

The river of life

SUZY

I've lived in Oxford since _____
I've worked at the travel agent's for _____
I've played basketball for _____
I've known Mark for _____
I've owned a mountain bike since _____

Moved to Oxford in 1984
Started playing basketball in 1987
Started working at the travel agent's in 1989
Bought a mountain bike in 1992
Met Mark in 1990

NOW

She lives in Oxford.
She works at the travel agent's.
She plays basketball.
She's got a good friend called Mark.
She owns a mountain bike.

Your river of life

I live in _____
I work/study at _____
I play _____
I've got a good friend called _____
I own _____

NOW

One of those days

COMPLAINT soup cold REQUEST another bowl	COMPLAINT wrong change REQUEST 50p more	COMPLAINT heater in hotel room not working REQUEST repair it
COMPLAINT music too loud REQUEST turn it down	COMPLAINT tape not loud enough REQUEST turn it up	COMPLAINT bought a book – pages missing REQUEST another one
COMPLAINT ordered coffee – not tea REQUEST a cup of coffee	COMPLAINT this room too small REQUEST a bigger one	COMPLAINT bought a pullover – hole in it REQUEST a new one
COMPLAINT bought a pair of trousers – shrunk REQUEST money back	COMPLAINT room too smoky REQUEST open a window	COMPLAINT taxi driver driving too fast REQUEST slow down

Conversation 1

Rrrrring.

R: Hello.

C: Hello. Is Steve _____?

R: I'm sorry. He's not _____ right now.

C: What _____ will he be back?

R: _____ five thirty.

C: This afternoon?

R: Yes. _____ I ask who's calling?

C: _____ his friend, Greg.

R: Okay. I'll tell him you _____.

C: Thanks.

Conversation 2

Rrrrrring.

R: Tyler _____.

C: Is this Naomi?

R: No, _____ is her sister, Nancy.

C: You sure sound like Naomi.

R: Oh. Can I _____ a message?

C: Sure. Please tell her that Andy called.

R: Okay. I'll _____ her the message.

C: Thanks.

R: Bye.

Accepting a call

... (company). Good morning.
... (company). Good afternoon.
... (company). How can I help you?
... is speaking on another line.
... isn't in (yet).
... is away on business.
... is on holiday (this week).
... is out for lunch.
I'm afraid, ... is not available at the moment.
... will be back any minute.

hold	through	take	have	leave	reply
engaged	speak to	back	dialled	try	Maybe

I'm afraid you have _____ the wrong number.
Who would you like to _____?
Hold the line, I'll put you _____.
I'm sorry, but the line is _____.
There's no _____.
If you _____ the line, I'll try again.
Could you _____ again later / tomorrow?
Can I _____ a message?
Would you like to _____ a message for Tom Smith?
If you give me your phone number, he will call you _____.
Could I _____ your name, please?
Could I help you? / _____ I can help you?

Having a conversation

... here. / ... speaking. / This is ...
This is ... (company), ... (name) speaking.
Sorry, I must have _____ the wrong number.
Could I _____ Tom Smith, please?
Am I _____ to Ms Marple?
Could you put me _____ to the marketing department, please?
I'm _____ about our last order.
Could you please tell ... I phoned?
Could you _____ Ms Ling a message, please?
Could you _____ her to call me back?
Do you know when he will be _____?
Will ... be in the office tomorrow?
I'll _____ again later / tomorrow.

_____ you could help me?

Solving understanding problems

louder

repeat

slowly

spell

hardly

bad

get

My English isn't very _____.

The line is _____.

I can _____ hear you.

I didn't _____ that.

Could you speak more _____, please?

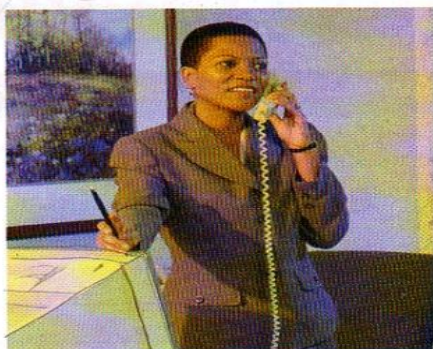
Could you speak _____, please?

Could you _____ that, please?

Could you _____ that, please?

Sorry? / Pardon?

On the phone



Complete the conversations with phrases from the box.

I'll give it to hold I'm phoning line's busy Speaking
 leave a message speak to we'll get back to you This is
 phone back later take a message I'm afraid have extension
 putting you through take your call at her desk

- A Hello. Could I _____ Sam Jackson, please?

B _____ Mr Jackson's in a meeting. It won't be over until 3.00. Can I _____ ?

A Yes, please. Could you ask him to phone me? I think he's got my number, but _____ to you again just in case. It's 743 219186.
- A Can I _____ 2173, please?

B The _____ at the moment. Would you like _____ ?

A Yes, please.
(Five seconds later.)

B I'm _____ now.

A Thank you.
- A Could I speak to Alison Short?

B I'm afraid she isn't _____ at the moment. Do you want to hold?

A No, don't worry. I'll _____.
- A Can I speak to Terence Cameron, please?

B _____.

A Ah, Mr Cameron! _____ Holly Lucas. _____ about a letter I got this morning.
- A Hello. This is Incom International. There's no one here to _____ at the moment. Please _____ and _____ as soon as we can.