

Unit 2 | Telephoning

A | Crossword

Across

- 2. foxtrot
- 7. underscore
- 10. case-sensitive
- 11. zip-code
- 13. accurate
- 14. landline

Down

- 1. cellphone
- 3. request
- 4. extension
- 5. hyphen
- 6. secretarial
- 8. dictate
- 9. back-up
- 12. dot

B | Word tiles puzzle

Mobile phones have revolutionised not only telephone communication, but our daily lives.

C | Telephone technology

smartphone	4
tablet	3
webcam	1
router	5
stylus	6
keypad	2

D | Useful phrases

1. Good morning this is Claire Hutchinson from Excalibur Security speaking
2. Could you put me through to Lea Wolf in accounts?
3. Certainly, one moment please. I'll put you through
4. Lea is speaking on the other line, I'm afraid. Would you like to hold?
5. I'm in a bit of a rush. Could you ask Lea to ring me back later today?
6. Certainly, could you give me your number please?
7. The area code for Cologne is 221, and the dialling code for Germany is 0049
8. Could you tell her that I'll be in my office till 6 today?
9. She can reach me on my mobile any time.
10. I'll spell that for you: it's e-x-c-a-l-i-b-u- and then r as in Romeo.

E | Taking messages

Callback request

Name: Yvonne Esterhazy

Company: Austrian Manufacturers' Association

Phone: 0043 147 8186...

Message:

Would Mr Jameson please return the call. Ms Esterhazy will be in her office until 6 or 7 pm local time (one hour time difference).

F | Spelling

Listen to track 3 on the CD.

G | E-mail writing

2

✕ ◀ ▶

From: eckehard.palmen@büdinger... .de
 To: j.castillo@cb... .es
 Cc:
 Sent: 201_-11-04 15:13
 Subject: cement workshop
 Attachment: conferencefolder.pdf

Dear José

Attached please find the conference folder containing the confirmation for the cement workshop plus any other relevant information you might require. I'm very sorry that I must have overlooked you when I sent out the confirmations last week. Should you have any questions or require additional information please do not hesitate to contact me.

Best regards

Eckehard Palmen
 Büdinger Zementwerke

📎 conferencefolder.pdf

H | Grammar

1. The use of landline telephones has dropped **significantly** over the past few years.
2. By contrast, the number of text messages **sent** from mobile phones has seen a **sharp** increase.
3. An **increasing** number of people communicate using smart apps on their phones or social networks.
4. The use of the fax machine seems to be in **terminal** decline.
5. Roaming charges within EU countries have been capped and may cut customers' telephone bills **drastically**.
6. The new G4 telecommunications technology provides mobile broadband internet access to smartphones and other portable devices much **faster** and more **reliably** than the old G3 technology.
7. In **developing** countries, mobile telephony is often the only way of communicating as a result of the often **disastrous** quality of landline infrastructure.
8. For some people, **particularly** younger ones, even e-mails are regarded as **inconveniently** slow and **hopelessly** old-fashioned.
9. If you are abroad and need to make **frequent** calls to stay in touch it may be **advisable** to buy a pay-as-you-go card from a local provider.
10. USB wireless modems provide ultra-fast internet access to laptops so that **working** on the go has become much more **convenient**.
11. Video chats and conference calls have **revolutionised** the business world and have opened up **fantastic** opportunities.
12. Free Wi-Fi access is **offered** by a fast **growing** number of cafés, restaurants and hotels to enable their customers to stay in touch while out of the office.

I | Translation

1. Today, mobile telephony is an important economic factor.
2. Private mobile telephone companies compete for shares in a market which has reached saturation point in Germany.
3. Mobile telephony technology played an important role in economic development and in the creation of a large number of new jobs.
4. In 2012, the volume of calls in Germany reached almost 110 billion minutes.
5. In the same year, almost 60 billion text messages were sent.
6. But modern smartphones can do much more than first generation mobile phones:
7. They can be used to listen to music, take photos, access the Internet, and read and reply to e-mails.