

On the phone

1 Listen, read and match.

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- Hello. Ms. Cook's office.
- Hi. This is Mike Stark.
- Can I speak to Ms. Cook?
- Just a moment, please.
- Can I take a message?
- Could you speak up?
- Thanks for calling. Bye.

a**b****d****g****e****c****f**

- a** answering the phone
- b** introducing yourself
- c** making a special request
- d** asking to speak to someone
- e** taking a message for someone
- f** finishing a conversation
- g** asking someone to wait

On the phone



2 Listen and read.

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Secretary: Hello. Mr. Smith's office.

Sarah: Hi. This is Sarah Heath. Can I speak to Mr. Smith?

Secretary: Could you speak up? I can't hear you.

Sarah: This is Sarah Heath calling. I'd like to speak to Mr. Smith.

Secretary: Just a moment, please. I'm sorry, but he's not here at the moment. Can I take a message?

Sarah: No, thank you. I'll call again later.

Secretary: OK. Thanks for calling. Bye.

On the phone

2 Listen and read.

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John: Hello. Is Luke there, please? It's John.



Mark: Hi. What number are you calling? There isn't a Luke here. I think you have the wrong number.

John: Oh, I'm so sorry.

Mark: That's OK. Bye!









On the phone

3 Listen, draw and say. Draw  if the intonation goes up at the end of the sentence and  if it goes down.

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- | | | |
|---|---------------------------------|---|
| 1 | Can I speak to Tom, please? | () |
| 2 | Just a minute. I'll put him on. | () |
| 3 | How are you? | () |
| 4 | I'm fine. | () |
| 5 | Could you speak up? | () |
| 6 | Thanks for calling. | () |

On the phone

4 Look, read and write.

Complete the online chat with the answers from the box.

I'm fine.

Yes, I am.

Of course, I can.

Tracy

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Tracy: Hi, Ollie. How are you?

(1) I'm fine. 😊 : Ollie

Tracy: Did you get your new webcam?

No, I didn't. 😞 : Ollie

I am buying it on the weekend.

Tracy: I see. Are you going to the store by bus?

(2) Yes, I am. : Ollie

The bus leaves at 10 in the morning.

Can you come?

Tracy: (3) Of course, I can.

I want to look at the tablets, too.

OK. See you on Saturday. 😘 : Ollie