

Introduction to Telephoning – BUT2 MP S3

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1. Telephone: Connecting

Gapfill exercise

Use the words in the box below to complete the conversation (some might be used twice). Then listen to the "Telephone: Connecting" audio file.

hold	can	here	put/ putting	just	reached	It's	shall
could	hang	calling	can	in	through	Speak	My name's

Michelle: Hello, you've 1. _____ the marketing department. How 2. _____ I help?

Male: Yes, 3. _____ I 4. _____ to Rosalind Wilson, please?

Michelle: Who's 5. _____ please?

Male: 6. _____ Richard Davies 7. _____.

Michelle: Certainly. Please 8. _____ and I'll 9 _____ you 10 _____

Male: Thank you.

Michelle: Hello, marketing. How 11. _____ I help?

Male: 12. _____ I 13. _____ to Jason Roberts please?

Michelle: Certainly. Who 14. _____ I say is calling?

Male: 15. _____ Mike Andrews.

Michelle: 16. _____ a second - I'll see if he's 17. _____. Hello, Jason, I've got Mike

Andrews on the phone for you ... OK - I'll 18. _____ him _____

19. _____ on a moment, I'm just 20. _____ you through.

2. Telephone: Leaving and taking messages

a. Jumbled text

The lines in the following telephone conversation are in the wrong order. Rearrange them, then listen to the "Telephone: Messages" audio file and check your answers.

1 **Claire:** Or can I take a message?

2 **Female:** Actually, would you mind? Could you tell him that Jennifer McAndrews called and that I'm in the office all day if he could call me back.

3 **Claire:** Goodbye!

4 **Female:** Yes, it's 5556872.

5 **Claire:** In about an hour. Can you call back later?

6 **Female:** Hello, can I speak to Adrian Hopwood, please?

7 **Claire:** Can I take your number, please?

8 **Female:** No I need to talk to Mr Hopwood, I think. What time will he be out of the meeting?

9 **Claire:** Hello, finance department

10 **Female:** Okay, I'll do that.

11 **Claire:** I'm afraid he's in a meeting at the moment. Can I help?

12 **Female:** Thanks very much for your help, bye!

13 **Claire:** 5556872. Okay, I'll make sure he gets the message.

1st _____ 2nd _____ 3rd _____ 4th _____ 5th _____ 6th _____ 7th _____ 8th _____ 9th _____ 10th _____ 11th _____ 12th _____ 13th _____

b. Pronunciation exercise

Underline the transparent words. Listen again to their sound on www.howjsay.com and read their phonetic transcription at <http://dictionary.cambridge.org/> (also click on the loudspeaker). What differences can you notice?

3. Telephone: Wrong Number

Error Correction Exercise

The script below contains nine mistakes. Circle the mistakes and try to correct them, while listening to Talking Business: Telephone: Wrong Number and check your answers.

Male: Hello, this is the press office.

Michelle: Rachel Allsop please.

Male: I'm sorry, you might have the wrong number. There's no-one of that name here.

Michelle: Oh. Can I check the number I've got...is there not 5568790?

Male: No, it's 5558790.

Michelle: Oh, sorry of that. I must have connected the wrong number.

Male: No problem! Bye!

Male: Hello, press office, I can help you?

Ruth: Hello. Paul Richards, please.

Male: I'm sorry, you've got a wrong number, but he does work here. I'll try and put you on. In future, his direction number is 5558770.

Ruth: Did I not dial that?

Male: No, you rang 5558790.

Ruth: Oh, sorry to have trouble you.

Male: No problem. Hang on a moment and I'll put you through to Paul's extension.

Ruth: Thanks

4. Speaking

a. Your personal voicemail message:

Write down a draft script of your personal voicemail message that people could hear when trying to call you and record it with audacity.

b. Leave a message (pair work):

Then, call your partner. After hearing his/her voicemail message, leave a clear message stating the object of your call and your contact info. Spell out your first name and name and give your cell phone number with appropriate country code.

a /eɪ/ day	j /dʒeɪ/ Jane	s /es/ essay
b /bi:/ bee	k /keɪ/ came	t /ti:/ tea
c /si:/ sea	l /el/ else	u /ju:/ you
d /di:/ deep	m /em/ empty	v /vi:/ veal
e /i:/ eat	n /en/ end	w /dʌblju:/ double you
f /ef/ effort	o /əʊ/ no	x /eks/ ex
g /dʒi:/ jeans	p /pi:/ pea	y /waɪ/ why
h /ertʃ/ nature	q /kju:/ queue	z /zed/ zed (UK)
i /aɪ/ eye	r /ɑ:/ are	/zi:/ zee (US)

Script

First name

Last name

Cell phone number

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5. Continuous assessment: speaking task (assessed, due Oct 12 week 41 on Moodle) and going further on Moodle

<https://moodle1.u-bordeaux.fr/mod/assign/view.php?id=248683>

Record yourself as if you were leaving a message on an answering machine to a potential recruiter.

Give your identity,

Say why you are calling

and leave all your contact details so that they can call and email you back.

Save your recording and upload it as a mp3, m4a or wav files. Name your file as follows: NAME_FirstName_TPgroup.

Timing; 1 minute maximum.