Hanging on the Telephone

EAE Learning objectives for this lesson

You will learn verbs and expressions related to telephone communication.
You will practice typical phone dialogues. Practice using modal verbs for polite expressions.



Activity One - ***Ask and answer with your partner.***

1. Do you use the telephone in English?
2. What kind of conversations do you have in English on the phone?
3. How do you feel about using the telephone in English?
4. What kind of difficulties have you had?



Activity Two - Write the number of the correct definition in the right hand column.

Engaged tone	
Dial tone	
Ring	
Receiver	
Call waiting	
Caller	
To dial a number	
To pick up the phone	
To hang up on someone	
To hang up the phone	
A conference call	
Out of order	
To be cut off	

1. The part of the phone you put to your ear.
2. The person calling you.
3. The sound the phone makes before you key in the number.
4. The sound the phone makes when someone is calling you.
5. The sound the phone makes when someone else is speaking on it.
6. When a call ends suddenly in the middle of a conversation.
7. To key in a number into the telephone.
8. To put the phone down in the middle of a conversation.
9. The fact that another person is trying to call you when you are on a call.
10. To speak to several people on a call.
11. To end the call.

Activity Three - Using Modal Verbs for polite expressions in English.

Have you noticed that we use the words - WOULD, COULD, SHOULD, MAY - for polite requests or advice in English?

We use these modal verbs to be less direct and to soften the message. This is more diplomatic and sounds also more professional.

Remember that modal verbs are not followed by 'to', they are just followed by the root verb. ~~*(I would to go to town*~~ *- I would go to town - Would you go to town?)*

On the next page you will find some examples of expressions using modals:

EXAMPLES OF EXPRESSIONS WITH MODALS:

- Could I ask you to repeat that please?
- Would you mind saying that again, I'm afraid I didn't hear everything.
- Would it be possible for you to spell that for me please?
- You should try to send him an e mail as well, that way you are sure that he will get the message.
- May I suggest that you send him a quick e mail just to be sure he gets your message.

Activity Four - Read the expressions. Let's practice using the right intonation and stress in order to sound even more polite and professional over the phone.

Telephone Expressions	Checking you understand
Who should I say is calling?	I'm not sure if I understood properly.
Who's speaking please?	Could I ask you to repeat that?
Please may I speak to…?	It's a bad line, I'm not sure if I heard everything.
I'd like to speak to…?	Please could you repeat that?
Would it be possible to speak to…?	Sorry, I didn't catch that.
Hello I'm calling on behalf of….	I'm afraid I didn't hear everything.
Hello I'm calling about…	Can I just check that I understood correctly?
I'm calling to remind you about…	If I understand correctly.
I'll put you through	Could I just ask you to clarify?
Please hold the line	I'm not sure if I really understand what you mean.
Could you hold please?	I'd just like to clarify.
I'll just put you on hold.	Please could you repeat that?
The line is busy.	
Could I take a message?	

Activity Five - Practice the dialogues with your teacher/partner.

R = receiving the call
C= Calling

R: Hello.
C: Hello. Is Steve there?
R: I'm sorry. He's not here right now.
C: What time will he be back?
R: Around five thirty.
C: This afternoon?
R: Yes. May I ask who's calling?
C: This is his French contact, Greg.
R: Okay. I'll tell him you called.
C: Thanks.

R : Hello
C : Hi is that Sacha ?
R : Yes, speaking.
C : Hi it's Marie here how are you?
R : I'm fine thanks and you ?
C : Very well thanks. I'm calling to see if we could organise a meeting in January?
R : Yes that shouldn't be a problem. When would it suit you?
C: How about the 15th?
R: Fine, what time?
C: At around ten?
R: Great let's say ten thirty.
C: OK I'll look forward to seeing you then.
R: OK bye
C: Bye

R : ABC Paris how may I help you?
C : I'd like to speak to Frederic Blois please
R : Please hold I'll see if he's available
C: Thanks
R : I'm afraid he is in a meeting please call back in an hour.
C : Ok thanks. Please could you give me his direct line.
R : Sure, it's 01 77 55 18 23



R : Frederic Blois Speaking
C : Hi Frederic this is Mike from Montpellier
R : Hi Mike how are you?
C : Well thanks and you?
R : Good, how can I help you?
C : Well, as you know I am organizing the French conference for this coming spring and I would like to know who will be coming from head office.
R : OK well I'll have to look into
C : Yes I understand. The broch be printed on the 25th of Januar need to have the lay out finishe end of December. Do you think get an answer to me by then?



R: Sure. I'll get straight back to you.
C: Thanks I really appreciate it.
R: No problem, speak to you soon.
C : Thanks bye.
R: Bye

Activity Four - Practice the **dialogues** with a new partner.

- 1 Call your wife/husband and say you will be working this weekend.
- 2 Call an airline to propose a partnership with Montpellier airport.
- 3 Call a contact in a London school to explain that you need to schedule a meeting with the management team very urgently.
- 4 Call a supplier to report a delivery of goods that has never arrived and is three days late already.
- 5 Call an employee to ask why they didn't come to work yesterday.
- 6 Call your Grandmother to say happy birthday.
- 7 Call your boyfriend/girlfriend to complain that they are always in a bad mood!
- 8 Call a foreign customer to explain that their fees have not been paid…

Activity Five - **Perfect Pitch**

Pitch is the rise and fall of our voice when we speak, sometimes called "highness" or "lowness." We use pitch to gives subtle meaning to sentences. The use of pitch is called intonation, but the words "pitch" and "intonation" are often used interchangeably. Pitch is directly related to word and syllable stress. Content words--the words that give us the picture of what is happening--are stressed more during speech than function words--the grammatical words of the sentence. With pitch, one or more of the stressed content words of our speech will have a more dramatic rise of pitch than the other content words, and that pitch change falls mostly on the stressed syllable of that content word.
English speakers mark words with a higher pitch for many reasons, including:

- to make a simple statement (neutral statement)
- to contrast or clarify information
- to give new information
- to show emphasis
- to ask questions

Activity Six : **Listen** to the song and fill the gaps in the lyrics below. Then answer the questions. Don't try to understand everything, listen for key words and use your intuition to answer the questions.

I'm in the phone booth, it's the one ……..
I know he's there, but I just had to ……..
Don't leave me hanging on the telephone
Don't leave me hanging on the telephone
I heard your mother now she's going ……
Did she go to work or just go to the ……
All those things she said, I told you to …….
Oh why can't we talk again
Oh why can't we talk again
Oh why can't we talk again
Don't leave me hanging on the telephone
Don't leave me hanging on the telephone

It's good to hear your voice, you know it's been …….
If I don't get your call then everything goes ……..
I want to tell you something you've known ……
Don't leave me hanging on the telephone

I had to interrupt and stop this

If you don't answer, I'll just ring it ……..
……
Your voice across the line gives me a strange sensation
I'd like to talk when I can show you my …….
Oh I can't control myself
Oh I can't control myself
Oh I can't control myself
Don't leave me hanging on the telephone

Hang up and run to me
Whoah, hang up and run to me
Don't leave me hanging on the telephone

I had to interrupt and stop this
……
Your voice across the line gives me a strange sensation
I'd like to talk when I can show you my …….
Oh I can't control myself
Oh I can't control myself
Oh I can't control myself
Don't leave me hanging on the telephone

Hang up and run to me
Whoah, hang up and run to me.

Comprehension Questions:

- What does the singer want?
- What doesn't she want?
- What is the mother doing?
- What does his voice do to her?
- What is she finding it hard to do?



