

04

Can I help you?

Telephone calls

1  **1.34** Listen to Kristina Müller making a phone call and tick (✓) the correct phone number.

01623 303 5448 01643 202 6449 01743 404 5610

*I don't answer the phone.
I get the feeling when I
do someone will want to
speak to me.*

Fred Couples, golfer

Circle the correct answer.

Fred Couples *doesn't like / likes* talking on the phone.



QUESTION TIME

Complete the telephone questions below with the missing word.

_____ I help you?

_____ I ask who's calling?

_____ I take a message?

_____ he call Kristina Müller?

1.34 Listen again and check your answers.

Learning objectives: Unit 4

Business communication skills

Making simple telephone calls;
Making arrangements; Roleplay;
Leaving a message;

Fluency: Talking about dates

Listening Telephone calls to
leave a message and to arrange a
meeting

Vocabulary Telephone numbers;
Dates, days and months

Grammar *Can* for requests and
possibility

Phrase bank Telephone phrases

In Company interviews
Units 3–4



2 Match the sentence beginnings (a–g) to the endings (1–7) to make common telephone phrases.

a Can I speak to

b How can I

c Mr Smith is

d Can I ask

e Can I take

f Is there

g Can he call

1 who's calling?

2 anything else?

3 Kristina Müller, please?

4 a message?

5 Mr Smith, please?

6 help you?

7 out of the office today.

3 Look at the questions in 2 and decide if the statement below is true (T) or false (F).

We ask questions with *can* to see if something is possible. T / F

4  1.35 Listen and label the telephone numbers (a–d) in the order you hear them.

- +12 997 541 3324 ___ +41 608 587 4477 ___
- 0044 208 648 7559 ___ 0088 887 707 6841 ___

Leaving a message

1 Rearrange the words in each box to make a telephone conversation.

A

1 morning good / help I can how you?

Good morning. How can I help you?

2 I speak can to please **Paul Smith**? _____

3 he's sorry **of the out office**. _____

4 I can you help? _____

5 thanks no / will be he when back? _____

6 **tomorrow** / a message take can I? _____

7 please yes / call can he me on **0044 788 480 5945** _____

8 okay that's so **0044 788 480 5945** _____

9 that's yes right _____

10 is anything there else? _____

11 **no bye thanks** _____

12 bye okay _____

B

Natural language

When two numbers together are the same in a telephone number, we often say *double*.

33 = *double three*

88 = _____ *eight*

It is also very common in telephone numbers to say *oh* instead of *zero*.

0207 = *oh two oh seven*

001 = *double oh one*

Practise saying these telephone numbers with your partner.

0081 445 087 5441

0029 352 698 7411

2 Work with a partner and practise the telephone call.

3 Replace the **bold** text in 1 using the information below to make new conversations. With your partner take turns being A and B.

A

3 in a meeting / out at lunch

6 this afternoon / next week

8 020 5324 1643 / 01789 417 863

B

2 Daniel Gelder / Tom Price

7 020 5324 1643 / 01789 417 863

11 That's all, thanks. / No, that's great.



Time: _____
Day: _____

Are you free on Tuesday?

1  **1.36** Listen to the telephone conversation and write the time and day of the meeting on the notepad.

2  **1.36** Complete these extracts from the phone call in 1 with *can/can't*. Listen again and check your answers.

- a** Hello, _____ I speak to Kristina, please?
- b** Oh, I _____ meet in the afternoon.
- c** I _____ do 3.00 pm.

3 Match each example in 2 to a meaning below.

- 1** It isn't possible. b
- 2** Is it possible? _____
- 3** It is possible. _____

4 Use *can/can't* to complete the sentences and match the meaning of the symbol.

- ✓ it is possible ? is it possible ✗ it isn't possible
- a** ? *Can* I speak to Chris please? **d** ✗ I _____ meet at 3 pm.
 - b** ✓ I _____ go to the meeting. **e** ? _____ you meet at 3 pm?
 - c** ✗ I _____ go to the meeting. **f** ✓ I _____ meet at 4 pm.

5 Complete the table with *can / can't*

Positive	Negative	Question
I _____	I _____	I ...?
You _____	You _____	you ...?
He/She/It _____	He/She/It _____	he/she/it ...?
We _____	We _____	we ...?
They _____	They _____	they ...?

Days, months and dates

1 Put the days of the week in the correct order.

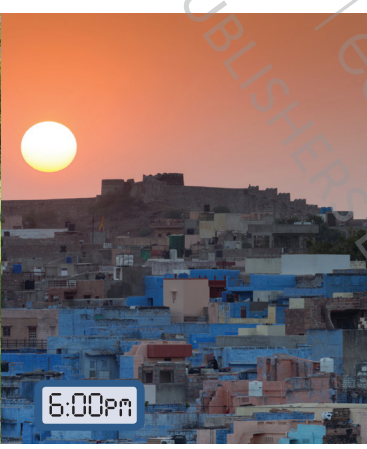
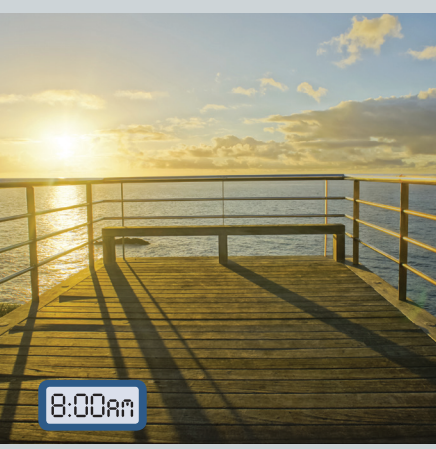
Tuesday _____ Thursday _____ Sunday _____ Monday 1
Wednesday _____ Friday _____ Saturday _____

2  **1.37** Listen and check your answers.

3  **1.37** Listen again and repeat the days of the week.

4 Label each photo with words in the box.

afternoon evening morning night



5 Work with a partner. Choose a day of the week and time of day and take turns to guess their choice.

Is it Thursday morning? Is it Tuesday afternoon?

No, it isn't. Yes, it is!

6 Put the months in the correct order.

January 1 August September April
 October March May December
 July June November February

7 1.38 Listen and check your answers.

8 1.39 Listen to people talking about important events. Match the dates to a speaker.

- | | |
|-----------------|-----------------------|
| a 1st January | Speaker 1: <u> </u> |
| b 22nd February | Speaker 2: <u> </u> |
| c 3rd April | Speaker 3: <u> </u> |
| d 6th November | Speaker 4: <u> </u> |
| e 18th August | Speaker 5: <u> </u> |

9 Write the date of these events in your life.

Your birthday _____
 An important public holiday in your country _____
 The birthday of someone in your family _____

10 Work with a partner and tell them the dates in 9.

My birthday's on the 24th of November.

11 1.40 Listen to Kristina Müller and José González discussing a meeting on the telephone. Tick (✓) the dates you hear.

- a 8th August
- b 14th July
- c 23rd July
- d 14th August
- e 18th August

12 1.40 Listen again and decide if the statements are true (T) or false (F).

- a Kristina wants to change the time for the meeting. T / F
- b José is busy on the 18th August. T / F
- c Kristina is busy on the 14th August. T / F
- d The new date for the meeting is the 18th August. T / F

13 Work with a partner and arrange a meeting.

Speaker A: Look at page 82. Speaker B: Look at page 86.



Writing tips

When we say the date, we normally use *the* and *of*:

the tenth of May

When we write the date, we use the number and month only:

10th May

We can include the year:

10th May 2015

We can also leave out the *th* (or *st/nd/rd*):

10 May 2015

In Company interviews
Units 3-4

04 Can I help you?

Vocabulary

Telephone numbers, days and months

1 **1.41** Listen and circle the four telephone numbers you hear.

0044 208 456 7744 0022 234 3344 0087 285 7459
0028 334 4454 0048 255 8974 0055 778 8992

2 Write the missing letters to complete the days of the week.

M _ _ day T _ e _ day _ edn _ sday

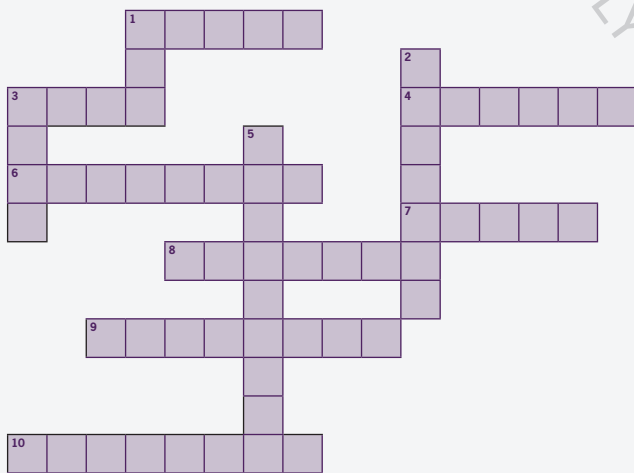
T _ ur _ day _ r _ day S _ t _ rday _ u _ day

3 Use the ideas in the box to write your weekly routine.

check my emails cook dinner go shopping
go to a restaurant go to the gym have dinner with my family
have meetings leave work early meet friends
meet my boss pay my bills start work early

Monday I start work early on Monday morning.
Tuesday _____
Wednesday _____
Thursday _____
Friday _____
Saturday _____
Sunday _____
Every day _____

4 Complete the crossword with the months of the year.



Across

- 1 The 3rd month of the year (M...)
- 3 The 7th month of the year (J...)
- 4 The 8th month of the year (Au...)
- 6 The 11th month of the year (No...)
- 7 The 4th month of the year (Ap...)
- 8 The 10th month of the year (Oc...)
- 9 The 12th month of the year (De...)
- 10 The 2nd month of the year (Fe...)

Down

- 1 The 5th month of the year (M...)
- 2 The 1st month of the year (Jan...)
- 3 The 6th month of the year (Ju...)
- 5 The 9th month of the year (Se...)

5 Write the dates in words.

- a 22.02 22nd February
- b 02.08 _____
- c 13.12 _____
- d 03.03 _____
- e 31.01 _____
- f 24.05 _____

6 Write the date of these events in your life.

- a Your best friend's birthday _____
- b The day you started school _____
- c The day of a public holiday in your country _____

Grammar

Can for requests and possibility

1 Complete the sentences with *can/can't*.

- a _____ we meet on Monday?
- b Sorry, I _____. I'm busy.
- c I _____ meet on Tuesday. Is that okay?
- d I _____ meet in the morning. I have another meeting.
- e _____ we meet in the afternoon?
- f I'm free then. We _____ meet on Tuesday afternoon.

2 **1.42** Listen and check your answers.

3 Rewrite the sentences using *can/can't*. Use the icons to help you.

- a I am free to meet you on Monday. ✓
I can meet you on Monday.
- b I am not free to meet you on Monday. ✗

- c Are you free to meet me on Monday? ?

- d It's okay for you to leave early tomorrow. ✓

- e It's not okay for you to leave early tomorrow. ✗

- f Is it okay for me to leave early tomorrow? ?

Using language

Match each example of *can* (a–c) to a meaning (1–3).

- | | | | |
|---|---------------------------|---|--------------------|
| a | I can meet you on Monday. | 1 | It's not possible. |
| b | Can we meet on Monday? | 2 | It is possible. |
| c | I can't meet on Monday. | 3 | Is it possible? |

Pronunciation

Days and months

1 Underline the stressed syllable in the days of the week.

- Monday Thursday Sunday
 Tuesday Friday
 Wednesday Saturday

2 1.43 Listen and check your answers.

3 Underline the stressed syllable in the months in the year.

- January April July October
 February May August November
 March June September December

4 1.44 Listen and check your answers

Phrase bank: Telephone phrases

Complete the conversation with the words in the box.

ask call can else it's out speak take

- A: Good morning, how (a) _____ I help you?
 B: Hello, can I (b) _____ to Mr Smith, please?
 A: Can I (c) _____ who's calling?
 B: (d) _____ Samantha Lyons.
 A: I'll just check.
 A: I'm sorry, Mr Smith is (e) _____ of the office today. Can I (f) _____ a message?
 B: Can he (g) _____ Samantha Lyons, please?
 A: No problem. Is there anything (h) _____?
 B: No thanks, bye.
 A: Bye.

1.45 Listen and check your answers.

Writing

Messages

Complete the message using the information on the call sheet.

Message for:	Bill
Caller:	Samantha Lyons
Telephone Number:	0207 844 558
Time of call:	Fri 3 pm
Message:	call back Mon/Tues AM?

Hi Bill,
 Samantha (a) _____ called you.
 She called on Friday (b) _____.
 She wants you to call (c) _____ back.
 Her (d) _____ is 0207 844 558.
 (e) _____ you call her
 (f) _____ or Tuesday
 (g) _____?

Reviewing objectives

Tick (✓) the statements which are true for you.

- I can make a telephone call.
- I can receive a telephone call.
- I can talk about significant dates.
- I know the days of the week.
- I know the months of the year.

My notes from Unit 04

B

Learning objectives: Workplace Scenario B

Business communication skills

Saying where places are in a town; Saying where places are in an office; Roleplay: Asking where places are in a town

Reading Text message about plans to meet

In Company in action

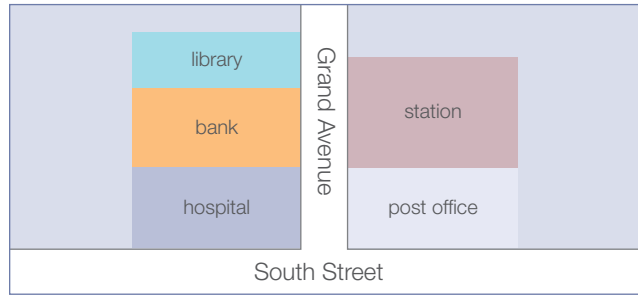
B1: I want to get to the office;
B2: Go straight to the meeting room

In Company in action



It's very close

1 Look at the map and complete the sentences below.



- a The station is on Grand Avenue.
- b The station is next to the _____.
- c The station is opposite the _____.
- d The bank is between the _____ and the _____.

2 It is the day of the meeting at BetterDrinks. Karl sends Antonio a text message. Read the message and circle the correct answer.



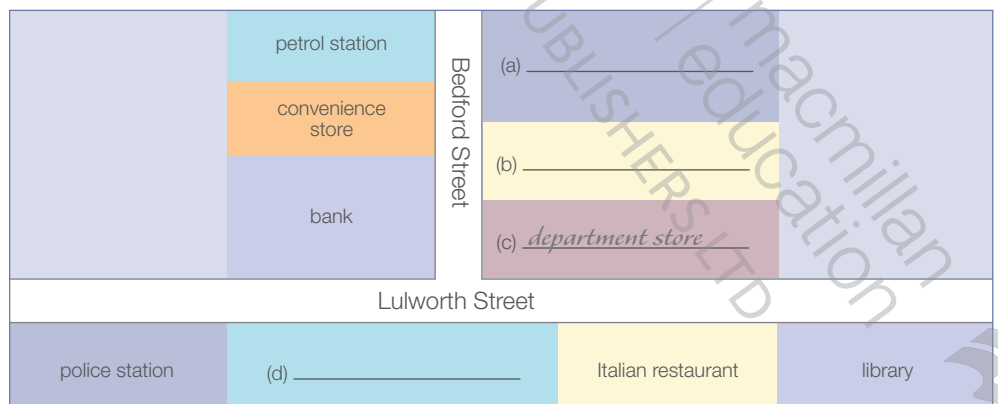
- a Karl is *in a meeting / at a train station* right now.
- b Karl wants Antonio to go to the BetterDrinks office *in ten minutes / at ten o'clock*.
- c Julie will meet Antonio at the *office / hotel*.

3 Antonio is having breakfast when he receives Karl's message. Watch video B1 and decide if the statements are true (T) or false (F).

- a The BetterDrinks office is near the hotel. T / F
- b There is a café on Bedford Street. T / F
- c The office is opposite a department store. T / F

4 Complete the map with the places in the box. Watch video B1 again to check your answers.

BetterDrinks office café department store The Western Hotel





In Company in action

5 Match the phrases (a–d) to the words with the same meaning (1–4).

- | | |
|------------|------------------------|
| a opposite | 1 close to |
| b near | 2 in the middle of |
| c between | 3 on the right/left of |
| d next to | 4 across from |

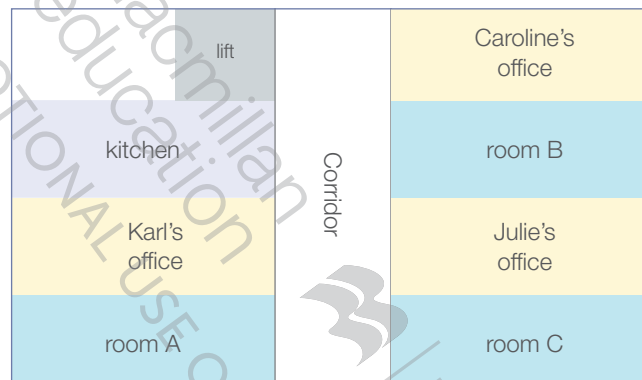
6 Here is a short conversation based on the map in 4.

a With a partner, put these sentences in the correct order and practise reading the conversation.

- i Thanks for your help.
- ii You're welcome.
- iii It's on Lulworth Street. It's between the Italian restaurant and the police station.
- iv Excuse me, where is The Western Hotel?

b Change the underlined words to make new conversations. Use the places on the map in 4 and the words in 5 to help you.

7 Look at the plan of the BetterDrinks office and complete the sentences. Use the words and phrases from 5 to help you.



- a Caroline's office is _____ the lift.
- b The lift is _____ the kitchen.
- c The kitchen is _____ the lift and Karl's office.
- d Julie's office is _____.

8 Antonio arrives at BetterDrinks' office building. Watch video B2. Which room from 7 is the meeting room?

- Room A Room B Room C

9 Watch video B2 again and answer the questions.

- | | |
|---|--|
| <p>a Why is Karl late?</p> <ul style="list-style-type: none"> i He went to the hotel first. ii There was a problem with his train. iii He was talking to Julie. <p>b Where is the BetterDrinks office?</p> <ul style="list-style-type: none"> i On the third floor. ii Next to the lift. iii Across the street. | <p>c Why does Karl want to speak to Julie before the meeting?</p> <ul style="list-style-type: none"> i The tea for the meeting is not delicious. ii There's a big problem in Taiwan. iii He did not bring the Bubble tea. |
|---|--|

10 With a partner, take turns to ask where places are.

Speaker A: Look at page 86.

Speaker B: Look at page 82.

Evaluate your performance using the **Reviewing objectives** box on page 85.