

# Documents and phone calls

VOCABULARY

LEVEL  
Beginner

NUMBER  
EN\_BE\_1245V

LANGUAGE  
English





## Goals

- Can understand basic vocabulary related to documents and phone calls
- Can use new words and phrases to form basic sentences related to the production of documents and making phone calls







## Preview and warm-up

- In this lesson you will learn vocabulary for talking about **producing documents** and when **making a phone call**.



This is Ben **calling from** Petersons.



## Vocabulary review

**Good morning!**

**Good  
afternoon!**

**How are you?**

**Could you  
repeat that?**

**Can you speak  
louder?**

**I understand.**

**Pardon?**

**I don't  
understand.**





## Sentences



**Good morning!**

**Pardon? Can you speak louder, please?**



**I don't understand. Could you repeat that?**

**I understand.**



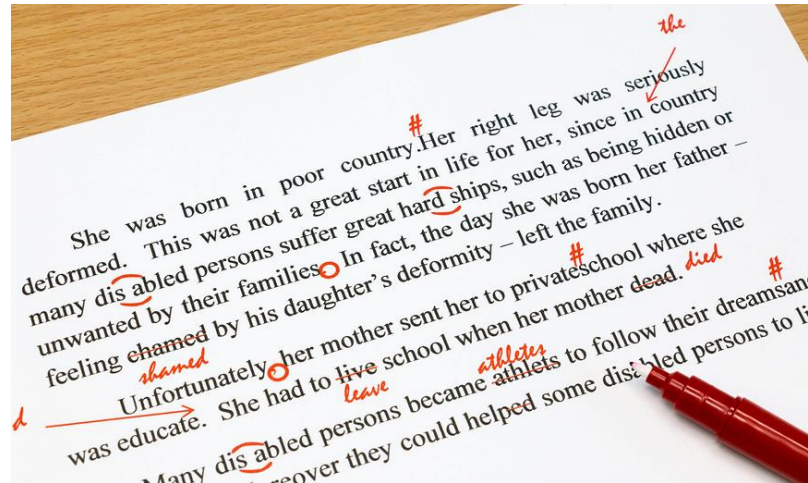
to write



I am **writing** a report.

to change

**Changing** a document means editing a document.



I am **changing** this document.





## New words

to cut

I **cut** words from a document.



to copy

I **copy** words from a document.



to paste

I **paste** words into a document.



PASTE CLIPBOARD

to print



I am **printing** a document.



What can you see in the pictures?





## Speaking

**What do you think the people are doing?**





## Speaking

**Do you write reports at work?**

**Do you print documents at work? How often?**

**How do you change documents?**

**Do you use Word to cut, copy and paste in documents?**

This is...



This is Delia Smith.

...calling from...

Use this phrase to say which company you work for.



This is Greg **calling from** Sat Go.

Can I speak to...



Can I speak to Alan Foster, please?



Is... there?

Use this phrase to ask for someone.



Is Petra Hall **there**?



## Sentence examples



Good morning! **This is Kate calling from Speak Out.**

**Can I speak to your boss, please?**



**Is Ned there?**



## Dialogue

Fill in the gaps with the correct word. Then practise the phone call.



Good morning. \_\_\_\_\_ is Vera calling \_\_\_\_\_ Pear.



Good morning Vera. This \_\_\_\_\_ Ola.



Can I \_\_\_\_\_ to Mr. Sanders, please?



## Dialogue

Fill in the gaps then practise the dialogue.



Good afternoon. This is Gary \_\_\_\_\_ from B. Tech.

Good afternoon. How can I help you?



Is Ms Harrison \_\_\_\_\_?

Yes, please wait a moment.





## Reading

**Felix:** Good morning, this is Felix Wright calling from TechSolutions.

**Inga:** Good morning, Felix. This is Inga. How are you?

**Felix:** I'm well thanks, and you?

**Inga:** I'm very well. How can I help you today?

**Felix:** Is Rob there?

**Inga:** Yes, please wait a moment.





## Reading

**Anders:** Good afternoon, Mobile Co.

**John:** Good afternoon. This is John Taplin from London University. Can I speak to Mr. Jenkins?

**Anders:** I'm sorry. I don't understand. Could you repeat that, please?

**John:** Yes of course. Is Mr. Jenkins there? This is John Taplin.

**Anders:** Yes. Please wait a moment.





## Speaking

**Answer these questions with your partner.**



1

Does Inga know Felix? How do you know?

2

Does Anders know John? How do you know?

3

What problem did Anders have?



## Role play

**Practise two phone calls with your partner. In the first call, you know the other person. In the second call, you do not know the person and you have some problem.**



**Student A: Start the first phone call.**



**Student B: Start the second phone call.**





## Game

Look at the picture and say:

- Who's calling?
- What are they saying?





## Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no




## Reflect on this lesson

Think about everything you have seen in this lesson.  
What were the most difficult activities or words? The easiest?



If you have time, go over  
the most difficult slides again



## Answer key

**Exercise p. 19**  
This, from, is , speak  
**Exercise p. 20**  
calling, there





## Multiple choice

1. This \_\_\_\_\_ Tom.

a. are

b. be

c. speak

d. is

2. Kate calling \_\_\_\_\_ Goldmans.

a. at

b. from

c. with

d. to

3. Can I \_\_\_\_\_ to Mr. Yang?

a. from

b. at

c. to

d. in

4. Is Ula \_\_\_\_\_?

a. there

b. with

c. from

d. to



## Writing

**Write a short dialogue based on what you said with your partner on p. 24.**

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## Homework answer key

**Exercise p. 30**  
1. D, 2. B, 3. C, 4. A





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