




PORTA FUTURO LAZIO

COMUNICAZIONE TELEFONICA IN INGLESE

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English for phone communication



Saying hello! (and your number)

- Hello / Hi
- Good morning/afternoon/ (...)speaking
- ...This is ... it's ...
- 569 305
- 22
- 0708 567 3309

If you (don't) know who's calling

- Good morning AIC Computing
- Can I help you?
- Is Freddie there?
- Can I speak to Ms. Jackson
- Can I have your number, please
- It's Midori.
- Hello IT. Louis speaking
- Could I speak to Freddie please?
- This is Walter Mitty

Do they have time to talk?

Are Do Am Have Can Is

- ____ this a good moment?
- ____ you busy right now?
- ____ you have a second or (do) you want me to call (you) later?
- ____ I rung you at a busy time
- ____ we talk now or later?
- ____ I disturbing you?

Reasons for calling

- apply for - arrange- make
- place - query - request

- a catalogue - a complaint - a course
- an invoice - a job - an order

- in connection with
about

- is because of
to

- 's about the

- to someone

- with regard

- 'd like to

- Can I speak ___ ___ ___ receiving a brochure?
- I'm calling ___ ___ ___ a payment
- The reason I'm phoning ___ ___ ___ some files
- Hello. It's ___ ___ ___ the advert
- Hi. it ___ ___ ___ English lessons
- I ___ ___ ___ change something

Leaving a message

Complete these phrases with tell, ask or say.

- Can you ____ her I rang?
- Can you ____ her to call me back?
- Can you ____ I'm arriving at eight?
- Can you ____ them it's urgent?
- Just ____ I'll call again at six.
- I'd be grateful if you could ____ him to call me back.
- This message is to ____ her whether she received the package.
- It's only to ____ them all that we'll start in a few minutes

Taking a message

- Can I take a message?
- Sorry, one moment.
- I'm just getting a pen
- Hold on a sec(ond)
- OK. Go ahead
- Can you spell that? / How do you spell it? / How is it spelled?
- I'd better read that back to you. / Let me read it back.
- Anything else?

A as in 'apple'. B for 'Berlin'

Revision of spelling rules

A
E
I
O
U
Y

ABC

The Phonetic Alphabet

... The NATO Version

A - Alpha

B - Bravo

C - Charlie

D - Delta

E - Echo

F - Foxtrot

G - Golf

H - Hotel

I - Indiana

J - Juliet

K - Kilo

L - Lima

M - Mike

N - November

O - Oscar

P - Papa

Q - Quebec

R - Romeo

S - Sierra

T - Tango

U - Uniform

V - Victor

W - Whiskey

X - X-Ray

Y - Yankee

Z - Zulu

XYZ

Symbols

- @ = at micheal.manring@gmail.com
- . = dot (lower case)
- / = slash
- - = dash/ hyphen @realK
- _ = underscore (K- capital letter / upper case)

Waiting - repeating - clarifying

The same or different?

- Speak up please / Speak more loudly, please
- Speak more slowly, please / Please hold on a moment
- I didn't catch that / I didn't hear that
- I couldn't hear you I'm afraid / I didn't understand what you mean
- Can you read that back to me? / Can you take a message?
- Let me read that back to you / Let me just check I've got that
- Would you mind repeating that? / Can you call me back?

Ending a call

- ▶ 1) I think I've got the wrong number. Sorry to have bothered you.
 - ▶ 2) Thanks very much for your help. ...
 - ▶ 3) Sorry, I must go now. ...
 - ▶ 4) Bye. Have a good weekend. ...
 - ▶ 5) Don't forget to give me a ring on Friday. ...
 - ▶ 6) Nice talking to you. ...
 - ▶ 7) Give my regards to Sarah. ...
 - ▶ 8) Don't worry, I'll give her your message. ...
 - ▶ 9) So we'll expect you on Thursday.
- a) don't worry. I won't
 - b) That's OK. No problem.
 - c) Nice talking to you too
 - d) You too. Bye
 - e) That's right. Looking forward to it.
 - f) Thanks
 - g) Not at all. Is there anything else I can help you with today?
 - h) And to Martin and the kids.
 - l) Yes. Me too.

Useful phrasal verbs

- I'm connecting you now.
- I'll return your call in a minute
- Every time I call, she puts the phone down
- Just wait a second for me
- Please don't speak so fast
- My mobile battery is low
- Wait while I see if he's in
- Can you talk more loudly
- I'll give her your message

Hangs up
Is running out
Pass on
Putting you through
Call you back
Speak up
Hold on
Bear with
Slow down

Booking (hotels, restaurants, transport)

- I'd like to book a table for 2 for ...
- Hello, I'm calling to book a room for 3 people for the period from... to...

Dates & Numbers (...& birthdays)

13 th	30 th	08/08	09/08
5 th	15 th	20/12	25/12
1/5/78	31/5/89		

What time is it for?

- 1:10
- 13:43
- 11:15
- 12:05

Match the times to both ways of telling them

- (a) quarter past eleven
- thirteen forty-three
- five past twelve
- one ten AM
- a quarter to two
- ten past one
- twelve oh five
- eleven fifteen

Prepositions of time

On + day, date, special days (Christmas Day)

By + time, day, date, month, year

At + time, 'night', the weekend

In + month, season, year, part of the day, period of time

Voice messages



- What's your style with voice messages?
- What do you consider polite /impolite when it comes to voice messages (time limit, content...)
- Are voice messages somewhat changing our telephone etiquette?

Leaving voicemail messages

- 1 – Introduce yourself
- 2 – how you know the person
- 3 – give reasons for calling
- 4 – give contact details
- 5 – give availability
- 6 – offer alternative
- 7 – end message

Countable / Uncountable

Pick out the right option in *italics*

- ▶ 1 - We don't have *some/any* tables left this evening
- ▶ 2 - I'd like *a/some* round-trip ticket please
- ▶ 3 - Could you give me some *information/informations*
- ▶ 4 - It's too *many/much* money. I'm afraid I can't afford it.
- ▶ 5 - I'm sorry but I only have a *little/few* time left
- ▶ 6 - I don't know how *many/much* times I've called today!
- ▶ 7 - There *is/ are* still a lot of seats on that flight
- ▶ 8 - I'd like to book *a/some* cab for tomorrow

Sounding friendly / polite

:-/

- What's your name?
- Who do you want to speak to?
- She's in a meeting
- He's talking to someone
- Do you want to wait
- What's it about?
- Wait! I need to get a pen.

:-)

Sorry, Could I have your?
Who would you like?
I'm afraid
One moment, He's just
Would like hold?
Can I ask it's in connection with?
Sorry, I'm just looking

Informal / formal

- 1 ask for
 - 2 ask
 - 3 need
 - 4 get
 - 5 give
 - 6 say sorry
 - 7 tell
 - 8 book
 - 9 help
 - 10 check
- a) receive
 - b) reserve
 - c) request
 - d) assist
 - e) require
 - f) inform
 - g) apologize
 - h) enquire
 - l) verify
 - j) provide

Modal verbs

can't could have to must should will would

- ▶ DIANA: Hi Midori. it's Diana.
- ▶ MIDORI: Oh Hello! I didn't recognize your voice. I ____ remember the last time we spoke. It ____ be over two years ago.
- ▶ DIANA: That's right. The reason I'm calling is that I ____ visit Tokyo next month on business.
- ▶ MIDORI: Great! We ____ get together
- ▶ DIANA: Actually I wanted to ask if I _____ possibly stay with you for a couple of nights (?)
- ▶ MIDORI: Sure. That _____ be great. When exactly?
DIANA: Well I'm not sure yet but I _____ call you when I know the exact date...

first and second conditionals

first conditional

- 1 If I **have** time, I'll **write** my CV tonight. (2 45)))
If you **don't work** hard, you **won't get** promoted.
- 2 If he **does** well at school, he **can go** to a good university.
I **might (may) go back** to college if I **can't find** a job.
If you **apply** for that job, you **must prepare** an up-to-date CV.
If they **fail** their exams, they **should take** them again.
- 3 If you **get** an interview, **think** carefully about what to wear.

We use the first conditional to talk about a possible future situation and its consequence.

- 1 The first conditional normally uses *if* + present simple, *will* | *won't* + infinitive.
- 2 We can also use other modal verbs instead of *will*, e.g. *can*, *might*, *may*, *must*, or *should*.
- 3 We can also use an imperative instead of *will*.

Unless

We can use *unless* instead of *if... not* in conditional sentences.

I won't come unless you come too. (= I won't come if you don't come too.)

second conditional

- 1 If I **had** more money, I **wouldn't need** evening work. (2 46)))
If they **offered** you a part-time job, **would** you **accept** it?
- 2 I **might meet** more people if I **lived** in a hall of residence.
You **could apply** for a scholarship if you **got** a place to study in the US.
- 3 If he **was (were)** here, he'd **know** what to do.
I'd **take** it back to the shop if I **were** you.

We use the second conditional to talk about a hypothetical or imaginary situation, or one that we *don't* think is a possibility.

- 1 The second conditional normally uses *if* + past simple, *would* | *wouldn't* + infinitive.
- 2 We can use *might* or *could* instead of *would*.
- 3 When we use *be* in the *if* clause, we can use *was* or *were* after *I* | *he* | *she* | *it*.
However, in the phrase *if I were you*, which is often used to give advice, only *were* is used. NOT *if I was you*.

First or second conditional

The conditional we use depends on how likely the condition is. Compare:

If I have more time, I'll do it. (I think it's a real possibility that I'll have time.)

If I had more time, I'd do it. (I think it's unlikely or impossible that I'll have more time.)

a Circle the correct form.

If I go to university, I'd study I'll study engineering.

- 1 If she had her own car, she *doesn't* / *wouldn't* need to borrow yours.
- 2 If I *had* / *have* a good degree, I'll get a better job.
- 3 You *wouldn't* always be late for work if you *get* / *got* an earlier bus.
- 4 We can't help you unless you *tell* / *told* us what the problem is.
- 5 If you *find* / *found* your phone, you can send me a text later.
- 6 *You'd* / *You'll* save time if you did your shopping online.
- 7 I *won't* / *wouldn't* go there unless I really had to.
- 8 They'd enjoy life more if they *didn't* / *don't* study all the time.
- 9 If you *can't* / *couldn't* find the street, just give me a ring.
- 10 If I *earned* / *earn* more, I could afford to go on an exotic holiday.



b Complete the sentences with the verbs in brackets.

I wouldn't want to do research if I didn't enjoy working on my own. (not want)

- 1 If I _____ to stay at university, I'll probably do a PhD or a master's degree. (decide)
- 2 If you didn't spend so much on clothes, you _____ borrow money all the time. (not have to)
- 3 I think my sister and her boyfriend _____ soon, if they can afford to pay for the wedding. (get married)
- 4 If I have time over the summer, I _____ for an internship. (apply)
- 5 I think Andy might get a scholarship if he _____ on working hard. (keep)
- 6 If we _____ a bigger house, we could rent a couple of rooms to students. (buy)
- 7 I might enjoy my job more if I _____ such awful colleagues. (not have)
- 8 If I _____ get a job, I won't retake my exams. (can)
- 9 My tutor says I must attend all the seminars if I _____ to fail. (not want)
- 10 I'd get more job offers if I _____ better qualified. (be)

Direct / Indirect questions

- ▶ 1 - Could you tell me what time the flight lands?
▶ What ...
- ▶ 2 - I was wondering if I could borrow your bicycle.
▶ Could ...
- ▶ 3 - I'd like to know if Marie is there, please
▶ Is ...
- ▶ 4 - I'd be grateful if you'd try to call him
▶ Would ...
- ▶ 5 - Do you know when she will be back
▶ When ...

Making appointments

a) How about
Are you free on
Can you make

b) fix
Arrange
agree

c) 're free
can make it
're available

d) tied up
busy
unavailable

e) are you thinking of?
do you have in mind?
do you want it?

f) postpone it
move it back
put it back

g) best
convenient
OK

h) fine
great
good

i) sounds good?
suit you?
look OK?

j) the appointment is
So that's
We can confirm

- ▶ 1 - I'm calling to ____ another time
- ▶ 2 - Michel and Ana are ____ this week
- ▶ 3 - Do you mind if we ____ to next week?
- ▶ 4 - Which day ____ .
- ▶ 5 - Does Wednesday ____ .
- 6 - ____ Thursday?
- 7 - Which would be ____ for you?
- 8 - we ____ after lunch.
- 9 - That sounds ____ .
- 10 - ____ Thursday at 2 o'clock

A conference call



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