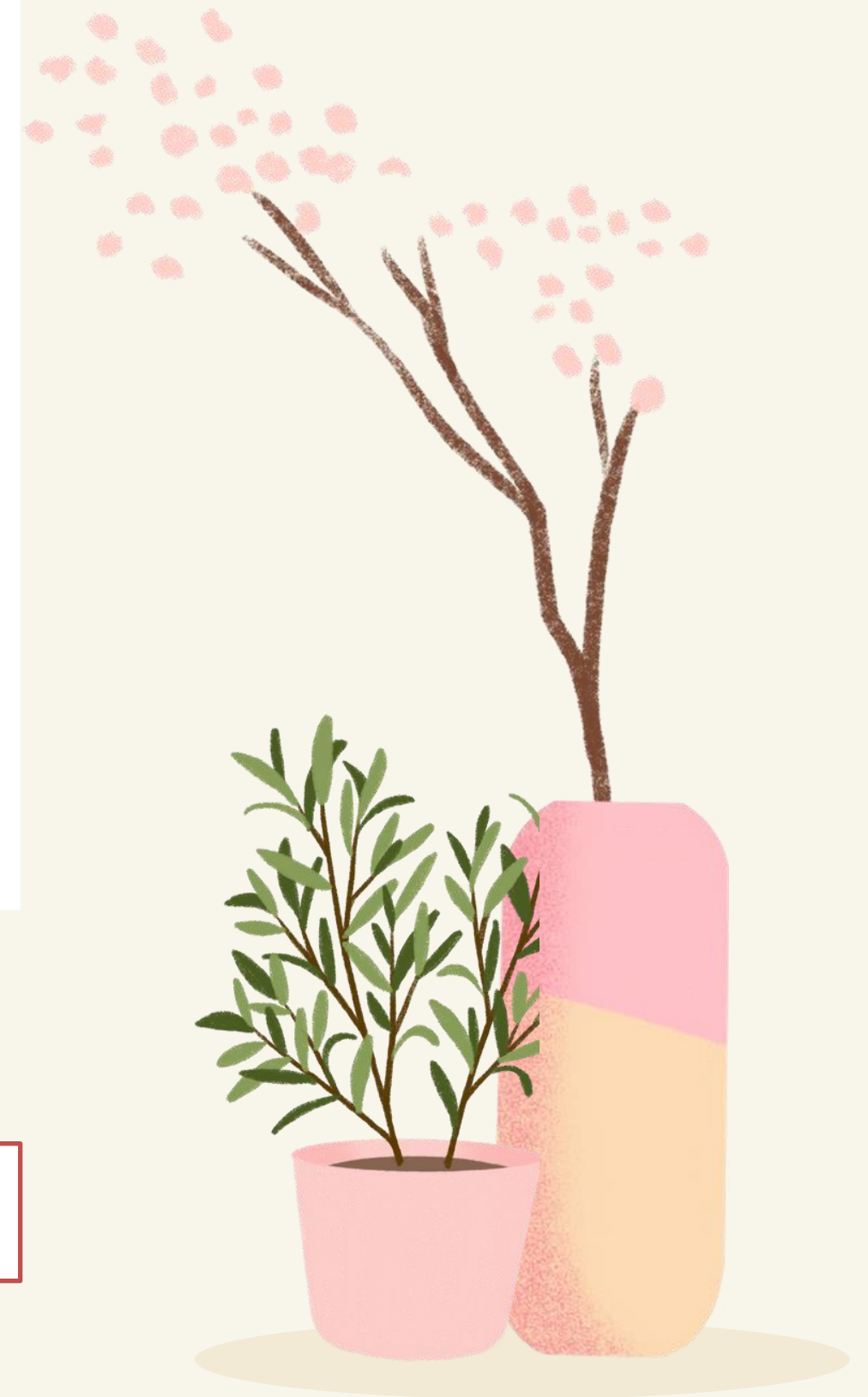
c How / Sorry. / spell / that? / do / you

d please? / slowly, / Can / speak / a bit / you / more

I'm afraid I didn't quite catch that

Sorry. How do you spell that?

Can you speak a bit more slowly, please?



2 Now match each expression a–d with a situation in which you might use it.

- 1 When someone says a name or address you don't know.c.....
- 2 When someone speaks very quickly.**D**.....
- 3 When you don't hear something very well.**B**.....
- 4 When you want someone to repeat something.**A**.....

Sorry, can you repeat that, please?

I'm afraid I didn't quite catch that

Sorry. How do you spell that?

Can you speak a bit more slowly, please?






Now, you know how to understand the problem in context of phone calls.



Do you like making calls? If yes, to whom?

B. Making Calls

- 1  17 Jennifer Ratby works in Los Angeles. She is calling Denco Computing and wants to speak to three people. Listen and match the name of each person with the reason for her call (a–c).

David	_____	a to arrange a meeting
Kevin	_____	b to discuss next year's prices
Charles	_____	c to ask about the contract

- 2  17 Try to answer to these questions from memory. Then listen and check.

a Who do you think Paul is?	Denco Computing receptionist
b When does David say he'll send the contract?	tomorrow
c Why can't Jennifer speak to Charles?	Out of the office
d Why can't she speak to Kevin?	In another call
e What message does she leave for Kevin?	Call Jennifer back



Alphabetical Time!

Here, you will listen how people pronounce
A-Z in English. Make sure to listen carefully.
You can take some notes.

A = ei

E = i

I = ai

G = ji

H = eij

R = a:

W = dabelyu

Y = why



3  20 Listen to five people spell their names. Write their names.


a Henman

b

c

d

e

4  20 Now look at the names below. Spell each one aloud. Then listen and check.

f Bradshaw g Navykarn h Sukrishna i Mohammed j Ignacio

Try to spell your own name



How do you read this number?


081-256-587-439

081-899-555-233



Sound smart

Saying telephone numbers


- 1  To say a telephone number in English, say each number separately and put the numbers into groups. Listen to these examples:

a (UK) 020-7834-5633 =

oh two oh seven eight three four five six double three

b (US) 212-490-3021 =

two one two four nine zero three zero two one

- 2  Listen and write the telephone numbers c–g.


c 020 8934 0251

d 212 691 4078

e 0161 310 4639

f 01 482 886 291

g 810 5390 2681

- 3  Now say the telephone numbers h–l. Then listen and check

h 020-7344-1920

i 02-2964-4930

j 512-034-763

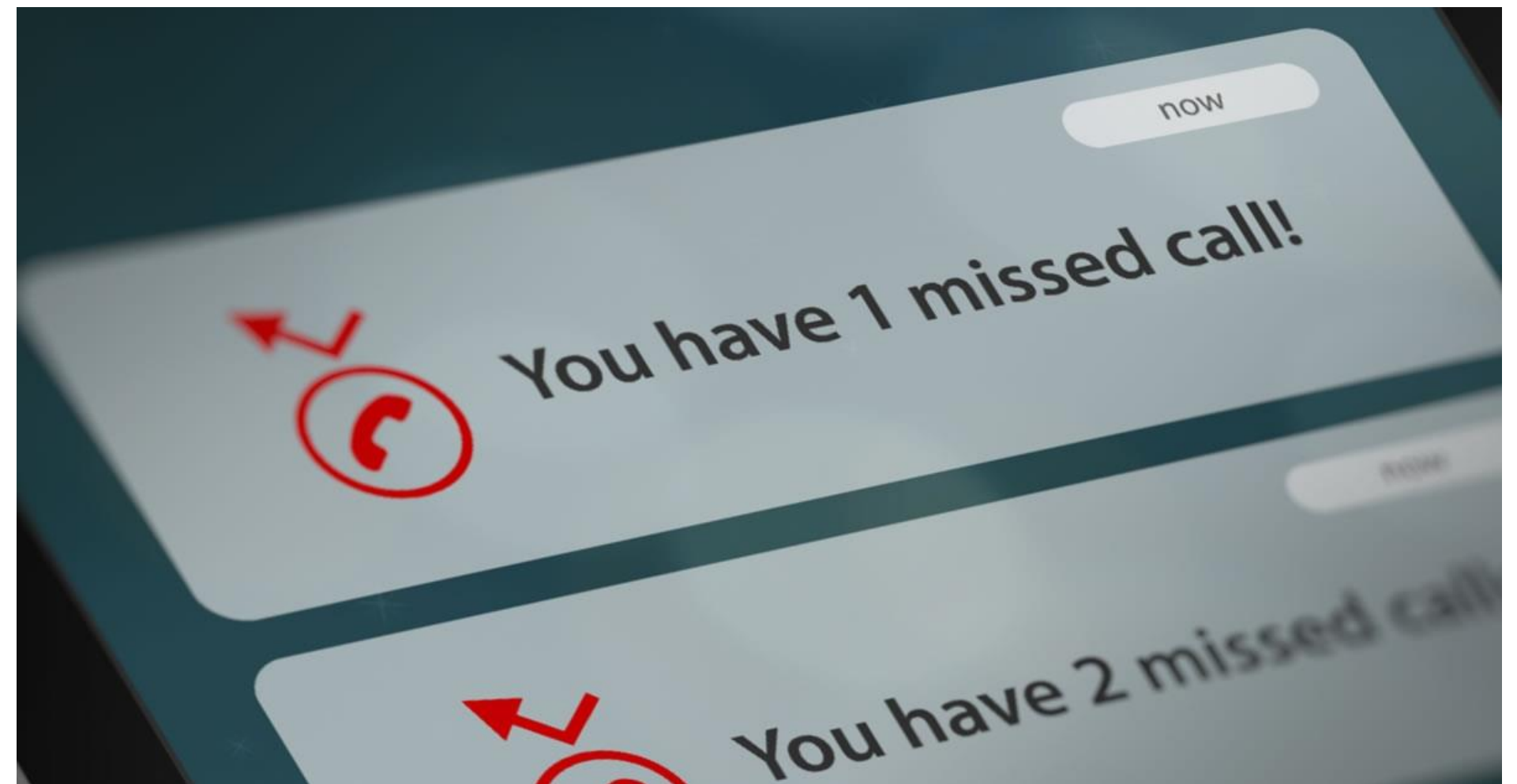
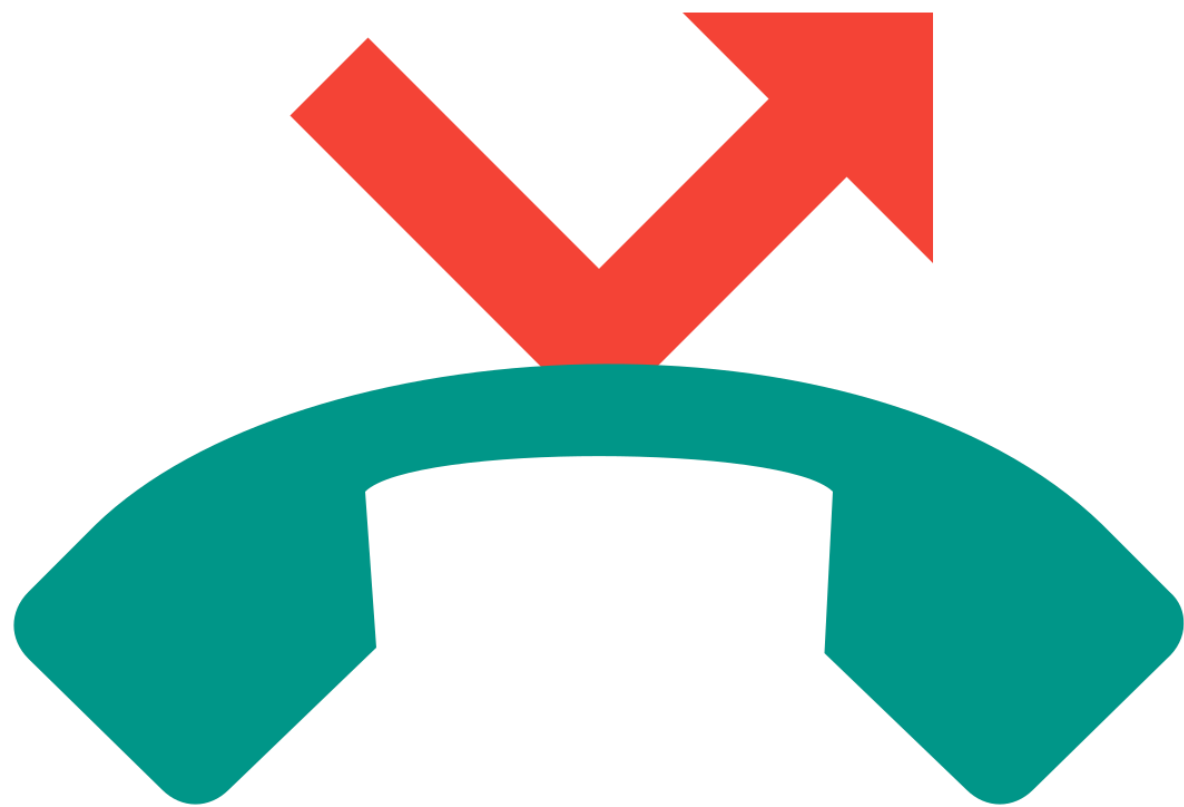
k 011-336-5621

l 07978-462-0988

- 4 Now practise saying *your* telephone number.




What happen when you call someone but s/he cannot answer?



**What happen when you call
someone but s/he cannot answer?**



C Listening – Taking messages

- 1  21 Geena is listening to her voicemail messages on her mobile phone. Listen and match each message (a–c) with a reason for the call (1–3).

Message a	1 prices for a new project
Message b	2 questions about a contract
Message c	3 information about the Shelford project



D Speaking – Leaving messages

Speaking strategy: Leaving a voicemail message

1 You can use the expressions in **bold** when you leave a voicemail message. Match two expressions (a–j) with each explanation (1–5).

- a Hello. **This is** Lisa.
- b **I'm phoning to** tell you about ...
- c Thanks a lot. **Bye**.
- d **My mobile number is** ...
- e Hello. **My name's** Lisa Jetson.
- f **Could you** send me a brochure, **please?**
- g **You can call me on** ...
- h **I'm calling to** ask about ...
- i Talk to you later. **Bye for now**.
- j **Please** ring me back this afternoon.

- 1 giving your name ... a, e B, H
- 2 giving the reason for your call F, J
- 3 asking someone to do something D, G
- 4 giving your contact details C, I
- 5 finishing the call ..



Ideas of how to leave voicemail messages



Example:

You hear: a

This is the voicemail for Peter Bradshaw. Please leave a message.

You say: Hello. This is (your name). I'm phoning to tell you the contract is ready. Please call me back. You can call me on 3895613.

- a the contract is ready / call me back / 3895613
- b we need to arrange a meeting / ring me back / 0465-013-645
- c want to ask about your prices / send me a brochure / 45 Green Street, Manchester, MN1 6TR
- d I've finished the report / call me on cell phone / 07960 235648

Summary of Class



1

Understanding Problem

Listen carefully to the problem being discussed

2

Making Calls

It is you who make the call and tell about what you need to say

3

Taking Calls

Someone else makes the call and you listen to the business they need to do/have

4

Leaving Messages

When someone else can't accept the call, leave the messages by mentioning your name, your need, your request (to call back) and personal information details

Class bonus

- 1 Phone three classmates and leave a message on their mobile phone, in English! Give your name and the reason for your call. Say what action is necessary. Give your contact details and then finish the call.



Assignment:

1. Record yourself in a video leaving **three voicemails** to three different people (examples: a colleague, a boss, and a friend).
2. State your name (and spell it if necessary), explain your message, and clearly tell them what you want them to do. You may also include your phone number if you want them to call you back. *(See the example on slide 25.)*
3. You can add subtitles to your video if you want.
4. Make sure your **face and voice are clear** in the video.

Deadline: Saturday, June 7th, 2025

End