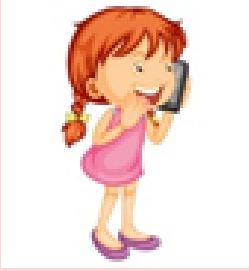


OBJECTIVE

To make phone calls

COURSE SUMMARY

A. Vocabulary items



To call someone



To dial numbers



To send/ receive
a message



To pick up the phone



To hang up the phone

B. Expressions to use when making phone calls.

Making contact

The person who is calling	The person who is taking a call
-Hello / Good morning / Good afternoon ... -This is John Brown	-Hello. Jeff speaking. Can I help you?

Asking for someone

- Could I speak to Narindra please?
- I'd like to speak to Narindra please.
- I'm trying to contact Narindra, please.

Asking for a name

- Who's calling please?
- Who's speaking

Making sure of the person we are calling

Are you sure you have the right number / name?

Asking the caller to wait

- Hold the line please.
- Could you hold on please?
- Just a moment please.

Asking the caller to wait

- Hold the line please.
- Could you hold on please?
- Just a moment please.

Activity 1

Underline the correct answer

Eg1 :I'm sorry. Maria is not in. Can I a message?

a/send

b/take

c/receive

1. Mother: Andry, the phone is ringing. Can you ... it up ?

a/answer

b/hang

c/pick

2. Dad: Sandy! We are having lunch. ... up this phone!

a/answer

b/hang

c/pick

3. Ayko: Hello! Can I talk to Naoko, please?

Naoko: Hello, Naoko What's the news?

a/speaking

b/is here

c/is speaking

4. Sedra: Can I speak to Narimahefa, please?

Mother: ... , please. I'll call him.

a/wait

b/hold on

c/just

Activity 2

Step 1 :In pairs, put the dialogue in order.

Ordering a Pizza

Hostess : Pepi's Pizza. How can I help you?

Customer : Oh, sure. This is Jemima Razaka. My address is A bis Ambodimanga.

Take-out Clerk : Thank you for waiting. Naina speaking. Is this for a take-out or delivery?

Hostess : Okay. I'll transfer your call to our take-out department.

Hold on please.

Customer : Delivery, please.

Take-out Clerk : Can I have your name and address please?

Customer : Hi! I'd like to order a pizza please.

Take-out Clerk : Sorry, it's really busy in here. Could you speak up, please?

Customer : My name is..

Take-out Clerk : Okay. And what would you like to order today?

Take-out Clerk : It will be about thirty minutes, Miss Razaka.

Customer : I'd like a large pepperoni pizza with mushrooms, olives and extra cheese.

Take-out Clerk : Okay. Thanks for calling. Bye.

Customer : Great. And how long will that be?

Take-out Clerk : Okay. I've got it.

Customer : And how much will it cost?

Customer : Thank you. Bye for now.

Take-out Clerk : 15 000 ar.



Step 2 : Answer the following questions

1. Find in the text the
 - the synonym of take away
 - the antonym of small
2. True or false. Justify
 - a. Naina is calling.
 - b. Jemima is at a pizzeria.
 - c. Jemima could buy the pizza.
3. What pizza does Jemima order?

Step 3: Practice the dialogue in pairs

Activity 2

Step 1 : Build up a dialogue based on these situations (Individual work)

Sandy	Jao
	
Calls Sandy	Her mother is picking the phone. Her mother calls Jao.
Tells him they are going to have an English test	Thanks Sandy Tells Sandy he is going to review
Says good-bye	Says good-bye

Step 2: Peer correction

Step 3: Act the dialogue out