

On the phone

1 Let's listen: Phone calls to Barratt and Smith Insurances

a)  Listen to a phone call and make notes.

- Name of caller _____
- Wants to speak to _____
- Caller's number _____
- Caller's message _____



b)  Listen to a second call and make notes.

- Name of caller _____
- Wants to speak to _____
- Caller needs to _____
- Put through to _____

c)  Listen again. Which of these phrases don't you hear? Which do you hear and in which call?

	Phrase	Call 1	Call 2	Not used
1	Can I take a message?			
2	I need to make an appointment.			
3	I'm sorry. You've got the wrong number.			
4	Could I speak to ..., please?			
5	Can I have your name, please?			
6	I'll put you through to ...			
7	I'm sorry. ... is on holiday.			
8	Can you ask ... to phone me back, please?			
9	What is it about?			
10	I'll make sure ... gets your message.			
11	I'm sorry. ... isn't in the office today.			

 d) Use some of the phrases in part c) and make a phone call to a company. Take it in turns with your partner to be the caller or the telephonist¹.

¹ telephonist [tɪ'lefənist] – Telefonist/-in

2 Leaving a message

You need to phone your English friend: you can't meet him/her at the station when his/her train arrives. You will be late. You want to tell your friend to go to a café that you both know and wait for you there, but he's/she's on the phone to someone else.

Give your partner a message. Tell him/her how late you will be and why and suggest a café where you can meet. Ask him/her to write notes. Then check that he or she has written the message down correctly. Take it in turns to leave and to write down the message

3 Please press ...

- a) *Mike is a salesman from Birmingham. He phoned a helpline to get some advice because he couldn't open his e-mails. Read what a recorded voice told him.*



Hello, and welcome to the Felix helpline. This call is free. We have four options for you.

If you want to talk to us about your bill, please press 1.

To make changes to your service, tell us you're moving house, or no longer need the service, press 2.

If you want information about our new super-fast Internet service, or you think something may be wrong with the Internet service, press 3.

If you want to talk to us about anything else, please press 4.

To listen to these options again, please press the star key on your telephone.

If you are having trouble getting into the Internet, please press 1.

If there's a problem with your e-mails, press 2.

For any other problem with our service, please press 3. One of our assistants will talk to you.

Sorry, if you are in the Birmingham area, we are having technical problems with our e-mail system at the moment. We hope to correct this problem in the next 24 hours. Please check your e-mails again after midnight. Thank you for calling Felix.

- b) *Underline the things Mike had to do to find out about his e-mails and say what the answer to his problem was.*
- c) *Have you ever called a helpline like this? Why? How did it help you?*

4 Help!

IN AN EMERGENCY CALL 999 (OR 112)

Fire

Police

Ambulance

Coastguard

Cave Rescue

Mountain Rescue

From a landline or mobile

- Call 999 (or 112)
- Tell the operator which emergency service you need
- The operator will then connect you
- The emergency service will ask for specific information



- a) Read the notice. Which services do you know already? What do they do?
- b) What about the other services? Where do they operate and what do they do there?
- c) What happens if you call 999 or 112?

5 Let's listen: Emergency phrases

- a) Listen to some phrases that the operator in the UK uses in an emergency call.

Emergency. Which service please?

And the address of the emergency?

What is your phone number?

Is there anyone else there?

Can I have your name, please?

Is anyone hurt? Do you need an ambulance?

- b) Why do you think the operator needs this information?



- c) Choose one situation and act out a call with your partner.

- There has been a car accident on a country road. The car driver is hurt.
- Two boys have climbed down a cliff on the coast and can't get up it again.
- A man and his dog are in the hills. The dog has fallen into a deep hole.
- There is a fire in a block of flats. An old lady lives on the third floor.

6 Information

- a) What emergency services do you know in your town or area?
- b) Explain to an English friend how to make an emergency call in Germany.

Listening texts

1 Let's listen: Phone calls to Barratt and Smith Insurances

- a) Telephonist: Barratt and Smith Insurances, good morning
 Philip: Oh, hello. Could I speak to Ms Adams, please?
 Telephonist: One moment, please (*Music*) ... I'm sorry, Ms Adams isn't in her office at the moment. Can I take a message?
 Philip: Can you ask her to phone me back, please? The number is 01245-82698.
 Telephonist: 01245-82968.
 Philip: No, 82698.
 Telephonist: 01245-82698. Thank you. And can I have your name, please?
 Philip: Philip Marlow.
 Telephonist: And what is it about, Mr Marlow?
 Philip: Advertising.
 Telephonist: Thank you. I'll make sure Ms Adams gets your message.
 Philip: Thanks. Bye!
- b) Telephonist: Barratt and Smith Insurances, good afternoon.
 Fred: Oh, hi. Could I speak to the head of your IT Department, please?
 Telephonist: Mr Mitchell? I'm sorry. James Mitchell isn't in the office today. I can put you through to his Personal Assistant, Ms Adams.
 Fred: OK. Thank you. I need to make an appointment to see him.
 Telephonist: Well, Ms Adams will do that for you. Can I have your name, please?
 Fred: Fred Patten-Jones. That's P-A-T-T-E-N. hyphen Jones, J-O-N-E-S.
 Telephonist: Thank you Mr Patten-Jones. I'll put you through to Ms Adams.
 Fred: Thanks.

5 Let's listen: Emergency phrases

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|-------------------------------------|---|
| a) Emergency. Which service please? | And the address of the emergency? |
| What is your phone number? | Is there anyone else there? |
| Can I have your name, please? | Is anyone hurt? Do you need an ambulance? |

Lösungen

Lösungsvorschläge Seite 1

Ex.1

- a) Philip Marlow, Ms Adams, 01245-82968, Ask her to phone me back, please.
- b) Fred Patten-Jones. James Mitchell (Head of IT Department). Make an appointment to see him. Ms Adams (his Personal assistant).
- c) Call 1: 1, 4, 5, 8, 9, 10; Call 2: 2, 4, 5, 6, 11; Not used: 3, 7
- d) *Individuelle Schülerlösung*

Lösungsvorschläge Seite 2

Ex.2

Individuelle Schülerlösung

Ex.3:

- a)–b) If you think something may be wrong with the Internet service, press 3. If there's a problem with your e-mails, press 2. Please check your e-mails again after midnight.
- c) *Individuelle Schülerlösung;*

Lösungsvorschläge Seite 3

Ex 4

- a) I know the Fire Service. They put out fires. I know the Police Service. They arrest criminals and help you if you lose something. I know the Ambulance Service. They take you to hospital if you have an accident.
- b) The Coastguard operates on the coast. They rescue people who are in trouble. The Cave Rescue helps people who are trapped underground. The Mountain Rescue helps people who fall off mountains or have an accident.
- c) The operator will connect you. The emergency service will ask you for information.

Ex. 5

- a)–b) So that he/she can: connect you to the right emergency service, ring you back, make sure that you are not playing a joke, can send the service to the right place, know if you are alone, know what kind of help you need.
- c) *Individuelle Schülerlösung;*

Ex. 6

- a) *Individuelle Schülerlösung*
- b) You ring the number 110 if you need the police and 112 if you need the fire service or another emergency service.