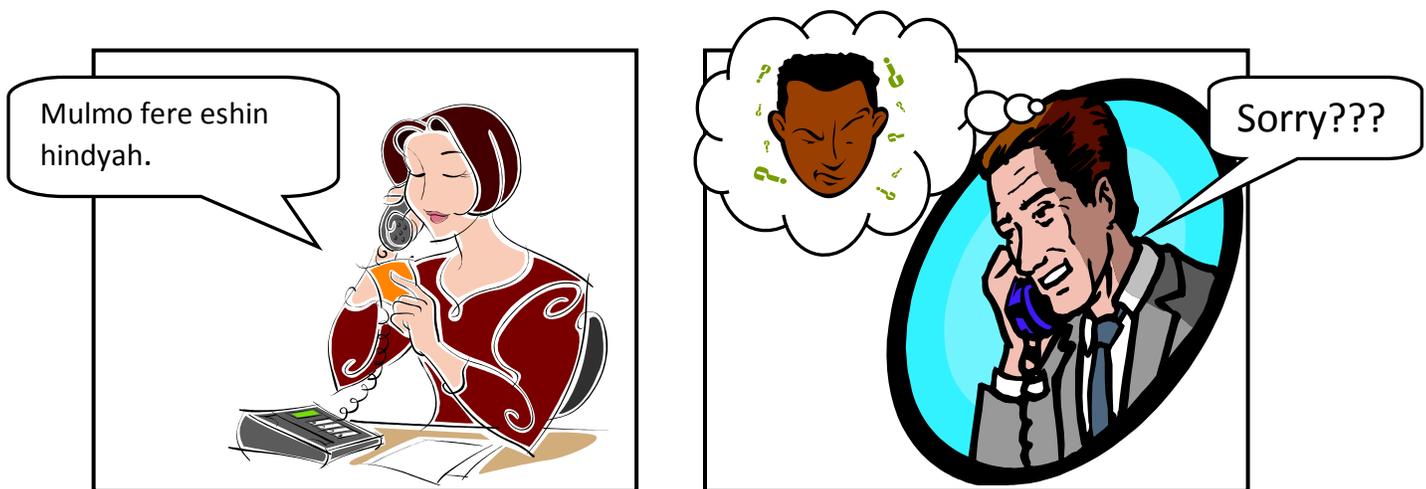


MAKING A PHONE CALL (4)
Stating the call purpose (02)

IN CONTEXT



What is the problem?

- The phone is dead. (The phone does not work.)
- The man can't understand the receptionist.
- The man is not listening.

VOCABULARY 2-3 min

To dial the phone - to operate the numbers on the phone

To make a call - to use the phone to speak to a person

The phone is ringing - the phone makes a sound

Describe the pictures and match the vocabulary with the pictures:



ASKING FOR CLARIFICATION & STATING THE PURPOSE OF YOUR CALL

5-8 min

Read the dialogue

At Hutch Industries, the phone is ringing.



Receptionist: Hutch Industries, good morning.

Mr. Gomez: Hi, this is Mike Gomez from SPR Computing. Can I speak to the purchasing department, please?

Receptionist: I'm sorry I didn't catch that.

Mr. Gomez: It's Mike Gomez.

Receptionist: Oh thank you Mr. Gomez. Did you say from FSR Commuting? Is that correct?

Mr. Gomez: No, from SPR Computing. I'm calling about the meeting next month.

Dialogue comprehension:

1. Who is answering the phone?

- Receptionist
- purchasing department
- Mr. Gomez

2. Who is making the phone call?

- Receptionist
- purchasing department
- Mr. Gomez

3. What is the receptionist problem?
 - a. She can't understand the man
 - b. The phone is dead.
 - c. The man is not listening.

4. What is the purpose of the call?
 - a. Repair the phone.
 - b. The meeting next month
 - c. The receptionist call

Asking for clarification:

When you are not sure of what you've just heard, use these phrases.

Stating you can't understand 	Asking for clarification
I didn't catch that. I didn't understand. I don't understand.	I'm sorry? Excuse me? Could you repeat, please? Can you say that again? What did you say?

Examples:

I'm sorry. I didn't understand.

Excuse me? Can you say that again?

I don't understand. Could you repeat please?

I didn't understand. What did you say?

<p>Dialogue 1:</p> <p>A: Mulmofereeshinhindyah. B: <i>I'm sorry?</i> A: My mother is in India. B: Oh, okay!</p>	<p>Dialogue 3:</p> <p>A: Mulmofereeshinhindyah. B: <i>I don't understand. Can you say that again?</i> A: My mother is in India. B: Oh, okay!</p>
<p>Dialogue 2:</p> <p>A: Mulmofereeshinhindyah. B: <i>Excuse me?</i> A: My mother is in India. B: Oh, okay</p>	<p>Dialogue 4:</p> <p>A: Mulmofereeshinhindyah. B: <i>I didn't understand. Can you repeat, please?</i> A: My mother is in India. B: Oh, okay!</p>

Stating the purpose of your call:

When you make a call to a business, you dial the phone and talk to the receptionist. To get through, state the purpose of your call using the following sentences:

1. The reason I m calling
2. The reason I'm calling is to
3. It's about
4. I'm calling to ...

The reason I m calling	The reason I'm calling is to ...
The reason I'm calling is about + noun .	The reason I'm calling is + infinitive verb form .
The reason I'm calling is about the meeting next month.	The reason I'm calling is to organize the meeting next month.
The reason I'm calling is about the business trip in November.	The reason I'm calling is to send a document to Mr. Jack Lowel.

It's about	I'm calling to ...
It's about + noun .	I'm calling + infinitive verb form .
It's about the meeting next month.	I'm calling to speak to the Financial Director.
It's about the message from the sales department.	I'm calling to give information about training for employees.

Examples:

The reason I'm calling is about the convention schedule.

The reason I'm calling is to have the convention schedule.

It's about the confirmation of Mr. Lowel's trip to the convention.

I'm calling to confirm the convention program.

VOCABULARY 3-5 min

Separate the phrases and letters with the mark “-”

Reufre-excusem e-kjurtim callingtolkiosorryujhkdplkijhthereasonim callingisjoeidafidontunderstandfujiewdlok

Rewrite the phrases

1. Excuse me _____
2. _____
3. _____
4. _____

Find the words:

D	A	R	L	W	Q	U	R	Q	F
E	T	J	N	E	U	W	E	C	E
R	I	A	H	O	I	H	P	E	U
T	K	Y	J	M	Z	A	E	E	L
U	N	D	E	R	S	T	A	N	D
F	S	O	R	R	Y	A	T	N	K
C	O	N	P	I	X	L	R	H	I
A	U	T	O	I	C	E	U	K	I

1. I _____ understand.
2. I'm _____. Can you say that again?
3. Excuse me. I didn't _____.
4. Could you _____ please?
5. _____ did you say?

WRITING 5-8 min

Complete with the words:

reason, excuse, calling, can I, say, please, to

Receptionist: Welcome to Zoo Enterprise, good morning.

Janet: May I speak to Elisa, _____?

Receptionist: _____ me. Can you _____ that again?

Janet: _____ speak to Elisa?

Receptionist: Oh Okay. What is it about?

Janet: The _____ I'm _____ is _____ report a problem.

Write four sentences. Use words from each box.

The reason I'm calling	Can you	Didn't	is about	that again?	to set the appointment with Mr. Gomez.
I	The reason I'm calling	say	is	understand.	the appointment with Mr. Gomez.

1. The reason I'm calling is about the appointment with Mr. Gomez.
2. _____
3. _____
4. _____

SPEAKING 3-5 min

Say sentences with the words:

I	Could you	→	you say	calling	→	you.	please?
The reason	I'm		didn't	I'm calling		is about the contract.	understand.
Can	I don't		understand	repeat		that again?	To negotiate the contract.

Then write them.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Complete the information and these phrases:

Who did you call last?
Why?

How can you state the purpose of the call you described previously? Use the phrases below:

1. I'm calling to ...
2. The reason I m calling is...

VIDEO 8-10 min

This video is about a phone call. It shows you how to take a message. Bill wants to talk to his colleague in Japan and the receptionist can't understand him very well. The objective of the exercise is to understand the main idea of the phone conversation and identify the sentence the receptionist is using to ask for clarification.

Watch the video and answer the questions

<http://www.youtube.com/watch?v=ZUaFgvCiaVw&feature=related>

1. Who is making the call?

- a. Mr. Matsumoto b. Bill Henderson c. the receptionist

2. Where is Mr. Matsumoto?

- a. in a meeting b. in the office c. out of the office

3. What does Bill Henderson do?

- A. leaves a message b. calls later c. takes a message Answer: a.

4. What sentence does the receptionist use to ask for clarification?

- a. I'm sorry. I can't understand you.
 b. I'm sorry. He's not in the office right now.
 c. I'm sorry. Can I have your first name?
 d. I'm sorry. Can you repeat that slowly, please? Answer: d

QUIZ 5-8 min

Match the words-phrases with the pictures:

- a. To dial the phone
 b. Sorry? What did you say?
 c. I don't understand.
 d. to make a call
 e. The phone rings



A: Mulmo ferees
hinhindyah.

6. ?

Complete the sentences:

dial	could	understand	catch	reason	say
------	-------	------------	-------	--------	-----

1. Can you _____ that again?
2. Sorry, I didn't _____ that. What did you say?
3. I'd like to speak to Mike Gomez. Can you _____ his phone number?
4. _____ you repeat, please?
5. What did you say? I didn't _____ you.
6. The _____ I'm calling is about your report.

Reorder the sentences:

Kevin: Hi, this is Kevin from Event Planning. Can I speak to the person in charge of orders, please?

Receptionist: Oh yes, from Event Planning. Excuse me, Kevin.

Receptionist: I'm sorry I didn't understand you.

Kevin: That's okay. The reason I'm calling is to change the order date.

Kevin: It's Kevin from.....

Receptionist: Welcome to Flower Power Shop. How may I help you?