

**เอกสารประกอบการสอนรายวิชา**

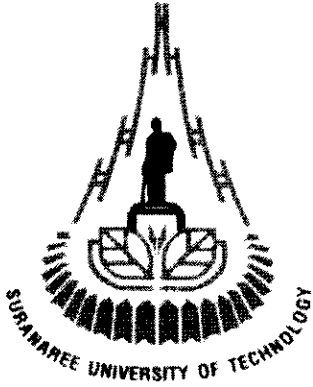
**English 5 : Using the Telephone**

**ผศ.พยอม ก้อนในเมือง**

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CONTRIBUTION



# English V

## Using the Telephone

Student's copy








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SURANAREE UNIVERSITY OF TECHNOLOGY

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**School of English**  
**Suranaree University of Technology**

## Using the Telephone (Student's copy)

**Objectives: By the end of this unit, you should be able to:**

-  make a telephone call
-  answer a telephone call
-  take telephone messages
-  leave telephone messages
-  write telephone messages



### Task 1: Warm up

Have you ever made a phone call in English? Let's start with telephone number.

**1) Instructions:** Listen to the tape. Then write down the telephone numbers you hear, and read each number.

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_  
4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

**2) Instructions:** Listen to the recording of a telephone conversation. Then tick the phrase(s) or sentence(s) you hear.

- Good afternoon.
- Can I call back?
- Could I speak to Miss Pani?
- Who's calling please?
- Just a moment, please.
- Sure I'll do that.
- I'm sorry, she's not in.
- Can I take a message?
- Thank you. Goodbye.
- It's my pleasure.



**Task 2: Fill the Gap.**

**Instructions:** Listen to the telephone conversation again. This time, fill in each blank with the phrase or the sentence you hear.

**A:** Good morning. SUT Engineering. \_\_\_\_\_

**B:** Er... Could \_\_\_\_\_, the personnel manager, please?

**A:** May I ask who's \_\_\_\_\_, please?

**B:** \_\_\_\_\_ Choakchai calling from Korat.

**A:** \_\_\_\_\_, please.

---A moment later---

**B:** Er,... Hello, Khun Choakchai, I'm sorry, Miss Panida \_\_\_\_\_.

**A:** Oh, \_\_\_\_\_? Could you tell her that I have  
already sent my transcript to her yesterday.

**B:** O.K. \_\_\_\_\_.

**A:** \_\_\_\_\_ very much. Goodbye.

**B:** \_\_\_\_\_ Bye.



**Task 3: Rearrange the conversation.**

**Instructions:** Number the parts of this telephone conversation in the right order.

**Call 1**

- \_\_\_ a. Hello, Is Dang there?
- \_\_\_ b. Okay. I'll call back. Thank you.
- \_\_\_ c. Bye.
- \_\_\_ d. No, I'm sorry. She is not here right now.
- \_\_\_ e. You're welcome. Bye-bye
- \_\_\_ f. Hello, S13 dormitory.

**Call 2**

- \_\_\_ a. Great! Listen, Nat. It's my birthday. My friends are going to have a good time. Why don't you come over?
- \_\_\_ b. Hi, Nat. This is Tukta.
- \_\_\_ c. Can I speak to Nattapol, please?
- \_\_\_ d. O.K. See you in the evening. Thanks for calling.
- \_\_\_ e. Hello, KTS limited.
- \_\_\_ f. Today? At your place? What should I bring with me?
- \_\_\_ g. Yes, today at my place at six. Bring some soft drink—no presents.
- \_\_\_ h. Speaking.
- \_\_\_ i. Oh, hi, Tukta. How have you been?
- \_\_\_ j. You're welcome. See you then.

**Call 3**

- \_\_\_ a. Certainly, Madam. What's your number, please?
- \_\_\_ b. Do you know when she will be available?
- \_\_\_ c. I'm sorry. She's having a meeting at the moment.
- \_\_\_ d. May I speak to Dr. Nareumon, please?
- \_\_\_ e. I'll make sure she gets the message.
- \_\_\_ f. Thank. Bye.
- \_\_\_ g. SUT Library. Can I help you?
- \_\_\_ h. Oh, she has my number. Just tell her Dr. Kuntima called.
- \_\_\_ i. I have no idea but I can take a message for her. Good Bye.
- \_\_\_ j. I really appreciate that. Could you tell her to return my call?

**Task 4: Practice.**

**Instructions:** In pairs, act out the 3 telephone calls you have rearranged using your name and your partner's.

**Task 5: Language Enrichment.**

**Instructions:** Study the following expressions. Then practice and memorize at least one of each category.

**Opening a call****1. Answering with the company's name**

- SUT Engineering. Can I help you?
- 7 Eleven, what can I do for you?
- Good afternoon, KISS cooperation

**2. Telling who makes a call**

- This is Jim speaking.
- Pattana, here.

**3. Asking who's the caller**

- Who's calling, please?
- May I ask who's calling, please?
- Who's that speaking?

**4. Asking to speak to someone.**

- May I speak to .....
- I'd like to speak to .....
- Could you put me through to .....
- Can I speak to .....
- Could I have extension 123, please?

**5. Giving the purpose of the call**

- It's about .....
- It's in connection with .....
- It's concerning .....
- I'm returning your call.

**6. Asking about the purpose of the call**

- Could you tell me what it's about?
- What's it concerning with?

**7. Asking a caller to wait.**

- One moment, please
- I'll put you through
- Just a moment, please
- Hold the line, please
- Will you hold?

## Taking messages

### 1. Explaining someone isn't available.

- I'm sorry she is not available at the moment.
- I'm sorry the line is busy.
- I'm afraid she's in a meeting.
- I'm sorry he is away for the conference.
- He won't be back until next week.
- I'm afraid the line's engaged.



### 2. Taking and leaving message

- Could you tell him I called?
- Could you give him a message?
- Could I take a message?
- Would you like to leave a message?
- Could I leave a message?

### 3. Repeating

- Let me repeat that .....

### 4. Reassuring

- I'll tell him you called.
- I'll make sure she gets your message.

### 5. Calling back

- Could you ask him to return my call?
- Could you ask her to call back?
- Could you ask him to get back to me?

## Ending a call

### 1. Thanking

- Thank you for calling.
- Thanks for calling back.
- Thanks for calling.

### 2. Response to thanking.

- You're welcome.
- My pleasure
- All right
- It's my pleasure.



### 3. Saying Goodbye

- Bye-bye
- Goodbye
- See you soon.

**Task 6: Similar expressions**

**Instructions:** Read the following statements. Can you say it in another way?

1. Could I speak to Mr. Makodo, Please?

---

2. Payom speaking.

---

3. She is not in her office at the moment.

---

4. What can I do for you?

---

5. I'm afraid her line's engaged.

---

6. Who's calling, please?

---

7. I'll tell her you called.

---

8. Could you tell him to get back to me?

---

9. Could you put me through to ..... ?

---

10. Hold the line, please.

---



## Task 7: Telephone conversation.

**Instructions:** Study the following telephone conversation. Then in pairs, practice the conversations.



### Conversation 1

**A:** Chula Book Center, May I help you?

**B:** This is Dorothy Lindborg. Could I speak to the manager, please?

**A:** I'm sorry, I didn't catch your name.

**B:** Dorothy Lindborg.

**A:** Thank you. Could you tell me what's about?

**B:** It's concerning a new order.

**A:** One moment, please. I'll put you through.

**B:** Thank you very much.



### Conversation 2

**Siri:** Hello, Suraniwate dormitory.

**Voice:** Hello, this is from Water gate Company. Could I speak to Mr. Pote Sangsom?

**Siri:** I'm sorry, Pote is having a class now.

**Voice:** Do you know when he will be back?

**Siri:** I'm afraid he won't be back until late in the evening. Can I take a message for him?

**Voice:** Good, thanks. Can you tell him to call us for the interview sometime this week?

**Siri:** Can I have your number, please?

**Voice:** 01-0629271 from 9.00 to 12.00. Thanks. Goodbye.

**Siri:** You're welcome and I'll make sure he gets the message. Bye.

**Conversation 3**

- Secretary:** Hello, SUT production House, Good morning.
- Robert Cohen:** Hello, I'm Robert Cohen, from France. I'd to speak to Dr.Rungsun Tongta, please?
- Secretary:** Oh, I'm sorry Dr.Rungsun is away for the conference In Bangkok. Er... can I have your name again, Please. I didn't catch it at first.
- Robert Cohen:** Yes, Robert Cohen, that's R-O-B-E-R-T C-O-H-E-N
- Secretary:** Yes, Mr. Cohen, from France.
- Robert Cohen:** That's Right. Could you ask him to call me when he's back?
- Secretary:** Certainly. Does he have your number?
- Robert Cohen:** I think so. But in any case it's 038-4458707
- Secretary:** Let me repeat that 038-4458707
- Robert Cohen:** That's right.
- Secretary:** Okay. I'll ask him to return your call.
- Robert Cohen:** That's very good. Thank you very much. Bye.
- Secretary:** My pleasure, Bye-bye

**Task 8: Telephone message.**

**Instructions:** Look at the telephone messages below. Then answer the questions that follow.

1.

**Message for:** *Saruta*  
**From:** *Ratana*  
**Number:** *01-0629271*  
**Message:** *Ratana from AUA Korat, asked you to go for a job interview on Jan. 30 at 1:00 p.m. Please call back to make a confirmation.*  
**Message taken by:** *Payom at 10.00 on Friday 12, 06*



1. Who called Saruta?
2. Where does the caller work?
3. What is the purpose of this phone call?
4. By whom was the message taken?
5. What should Saruta do?

2.

For: Dr. Jitpanas

Date: Jan. 20, 06 Time: 8:30

WHILE YOU WERE OUT

Miss Isariya

From: \_\_\_\_\_

Phone No. 01-8792391

telephoned	<input checked="" type="checkbox"/>	urgent	<input type="checkbox"/>
came to see you	<input type="checkbox"/>	please call	<input type="checkbox"/>
will call again	<input type="checkbox"/>	wants to see you	<input type="checkbox"/>
Returned your call	<input type="checkbox"/>		<input type="checkbox"/>

**Message:**  
Isariya's got an accident. She can't come to work today and she asked for a three day sick leave.

*Saruta*



1. How did Saruta get Isariya's message?
2. What time did Isariya call?
3. Why can't Isariya come to work today?
4. How long did she want to take leave?
5. To whom should Saruta give Isariya's message?

3.

For: Rapeepun  
 Date: 14/1/06 Time: 8:00 a.m.

WHILE YOU WERE OUT

Mr. Suvit  
 From: Educational on Region III  
 Phone No. 01-0795923

telephoned	<input checked="" type="checkbox"/>	urgent	<input checked="" type="checkbox"/>
came to see you	<input type="checkbox"/>	please call	<input checked="" type="checkbox"/>
will call again	<input type="checkbox"/>	wants to see you	<input type="checkbox"/>
Returned your call	<input type="checkbox"/>		

Message:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Suvimon*



1. Where does Suvit work?
2. What is Suvit's telephone number?
3. What time did Suvit call?
4. What did Suvit want Rapeepun to do?
5. When would Suvit want Rapeepun to contact him?

**Task 9: Taking messages.**

**Instructions:** Listen to three telephone conversations and take message using the forms below.



1.

For: \_\_\_\_\_  
 Date: \_\_\_\_\_ Time: \_\_\_\_\_

**WHILE YOU WERE OUT**

M \_\_\_\_\_  
 From: \_\_\_\_\_  
 Phone No. \_\_\_\_\_

telephoned		urgent	
came to see you		please call	
will call again		wants to see you	
Returned your call			

**Message:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



2.

For: \_\_\_\_\_  
 Date: \_\_\_\_\_ Time: \_\_\_\_\_

**WHILE YOU WERE OUT**

M \_\_\_\_\_  
 From: \_\_\_\_\_  
 Phone No. \_\_\_\_\_

telephoned		urgent	
came to see you		please call	
will call again		wants to see you	
Returned your call			

**Message:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



3.

**For:** \_\_\_\_\_  
**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**WHILE YOU WERE OUT**

**M** \_\_\_\_\_  
**From:** \_\_\_\_\_  
**Phone No.** \_\_\_\_\_

telephoned		urgent	
came to see you		please call	
will call again		wants to see you	
Returned your call			

**Message:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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**Task 10: Role-play**

**Instructions:** With your partner, take turns act out the situations below.

**Situation 1****Student A**

You have applied for the position of Computer Programmer in Ocean Company. Call the manager of the Human Resource Department for your application status and ask if you will have a chance to be interviewed.

**Student B**

You are Acting manager of the Human Resource Department of Ocean Company. The manager is on holidays. You are not given an authority to make any decision on the recruitment while the manager is away.

**Situation 2****Student A**

You are organizing a surprise birthday party for your best friend-Pam. Call her to come over.

**Student B**

You are Pam's sister. Answer the call and take a message.



## Task 11: Reading

**Instructions:** Read tips for making and answering telephone calls. Then prepare a telephone conversation using idea from the reading.



### 1. Making telephone calls

Communication via telephone is a task that everyone performs daily in an office. In order to save time and money on telephone calls, a caller should keep the following tips in mind.

- ☺ **Make notes** before hand, and have them in front of you. The notes may include the number and the firm you are calling, the name of the person you want to contact, and the details you have to give or the question you need to ask. You can leave some space in your notes to write down replies.
- ☺ When the firm answers, **introduce yourself**, and state your requirements clearly, or give the name of extension number you need to be connected with. If the person or extension you want is engaged, ask how long you will have to wait, and leave a message that you will call back at the agreed time. This can save money.
- ☺ **Keep a pen or pencil** on hand to write down information.
- ☺ **Ask for spelling** of names or numbers if they are unclear to you.
- ☺ Once you ask all your questions, **check your notes** quickly to see if you have all the information you need.
- ☺ Say **“thank you”** and **“Good-bye”** at the end of the call. Then replace the receiver quietly.



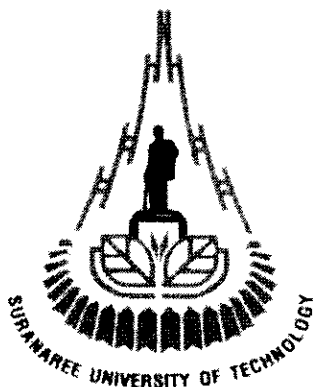
### 2. Answering the telephone

To be able to answer the telephone effectively requires some practice. Techniques in receiving telephone calls are as important as making telephone calls. Keep the following guidelines in mind.

- ☺ **Be pleasant.** Always answer in a polite tone of voice, even if the caller is annoying or bad tempered. Don't forget people cannot see your face over the phone, your voice registers your attitude.
- ☺ **Be clear.** Speak slowly and clearly, but not too loudly.
- ☺ **Announce yourself.** Announce your department and your name at the beginning of the conversation to save time and trouble. Avoid just saying “Hello”
- ☺ **Use the caller's name.** Address the caller politely by name to create good impression.
- ☺ **Thank.** Thank the caller for telephoning.

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- Sweeney S. 2000. **Communicating in business**. Cambridge: Cambridge University Press.



# English V

## Using the Telephone

Teacher's Manual








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**School of English**  
**Suranaree University of Technology**

## Using the Telephone (Teacher's Manual)

**Objectives:** By the end of this unit, you should be able to:

-  make a telephone call
-  answer a telephone call
-  take telephone messages
-  leave telephone messages
-  write telephone messages



### Task 1: Warm up

Have you ever made a phone call in English? Let's start with telephone number.

**1) Instructions:** Listen to the tape. Then write down the telephone numbers you hear, and read each number.

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_  
4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

<b>Script:</b>	1. 044-255453	2. 001-66-23440	3. 02-224918 Ext. 12
	4. 06-2672985	5. 01-8792398	6. 100-88-87-00985

**2) Instructions:** Listen to the recording of a telephone conversation. Then tick the phrase(s) or sentence(s) you hear.

- Good afternoon.
- Can I call back?
- Could I speak to Miss Pani?
- Who's calling please?
- Just a moment, please.
- Sure I'll do that.
- I'm sorry, she's not in.
- Can I take a message?
- Thank you. Goodbye.
- It's my pleasure.



**Task 2: Fill the Gap.**

**Instructions:** Listen to the telephone conversation again. This time, fill in each blank with the phrase or the sentence you hear.

**A:** Good morning. SUT Engineering. \_\_\_\_\_

**B:** Er... Could \_\_\_\_\_, the personnel manager, please?

**A:** May I ask who's \_\_\_\_\_, please?

**B:** \_\_\_\_\_ Choakchai calling from Korat.

**A:** \_\_\_\_\_, please.

---A moment later---

**B:** Er,... Hello, Khun Choakchai, I'm sorry, Miss Panida \_\_\_\_\_.

**A:** Oh, \_\_\_\_\_? Could you tell her that I have  
already sent my transcript to her yesterday.

**B:** O.K. \_\_\_\_\_.

**A:** \_\_\_\_\_ very much. Goodbye.

**B:** \_\_\_\_\_. Bye.

**Script:**

**A:** Good morning. SUT Engineering. May I help you?

**B:** Er... Could I speak to Miss Panida, the personnel manager, please?

**A:** May I ask who's calling, please?

**B:** My name is Choakchai calling from Korat.

**A:** Just a moment, please.

---A moment later---

**B:** Er,... Hello, Khun Choakchai, I'm sorry, Miss Panida is in a meeting.

**A:** Oh, can I leave a message for her? Could you tell her that I have  
already sent my transcript to her yesterday.

**B:** O.K. I've got that.

**A:** Thank you very much. Goodbye.

**B:** You're welcome. Bye.

**Task 3: Rearrange the conversation.**

**Instructions:** Number the parts of this telephone conversation in the right order.

**Call 1**

- \_\_\_ a. Hello, Is Dang there?
- \_\_\_ b. Okay. I'll call back. Thank you.
- \_\_\_ c. Bye.
- \_\_\_ d. No, I'm sorry. She is not here right now.
- \_\_\_ e. You're welcome. Bye-bye
- \_\_\_ f. Hello, S13 dormitory.

**Call 2**

- \_\_\_ a. Great! Listen, Nat. It's my birthday. My friends are going to have a good time. Why don't you come over?
- \_\_\_ b. Hi, Nat. This is Tukta.
- \_\_\_ c. Can I speak to Nattapol, please?
- \_\_\_ d. O.K. See you in the evening. Thanks for calling.
- \_\_\_ e. Hello, KTS limited.
- \_\_\_ f. Today? At your place? What should I bring with me?
- \_\_\_ g. Yes, today at my place at six. Bring some soft drink—no presents.
- \_\_\_ h. Speaking.
- \_\_\_ i. Oh, hi, Tukta. How have you been?
- \_\_\_ j. You're welcome. See you then.

**Call 3**

- \_\_\_ a. Certainly, Madam. What's your number, please?
- \_\_\_ b. Do you know when she will be available?
- \_\_\_ c. I'm sorry. She's having a meeting at the moment.
- \_\_\_ d. May I speak to Dr. Nareumon, please?
- \_\_\_ e. I'll make sure she gets the message.
- \_\_\_ f. Thank. Bye.
- \_\_\_ g. SUT Library. Can I help you?
- \_\_\_ h. Oh, she has my number. Just tell her Dr. Kuntima called.
- \_\_\_ i. I have no idea but I can take a message for her. Good Bye.
- \_\_\_ j. I really appreciate that. Could you tell her to return my call?

#### Task 4: Practice.

**Instructions:** In pairs, act out the 3 telephone calls you have rearranged using your name and your partner's.

#### Task 5: Language Enrichment.

**Instructions:** Study the following expressions. Then practice and memorize at least one of each category.

#### Opening a call

##### 1. Answering with the company's name

- SUT Engineering. Can I help you?
- 7 Eleven, what can I do for you?
- Good afternoon, KISS cooperation

##### 2. Telling who makes a call

- This is Jim speaking.
- Pattana, here.

##### 3. Asking who's the caller

- Who's calling, please?
- May I ask who's calling, please?
- Who's that speaking?



##### 4. Asking to speak to someone.

- May I speak to .....
- I'd to speak to .....
- Could you put me through to .....
- Can I speak to .....
- Could I have extension 123, please?

##### 5. Giving the purpose of the call

- It's about .....
- It's in connection with .....
- It's concerning .....
- I'm returning your call.

##### 6. Asking about the purpose of the call

- Could you tell me what it's about?
- What's it concerning with?

##### 7. Asking a caller to wait.

- One moment, please
- I'll put you through
- Just a moment, please
- Hold the line, please
- Will you hold?

## Taking messages

### 1. Explaining someone isn't available.

- I'm sorry she is not available at the moment.
- I'm sorry the line is busy.
- I'm afraid she's in a meeting.
- I'm sorry he is away for the conference.
- He won't be back until next week.
- I'm afraid the line's engaged.



### 2. Taking and leaving message

- Could you tell him I called?
- Could you give him a message?
- Could I take a message?
- Would you like to leave a message?
- Could I leave a message?

### 3. Repeating

- Let me repeat that .....

### 4. Reassuring

- I'll tell him you called.
- I'll make sure she gets your message.

### 5. Calling back

- Could you ask him to return my call?
- Could you ask her to call back?
- Could you ask him to get back to me?

## Ending a call

### 1. Thanking

- Thank you for calling.
- Thanks for calling back.
- Thanks for calling.

### 2. Response to thanking.

- You're welcome.
- My pleasure
- All right
- It's my pleasure.



### 3. Saying Goodbye

- Bye-bye
- Goodbye
- See you soon.



**Task 6: Similar expressions**

**Instructions:** Read the following statements. Can you say it in another way?

1. Could I speak to Mr. Makodo, Please?

I'd to speak to Mr. Makodo, please?

Could you put me through Mr. Makodo, please?

2. Payom speaking.

This is Jim speaking.

3. She is not in her office at the moment.

She is not available at the moment.

4. What can I do for you?

Can I help you?

5. I'm afraid her line's engaged.

I'm sorry the line is busy.

6. Who's calling, please?

May I ask who's calling please?

7. I'll tell her you called.

I'll make sure she gets your message.

8. Could you tell him to get back to me?

Could you ask her to return my call?

9. Could you put me through to ..... ?

May I speak to .....?

10. Hold the line, please.

Just a moment, please.

**Task 7: Telephone conversation.**

**Instructions:** Study the following telephone conversation. Then in pairs, practice the conversations.

**Conversation 1**

**A:** Chula Book Center, May I help you?

**B:** This is Dorothy Lindborg. Could I speak to the manager, please?

**A:** I'm sorry, I didn't catch your name.

**B:** Dorothy Lindborg.

**A:** Thank you. Could you tell me what's about?

**B:** It's concerning a new order.

**A:** One moment, please. I'll put you through.

**B:** Thank you very much.

**Conversation 2**

**Siri:** Hello, Suraniwate dormitory.

**Voice:** Hello, this is from Water gate Company. Could I speak to Mr. Pote Sangsom?

**Siri:** I'm sorry, Pote is having a class now.

**Voice:** Do you know when he will be back?

**Siri:** I'm afraid he won't be back until late in the evening. Can I take a message for him?

**Voice:** Good, thanks. Can you tell him to call us for the interview sometime this week?

**Siri:** Can I have your number, please?

**Voice:** 01-0629271 from 9.00 to 12.00. Thanks. Goodbye.

**Siri:** You're welcome and I'll make sure he gets the message. Bye.

**Conversation 3**

- Secretary:** Hello, SUT production House, Good morning.
- Robert Cohen:** Hello, I'm Robert Cohen, from France. I'd to speak to Dr.Rungsun Tongta, please?
- Secretary:** Oh, I'm sorry Dr.Rungsun is away for the conference In Bangkok. Er... can I have your name again, Please. I didn't catch it at first.
- Robert Cohen:** Yes, Robert Cohen, that's R-O-B-E-R-T C-O-H-E-N
- Secretary:** Yes, Mr. Cohen, from France.
- Robert Cohen:** That's Right. Could you ask him to call me when he's back?
- Secretary:** Certainly. Does he have your number?
- Robert Cohen:** I think so. But in any case it's 038-4458707
- Secretary:** Let me repeat that 038-4458707
- Robert Cohen:** That's right.
- Secretary:** Okay. I'll ask him to return your call.
- Robert Cohen:** That's very good. Thank you very much. Bye.
- Secretary:** My pleasure, Bye-bye

**Task 8: Telephone message.**

**Instructions:** Look at the telephone messages below. Then answer the questions that follow.

1.

**Message for:** *Saruta*  
**From:** *Ratana*  
**Number:** *01-0629271*  
**Message:** *Ratana from AUA Korat, asked you to go for a job interview on Jan. 30 at 1:00 p.m. Please call back to make a confirmation.*  
**Message taken by:** *Payom at 10.00 on Friday 12, 06*



1. Who called Saruta?
2. Where does the caller work?
3. What is the purpose of this phone call?
4. By whom was the message taken?
5. What should Saruta do?

2.

For: Dr. Jitpanas

Date: Jan. 20, 06 Time: 8:30

WHILE YOU WERE OUT

Miss Isariya

From: \_\_\_\_\_

Phone No. 01-8792391

telephoned	<input checked="" type="checkbox"/>	urgent	<input type="checkbox"/>
came to see you	<input type="checkbox"/>	please call	<input type="checkbox"/>
will call again	<input type="checkbox"/>	wants to see you	<input type="checkbox"/>
Returned your call	<input type="checkbox"/>		<input type="checkbox"/>

**Message:**  
Isariya's got an accident. She can't come to work today and she asked for a three day sick leave.

Saruta



1. How did Saruta get Isariya's message?
2. What time did Isariya call?
3. Why can't Isariya come to work today?
4. How long did she want to take leave?
5. To whom should Saruta give Isariya's message?

3.

For: Rapeepun  
 Date: 14/1/06 Time: 8:00 a.m.

WHILE YOU WERE OUT

Mr. Suvit  
 From: Educational on Region III  
 Phone No. 01-0795923

telephoned	<input checked="" type="checkbox"/>	urgent	<input checked="" type="checkbox"/>
came to see you	<input type="checkbox"/>	please call	<input checked="" type="checkbox"/>
will call again	<input type="checkbox"/>	wants to see you	<input type="checkbox"/>
Returned your call	<input type="checkbox"/>		

Message:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Suvimon*



1. Where does Suvit work?
2. What is Suvit's telephone number?
3. What time did Suvit call?
4. What did Suvit want Rapeepun to do?
5. When would Suvit want Rapeepun to contact him?

**Task 9: Taking messages.**

**Instructions:** Listen to three telephone conversations and take message using the forms below.



**For:** \_\_\_\_\_  
**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**WHILE YOU WERE OUT**

**M** \_\_\_\_\_  
**From:** \_\_\_\_\_  
**Phone No.** \_\_\_\_\_

telephoned	<input type="checkbox"/>	urgent	<input type="checkbox"/>
came to see you	<input type="checkbox"/>	please call	<input type="checkbox"/>
will call again	<input type="checkbox"/>	wants to see you	<input type="checkbox"/>
Returned your call	<input type="checkbox"/>		

**Message:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**For:** \_\_\_\_\_  
**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**WHILE YOU WERE OUT**

**M** \_\_\_\_\_  
**From:** \_\_\_\_\_  
**Phone No.** \_\_\_\_\_

telephoned	<input type="checkbox"/>	urgent	<input type="checkbox"/>
came to see you	<input type="checkbox"/>	please call	<input type="checkbox"/>
will call again	<input type="checkbox"/>	wants to see you	<input type="checkbox"/>
Returned your call	<input type="checkbox"/>		

**Message:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



<b>For:</b> _____	
<b>Date:</b> _____	<b>Time:</b> _____
<b>WHILE YOU WERE OUT</b>	
<b>M</b> _____	
<b>From:</b> _____	
<b>Phone No.</b> _____	
telephoned	urgent
came to see you	please call
will call again	wants to see you
Returned your call	
<b>Message:</b>	
_____	
_____	
_____	

### Script: For Task 9

#### Call 1

- A: School of English, Can I help you?  
 B: Hello, could I speak to Peter, please?  
 A: He is teaching until 4 o'clock. Would you like to leave a message?  
 B: That's okay. I will call back later. Bye-bye  
 A: I'll tell him you called. Goodbye.

#### Call 2

- A: Lovely Life Insurance. Good morning. How can I help you?  
 B: Could I speak to Natali, please?  
 A: I'm sorry she is not in the office today.  
 B: Oh, it's urgent. Can I leave a message, please?  
 A: Sure.  
 B: Please tell her to contact me as soon as possible.  
 A: I'll tell her that.  
 B: Thanks so much.

#### Call 3

- A: Hello, is this 234578?  
 B: Yes, who's calling, please?  
 A: This is from ABC Electric Company. Is Mr. Yingyong there?  
 B: I'm sorry, he is not here at the moment. Can I take a message?  
 A: Thanks, Could you tell him to come for the interview on October 30 at 10:00 a.m. He can reach me at 09-4564389 for more details.  
 B: Thank you. Goodbye.



**Task 10: Role-play**

**Instructions:** With your partner, take turns act out the situations below.

**Situation 1****Student A**

You have applied for the position of Computer Programmer in Ocean Company. Call the manager of the Human Resource Department for your application status and ask if you will have a chance to be interviewed.

**Student B**

You are Acting manager of the Human Resource Department of Ocean Company. The manager is on holidays. You are not given an authority to make any decision on the recruitment while the manager is away.

**Situation 2****Student A**

You are organizing a surprise birthday party for your best friend-Pam. Call her to come over.

**Student B**

You are Pam's sister. Answer the call and take a message.

## Task 11: Reading

**Instructions:** Read tips for making and answering telephone calls. Then prepare a telephone conversation using idea from the reading.



### 1. Making telephone calls

Communication via telephone is a task that everyone performs daily in an office. In order to save time and money on telephone calls, a caller should keep the following tips in mind.

- ☺ **Make notes** before hand, and have them in front of you. The notes may include the number and the firm you are calling, the name of the person you want to contact, and the details you have to give or the question you need to ask. You can leave some space in your notes to write down replies.
- ☺ When the firm answers, **introduce yourself**, and state your requirements clearly, or give the name of extension number you need to be connected with. If the person or extension you want is engaged, ask how long you will have to wait, and leave a message that you will call back at the agreed time. This can save money.
- ☺ **Keep a pen or pencil** on hand to write down information.
- ☺ **Ask for spelling** of names or numbers if they are unclear to you.
- ☺ Once you ask all your questions, **check your notes** quickly to see if you have all the information you need.
- ☺ Say **“thank you”** and **“Good-bye”** at the end of the call. Then replace the receiver quietly.



### 2. Answering the telephone

To be able to answer the telephone effectively requires some practice. Techniques in receiving telephone calls are as important as making telephone calls. Keep the following guidelines in mind.

- ☺ **Be pleasant.** Always answer in a polite tone of voice, even if the caller is annoying or bad tempered. Don't forget people cannot see your face over the phone, your voice registers your attitude.
- ☺ **Be clear.** Speak slowly and clearly, but not too loudly.
- ☺ **Announce yourself.** Announce your department and your name at the beginning of the conversation to save time and trouble. Avoid just saying “Hello”
- ☺ **Use the caller's name.** Address the caller politely by name to create good impression.
- ☺ **Thank.** Thank the caller for telephoning.

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