

## Day 26 + Day 27

## Vocab Review

## Fill in the blanks.

1. On their way home they e\_\_\_\_\_ered a woman selling flowers.
2. He left the routine checks to one of his s\_\_\_\_\_nates.
3. I\_\_\_\_\_s must be submitted by the 24th of every month.
4. It's still not possible to accurately p\_\_\_\_\_t the occurrence of earthquakes.
5. Her prime o\_\_\_\_\_ve now is simply to stay in power.

## 2 Using the telephone



## Module 2.3 Making and receiving calls



**LEAD-IN** Describe the picture in as much detail as you can.



## Listening

1. Listen and fill in the blanks.

## Case 1

A: Good morning, ABC Publishing. Jane Smith ..... may I help you?

B: Good morning. Could I speak .... Mr. Suzuki ..... Customer Services, please? This is Andrew Vickers ..... Temple Books.

A: Would you ..... to ....., Mr. Vickers? I'll put you .....

## Case 2

A: Good morning, Ozaki & Co, Diana Wilson ..... may I help you?

B: Good morning. Could I speak ..... Mr. Aitoh ..... Sales, please? This is Andrew Vickers ..... Temple Books.

A: I'm ..... we don't have anyone ..... that name here.

B: I don't ..... it. I have here his business card. It's spelled I-T-O-H, that's I for ....., T for ....., O for ....., H for .....

A: I-T-O-... Oh, I've got it now. Yes, we do have ..... Mr. Itoh ..... the Sales Department. Would you ..... to Mr. Vickers? I'll ..... you.

B: Thank you.

 Reading

Read the following.

When speaking on the telephone, it is sometimes useful to spell out letters using the NATO phonetic alphabet, more accurately known as the International Radiotelephony Spelling Alphabet, which is the most widely used spelling alphabet. It gives every letter in the English alphabet a code word. The code words are chosen to be a word whose opening sound represents the particular letter. To spell out "Phone", for example, you would say: "P for Papa, H for Hotel, O for Oscar, N for November, E for Eco." You might find it handy if you need to spell out a word to someone over a bad telephone connection.

The 26 code words in the NATO phonetic alphabet are assigned to the 26 letters of the English alphabet in alphabetical order as follows: **Alpha, Bravo, Charlie, Delta, Echo, Foxtrot, Golf, Hotel, India, Juliet, Kilo, Lima, Mike, November, Oscar, Papa, Quebec, Romeo, Sierra, Tango, Uniform, Victor, Whiskey, X-ray, Yankee, Zulu.**

*(Partially excerpted from [https://en.wikipedia.org/wiki/NATO\\_phonetic\\_alphabet](https://en.wikipedia.org/wiki/NATO_phonetic_alphabet) This page was last modified on 3 January 2016, at 22:54)*

 Speaking

Now practice similar conversation to Case 1 with your teacher. Take turns making the call. Use your own name (spelling it out with the NATO phonetic alphabet) and the information below.

Teacher: You work at ABC Publishing.

Student: You want to talk to Mr. Johnson in Marketing.

 Listening

2. Listen and fill in the blanks.

### Case 3

Taro Suzuki: Customer Services, Taro Suzuki .....

Receptionist: Mr. Suzuki, I have a call ..... you ..... Mr. Andrew Vickers ..... Temple Books.

### Case 4

Receptionist: Would you care to .....? I'll put you ..... (pause) Mr. Vickers, I'm afraid he's ..... from his desk right now. Can I ..... a message?

Andrew Vickers: Oh, thanks. Please tell him that Andrew Vickers ..... Temple Books called.

✓ Please note that we use 'from' between our name and the company when we introduce ourselves, but we use 'of' when we leave/ take a message.

 **Module 2.4 Taking and leaving a message/ Asking for repetition**
 **Listening**

Listen to the conversation.

<u>Receptionist</u>	<u>Caller</u>
London Insurance, good morning. How may I help you?	
→	Good morning. This is Jason Segel from Cinema International. May I speak to Ms. Johansson, please?
I'm sorry, could you repeat your name, please?	
→	Yes. Segel. Jason Segel*.
Can you spell that out, please?	
→	It's Segel. S for Sierra, E for Echo, G for Golf, E for Echo, L for Lima.
I see. I've got that now. And who would you like to speak to?	
→	Ms. Johansson, please.
I beg your pardon? I didn't catch that.	
→	It's J for Juliet, O for Oscar, H for Hotel, A for Alpha, N for November, S for Sierra, S for Sierra, O for Oscar, and .N for November.
Oh, yes. Ms. Johansson in Overseas Marketing. Hold the line, please. (pause) I'm sorry but she's not in her office.	
→	Can I leave a message?
Yes, of course.	
→	Please tell her that Jason Segel of Cinema International called and can you ask her to call me back, please?
Certainly, Mr. Segel. I'll tell her that you called, and ask her to call you back.	
→	Thank you for your help. Goodbye.
You're welcome. Goodbye.	

✓ Please note that each time there is a request for repetition, the person asking for the repetition should also acknowledge it.

\* /si: gəl/

 **Reading**

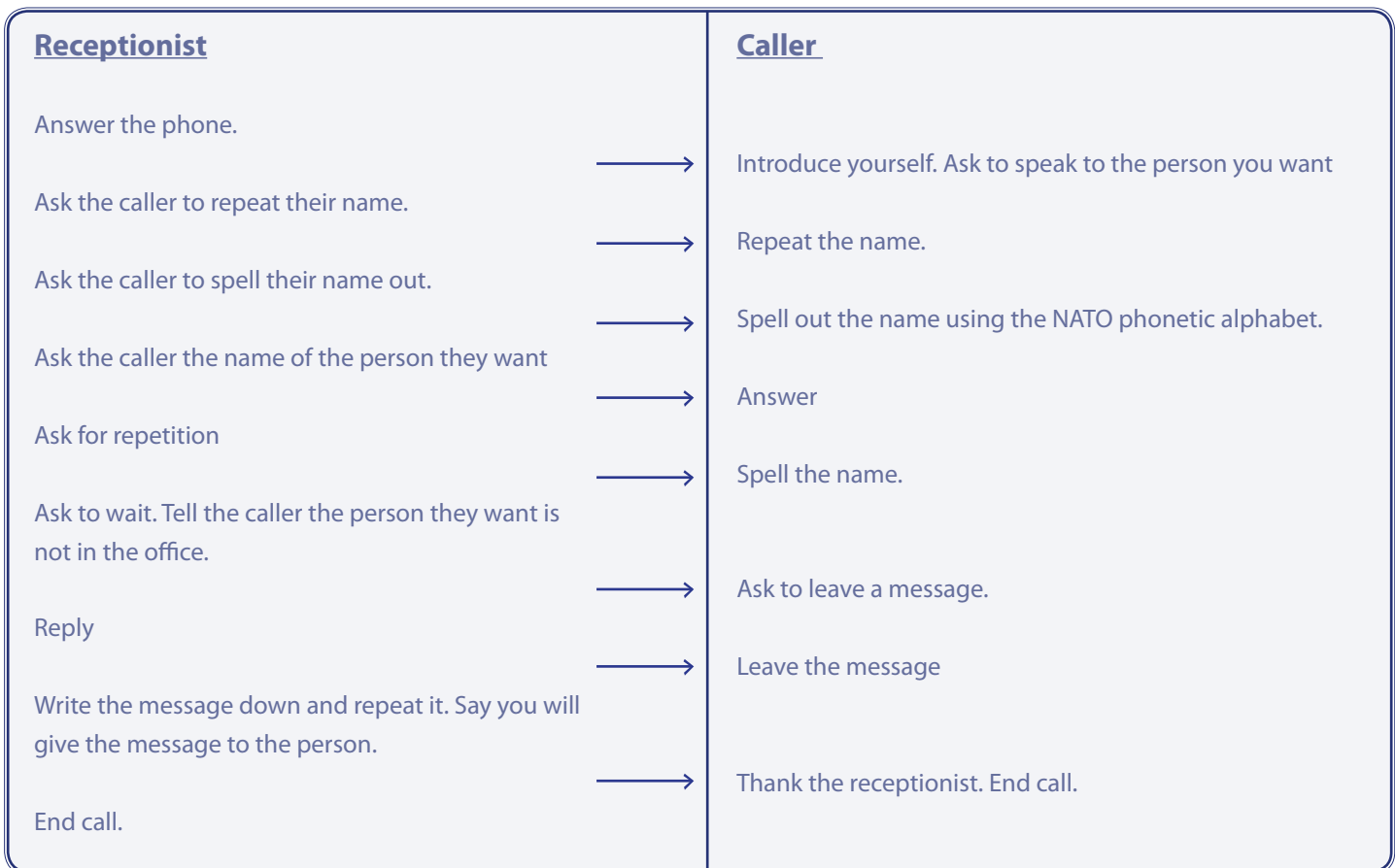
Read the above conversation.

 **Speaking**

1. Practice the above conversation with your teacher.
2. Look back at the conversation. What is the difference between ask and tell?

 **Reading**

Read the following flow chart for taking / leaving a message and also for asking for repetition.



 PRACTICE

Now practice taking and leaving messages with your teacher. Use the flow chart above as the basis for the conversation. Use your own name (spelling it out with the NATO phonetic alphabet) and the information below.

**Teacher:** You call ABC International in Rome. You work at Temple Books in London. You want to speak to Ms. Andreini in the Accounting department. You ask when she will be back. You want to leave a message to say that you are coming over from London on Monday next week. You would like to meet for lunch. You want Ms. Andreini to call you back.

**Student:** You work at ABC International as a receptionist. The caller wants to speak to Ms. Andreini, who is out of the office — she will be back at 1:30. Write down the caller's message on the message pad below.

**Telephone Message**

TO \_\_\_\_\_

Caller Information

Mr.  Ms.  \_\_\_\_\_

Company \_\_\_\_\_

Phone \_\_\_\_\_

Message

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_

Signed \_\_\_\_\_

Match each definition (A – E) with today's vocabulary word (1 – 5)

**DEFINITIONS**

- A. A ballroom dance having an uneven rhythm with alternation of slow and quick steps; a code word representing the letter F
- B. The capital of Peru; a code word representing the letter L
- C. to want
- D. The fourth letter of the Greek alphabet; a code word representing the letter D
- E. The transmission of sound (in both directions) using modulated radio waves rather than wires.

- 1. care (v)
- 2. radiotelephony (U)
- 3. foxtrot
- 4. Lima
- 5. Delta

**Fill in the blanks.**

- 1. Would you c\_ \_ \_ to join us for dinner?
- 2. During the Twenties many bands played the f\_ \_ \_ \_ \_ t too fast and some couples couldn't keep up.
- 3. Pilot: Tower, this is Cessna foxtrot bravo charlie d\_ \_ \_ a. Over.