Call Me.

Introduction: Lets start with a quick extract of a **song** http://www.youtube.com/watch?v=aH3Q_CZy968 to get in the mood! Then - Answer the questions -

- When does she say he can call her?
- What does she want to be covered with?
- What can they share?
- What language to they speak?



Activity One: A quick revision of the past tenses.

Present Perfect - The present perfect is used to express something,which has happened up to the present moment.Present Perfect Continuous - The present perfect continuous is used to express

★They haven't been for lunch yet.

★Have you finished your work yet?

★He's lived in Evry since 1998.

the duration of an activity that begins in the past and continues up to the present moment.

★We've been working at the CRC for three years.

★How long have you been working at the CRC?

★They haven't been living in Evry for long.

Past Simple -the past simple is used to express a finished past action which occurs at a specific moment in the past.

★She sold her house last month to move from Plaisir to Evry.

★They didn't want to visit Ikea when they were in Montpellier.

★Where did you go on holiday last summer?

Past Continuous - the past continuous is used to express something that is happening at a precise moment in the past. The past continuous is often used to express an interrupted action.

★I was cooking dinner when you telephoned.

★What was he doing when you arrived at work this morning?

★They weren't doing anything special when you interrupted them.

Past Perfect -The past perfect is used to talk about an action that is finished before another action in the past. This form is especially useful for giving reasons for a decision that was made in the past.

★They had researched the market carefully before they decided to open a new Ikea store in the area.

★Marion had already begun the meeting when I arrived.

Past Perfect Continuous - **The past perfect continuous is used to express the duration of an activity up to another point in time in the past. It is also used to stress that a certain activity had been going on before something important happened.**

★We had been waiting for two hours when they finally arrived at the CRC.

★They'd been working on the report for two hours already when he called to tell them not to do it.

Activity Two - the history of the telephone.

Replace the verbs in CAPITALS with the correct past tenses:

While Alexander Graham Bell TO EXPERIMENT with telegraph instruments in the early 1870s, he TO REALIZE it might be possible to transmit the human voice over a wire by using electricity.

Bell's interest in electricity TO CONTINUE and he TO ATTEMPT to send several telegraph messages over a single wire at one time. He TO ASK the help of Thomas A. Watson from a nearby electrical shop. The two became friends and to WORK together on the experimentation to produce sounds over the "harmonic telegraph." It TO BE on June 2, 1875, while Bell was at one end of the line and Watson worked on the reeds of the telegraph in another room that he TO HEAR the sound of a plucked reed coming to him over the wire.

The next day the instrument TO TRANSMIT the sound of Bell's voice to Watson. The instrument TO TRANSMIT recognizable voice sound, not words. Bell and Watson TO EXPERIMENT all summer and in September, 1875, Bell TO BEGIN to write the specifications for his first telephone patent. By March 1876 he TO MANAGE to make a transmission, but the sound was very faint. The patent was issued on March 7, 1876. The telephone carried its first intelligible sentence three days later in the rented top floor of a Boston boarding house at 109 Court Street, Boston.

Bell TO ANNOUNCE his discovery, first in lectures to Boston scientists and then at the Philadelphia Centennial Exposition to a panel of notables including Brazilian Emperor Dom Pedro II and eminent British physicist William Thomson. The emperor TO EXCLAIM, "My God! It talks!" Thomson took news of the discovery across the ocean and TO PROCLAIM it "the greatest by far of all the marvels of the electric telegraph."

From the telephone's earliest days, Bell TO UNDERSTAND his invention's vast potential. He wrote in 1878: "I believe in the future wires will unite the head offices of telephone companies in different cities, and a man in one part of the country may communicate by word of mouth with another in a distant place."



Activity three - your story at the CRC

Using the past tenses tell these stories:



★How you got your job at the CRC ?Your most annoying call with a client.
★Your most moving call with a client.
★Your funniest call.

Activity Four - Ask your teacher a question about their past.

Activity five - Manners past and present.

Although society has evolved since the days of Jane Austin or the era of 'Downtown Abby', good manners are still fashionable. In the eighteenth and nineteenth century etiquette and good manners were a way of life. Nowadays formal speech is reserved only for the courtroom, or for Buckingham Palace. However in polite conversations we still use longer sentences than in normal speech. Whilst long formal expressions such as; "I regret to inform you", "please forgive me" or "this is no longer of our concern" are unusual and a little exaggerated, people still use quite formal language in every day conversation when they want to be polite and these expressions are made longer by the use of modal verbs or extra adjectives to show regret or empathy.

Here are some examples of **polite expressions** that you can use on the telephone:



Apologies:
I'm terribly sorry but...
Please excuse us for this delay
I'm afraid that this is not something we can help you with
I'm sorry to hear that.
On behalf of Ikea I apologize for the inconvenience this has caused to you.

Empathy:
I quite understand how you feel.
We have been having one or two problems with... We do hope this issue will be resolved quickly.
Thank you for pointing that out.
I must admit that we have been experiencing issues with this.

Offering assistance:
That would be no problem at all
Of course, I would be pleased to help you with that
We'd be happy to offer a full re-fund.
I'd be glad to help you with that.
In order to help you with that the first step would be...



Activity six Role Plays

Your teacher will play the role of the client, speaking in the past tense and you will answer their questions and reassure them using the polite expressions from above.

1/ A customer calls to say that they have left a pair of glasses at the store near the cash line. They are really worried because they can't see much without them! They explain that it was very busy in the store and that they got a little disorientated after waiting in line for so long.
2/ A customer calls to say that she ordered a sofa and wants it delivered but she has still not heard from the store to say if it is available yet. She feels frustrated that no-one has told her what is going on and she also describes her experience in the store where she was kept waiting a lot and did not easily get information.
3/ A customer calls to tell you a sad story about a big argument she has had with her boyfriend about assembling some furniture she bought. They were very excited about their new UPPLEVA TV and BESTA furniture and in the end they got so angry and frustrated that her boyfriend left her! Now she is left with the boxes, screws and various parts all over the floor, and no boyfriend!
4/ An elderly lady calls to find out what temperature she can wash her IKEA rug at. She explains all about what happened and what was spilled on her rug, before directly asking her question.
5/ A customer ordered a sofa online and when he got it to his house he kept it for a couple of weeks and then decided that it really didn't match his color scheme so he calls you to say he now wants a refund.