
UNIT 2 TELEPHONE TECHNIQUES

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2.0 OBJECTIVES

In this unit

- We will show you the difference between face-to-face and telephone conversation; and telephone conversations and conference calls
- We will introduce you to certain commonly used words and phrases while telephoning as well as certain conventional expressions which you may learn
- Since we often need to ask questions in a telephone conversation, we will revise wh-questions with you.
- In the Pronunciation section, we deal with contracted forms.

2.1 WARM UP

Look at the pictures below:



Can you identify what is happening in each of them? Discuss with a partner the differences between face-to face communication and telephone conversation. Re-arrange the following features in the respective tables.

Check Your Progress 1

Face to face

We make eye contact

We speak slowly
We can't see our partner
We use our hands to show directions
We speak casually
We say "May I take a message"
We say "Hello!"

On the Telephone

We shake hands

We smile
We guess the other person's reactions
We can see our counterpart's reactions
We speak carefully
We speak a little loudly since the other person may not hear us
We try to be brief

Effective
telephone
conversation
comes only with
practice but it is
possible to
acquire the skills

needed to make successful telephone calls in all situations.

The language used on the telephone is specialized but it is easy to acquire the most common expressions used in various situations. Once you have mastered the expressions used while making/receiving a phone call, planning your phone calls in advance and preparing notes for them can control the rest of the conversation, so that you don't fumble on the phone.

2.2 SPEAKING & LISTENING: COMMONLY USED PHRASES IN TELEPHONE CONVERSATIONS

There are a number of phrases and idioms that are commonly used when telephoning. Let's take a look at a dialogue:

- Operator: Hello, Bulchand & Brothers, **can I help you?**
- Amit: This is Amit Kumar. **Can you get me** extension 4200 **please?**
- Operator: **Certainly**, hold on a minute, **I'll put you through...**
- Kamla: Hari Singh's office, Kamla Jagannathan speaking.
- Amit: This is Amit Kumar calling, **is Hari in?**
- Kamla: **I'm afraid he's out at the moment. Can I take a message?**
- Amit: Yes, **Could you ask him to call me** at 914-5136031? I need to talk to him about the Digjam contract; it's urgent.
- Kamla: **Could you repeat** the number please?
- Amit: Yes, that's 914-5136031, and this is Amit Kumar.
- Kamla: Thank you Mr. Kumar, **I'll make sure Mr. Singh gets this message.**
- Amit: Thanks, bye.
- Kamla: Bye.

Study the expressions in bold above, and those in the speech balloons below.

This is Amit...
Amit speaking...

May I know who is
speaking/calling?
Excuse me. who am I

Can/could I speak to...?
I'd like to speak to...

Hold on a moment please...
Putting you through...

Please connect me
to...

I'm sorry he is not
available...

Could you tell me
when he is
expected/will be
back?

Not until this
evening, I'm
afraid. How can I
help you?

Can you please
ask him to give
me a ring/call me
back?

Is there anything I
can do?

Thank you very much/thanks for the help

Sure, I'll give him the message as soon as he gets in...

Check Your Progress 2

Now work with a friend or partner sitting back to back and participate in the following phone conversations. Use the expressions that you have studied above:

1.

- A: Hello...(introduce yourself and give the name of the bank/firm you work for)
B: This is...(introduce yourself and ask to speak to the manager)
A: I'm sorry...(say that your manager is not available right now—offer to take a message)
A: Yes please ...(accept the offer; ask the manager to give you a ring)
B: Certainly...could you give me...? (Agree and ask for the phone number)
A: (give your phone number and the time when you would be available)
B: (repeat no; assure him/her that you would pass on the message)
A: Thank you, bye, etc
B: Goodbye.

2.

- A: Good morning, Airport Enquiry,
B: Good morning, what time is the flight from (ask for the time of arrival of the Indian Airlines Flight from Bangalore)?
A: (give the scheduled arrival time and the expected time of arrival today)
B: I see. And what about (ask for the scheduled departure of the Jet Airways flight to Jaipur)
A: (Give the time and add that it is available only on two days in the week)
B: Oh... Could you tell me (find out which days it operates)?
A: Yes it operates on...(Tuesdays and Fridays)
B: Thank you.

3. Fill in the blanks in the following dialogue using the words in the box below:

| |
|---|
| extension, thank you, give, speaking, hold, available, bad connection, number, call back, message |
|---|

- A. Hello, Ajay _____, can I help you?
B. Hello, I can't hear you at all; this seems to be a _____.
B. Can you get me _____ 457 please? I'm calling from CMC.
A. Sure, could you please _____ the line?

- A. I'm sorry Mr. Biswas is not _____ right now; can I take a _____?
- B. Yes please, can you ask him to _____ me _____? My telephone _____ is 011-3547663. Tell him it's regarding my meeting with him. I won't be able to make it tomorrow.
- A. OK, and your name is...?
- B. Mohan Gadgil—M----- G -----
- A. All right, I shall _____ this message to Mr. Biswas.
- B. _____, Goodbye.
- A. Goodbye.

Now role-play the above dialogue sitting back to back with your partner.

4. When Mr. Biswas returns Ajay gives him Mohan's message. Now try to simulate Mr. Biswas's and Mohan's conversation and **write** out a dialogue. You might find the following expressions useful.
- ...You wanted me to...
 - Thanks for returning my call
 - There is a problem with the ...
 - Let's do this:
 - Ok that's settled then
 - See you later ...

Using Polite and Friendly Expressions

This task is to make you aware of the importance of using Polite and Friendly expressions while speaking on the telephone. Apart from the expressions that we use, the tone of voice also plays an important role in creating an impression over the telephone. Keep this in mind while practising the role-play activities in the sections that follow.

Speak out the following expressions with your partner and you alternating between the two columns below. Use a brusque or rude voice for the expressions in Column I and a polite tone for those in Column II. Consider what effect the pairs of expressions would have on the person at the other end of the telephone line:

| Column I | Column II |
|---------------------|--|
| Hello, who is this? | Ronald here, may I know who is speaking? |
| Hold on... | Could you please hold the line while I look for him? |

| | |
|--|---|
| | |
| Spell your name, will you. | Could you spell your name, please? |
| He is not here right now. Call later. | I'm afraid Dr Das is not available right now—would you like to leave a message? |
| Mr. Gray is not here. | I think Mr. Gray is not here at the moment. Is there anything I can do for you? |
| Put me through to the Manager. | Can I speak to the manager, please? |
| Tell him that tomorrow's meeting is cancelled. | Could you take a message for him? Please inform him that tomorrow's meeting is cancelled. |

Check Your Progress 3

You'll hear a woman ordering food from a restaurant through the telephone. Listen carefully to the cassette and state whether the following statements are true or false.

1. The name of the restaurant is The Continental Inn.
2. The woman orders only Chopsuey.
3. The restaurant offers free drinks with her meal.
4. The woman orders only one serving of Manchurian.
5. The woman wants to make sure that Ajinomoto is not used in any dish.
6. The woman chooses Kulfi for her dessert.
7. The restaurant offers dessert free of charge with a Chinese meal.
8. The restaurant would take half-an-hour to deliver the meal.

There are a number of situations in which we use the telephone. In the tasks that follow we shall practise a few of them. If possible, role-play the conversations using polite and friendly greetings. Speak clearly and slowly. Repeat numbers and figures wherever necessary.

These role-plays should help you to practise a variety of expressions used on the telephone as also giving you an opportunity to employ a friendly and polite tone.

A: You need to receive your friend at the New Delhi Railway Station. He is arriving on the Rajdhani Express from Mumbai tonight.

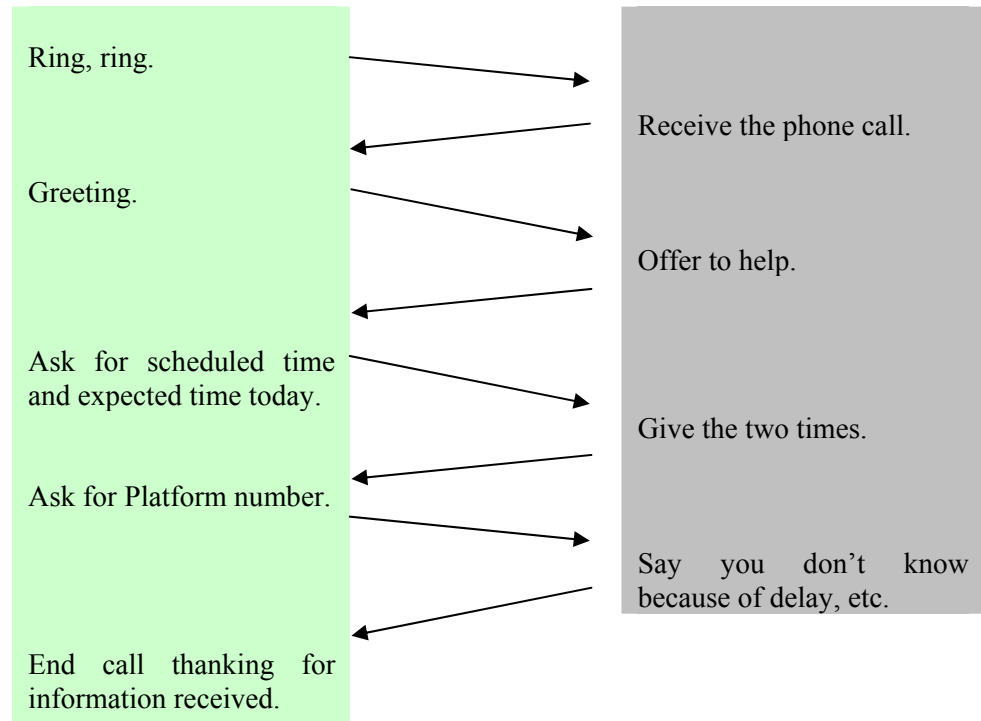
Call the railway enquiry to find out the following:

- What time the train arrives normally
- What time it is expected to arrive today
- The platform on which the train is expected to arrive.

B: You work at the railway enquiries desk at New Delhi Railway Station. Receive A's call and answer the questions using the following information:

- The Rajdhani Express is scheduled to arrive at 9.30 PM but it is running late and is expected to arrive by 11.30 PM tonight.
- The train usually arrives on Platform No. 11 but you can't really say where it might arrive today due to the delay.

Use the following flow chart to make the phone call:



A: You need to make three telephone calls inviting B, C and D for your daughter's birthday party. Call each one inviting their families to attend the party. Give each of them the following details. Some of the dialogues are given below to help you.

- Your daughter's name,
- Date and time of the celebration
- Place where you are holding the party (your home or a hotel for instance).

B:

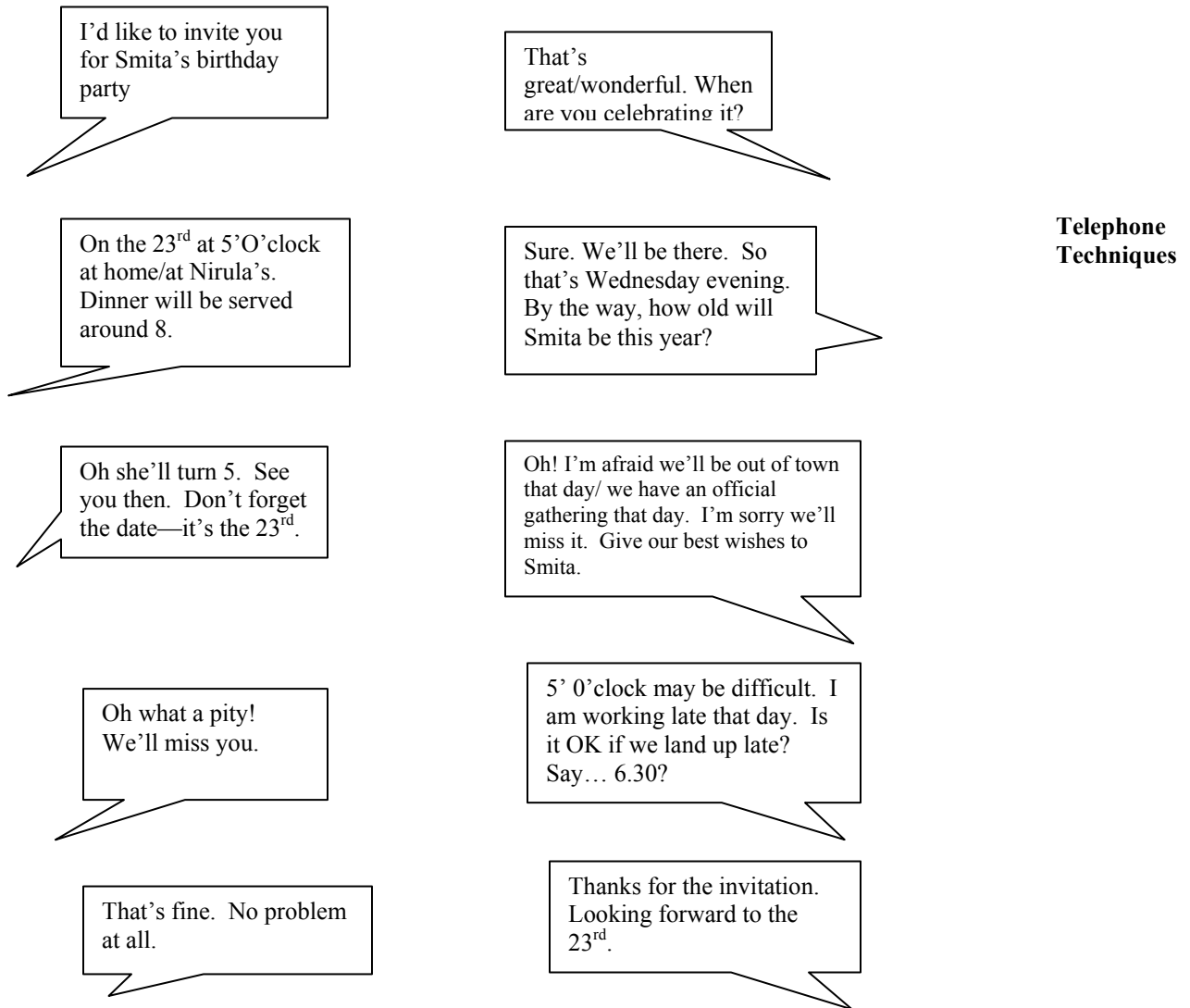
- Politely accept the invitation.
- Say that you are looking forward to the party.
- Get all the details, confirm the date and time and (Try to find out the age of the girl indirectly.)

C:

- Receive the invitation.
- Politely express your inability to attend the party giving a suitable reason (like you might be out of town on the said date).
- Wish your friend a great party and convey your regrets.

D:

- Politely accept the invitation.
- Add that you would be reaching late because of a prior commitment.
- Make sure that it is okay to go late.



Check Your Progress 4

1. You need to buy six new computers for your office. Call Susheel Computer Manufacturers and ask for the following information:
 - Current special offers on computers
 - Computer specifications (RAM, Hard Disc, CPU)
 - Guarantee
 - Discount prospects for an order of six computers
2. You work in the Sales division of Susheel Computer Manufacturers. Answer A's questions using the following information:
 - Two special offers: Multi Media D686 with Pentium 4 CPU, 256 RAM, 40 GB Hard Drive, Monitor included for Rs 80,000 *and*

- Multimedia D130, Intel Pentium CPU, 64 RAM, 10 GB Hard Drive, Monitor not included for Rs 38,000
- Six months guarantee on all computers
- Discount of 5% on orders for more than 5 computers

For the above task, try to use the expressions you have learnt so far to compose a dialogue in writing. You should later practice the dialogue with a partner. Make sure that the points in the rubric are all covered and that you are clear and polite. Use the following hints:

The caller who is making the purchase enquiry would have to ask for the marketing/sales department

Introduce themselves: name and the firm he/she is working for

State the subject—we would like to buy....

Ask for information on points in the rubric—could you tell me whether/what-----

Is there any discount/ can you give us a discount if-----

Feel free to use informal expressions like “what about discount?” or “tell me one thing...” “I hope there is a guarantee...” etc.

B should be able to convince the caller about the deal that is being offered; here again, you could be informal and innovative: “this is best offer in the market today”, “we’ll give you a discount on a large order”/ “satisfaction guaranteed,” etc.

2.3 READING : CONFERENCE CALLS

A conference call is a telephone call by which a caller can speak to several people at the same time. These calls have become more and more relevant in present day workplaces where a lot of work is conducted long distance. A conference call is like holding a meeting on the telephone and the ground rules are the same as that for a meeting. In addition to the etiquette followed at a meeting we need to take care of some technical aspects as well. Here are some points about the rules to be observed while participating in a conference call. **Read carefully and answer the questions that follow.**

Learn How to Make a Conference Call

In today's business world, keeping in touch with remote locations is critical. In fact, not only are intracompany calls becoming ever more popular, but intercompany conference calls are becoming a viable meeting venue. Team or trade decisions can now be made by phone, and critical information can be disseminated quickly, cheaply, and securely.

Do your best to minimize background noise and interruptions. Turn off the ringer or any other phone line in your vicinity. Do not breathe into the mouthpiece of your phone, as it is disruptive. If you will be taking notes via a computer keyboard that could be heard by others, be sure you have a mute button on your phone and use it. If you have call waiting, disconnect it before calling. Use a land telephone line (corded phone) to call in. Be sure to TEST the working condition of your equipment beforehand.

Important:

-- Avoid computer-or Internet based dial-up methods

- Avoid speakerphones. Use the hand-held receiver for speaking.
- Avoid cell phones. Do not call from a moving vehicle, whether or not you are the one driving. If you must use a cell phone, use it from a parked location with a strong signal and automatically mute yourself.
- If you use a cordless phone, stay close to the base to avoid static.

Call the given conference call line number at the exact time you are scheduled--if you call in too early, you may interrupt another group's conference call.

Introduce yourself when you begin speaking. Others may not know your voice!

When you call, you may hear others on the line. Wait to be greeted before introducing yourself. If you are late to a call, dial in and be silent until you are clear about what is going on in the call or for someone to greet you. If you leave the call early, do not announce you are leaving. Just hang up.

Try to stay on schedule. Stick to the topics laid out in your agenda, and be respectful of others' time! End the call clearly.

Find out if there are special rules for your organization's conference call.

Check Your Progress 5

Tick the right option

1. It is best to use this for a conference call
 - A. Cordless phone
 - B. Cell phone
 - C. Land telephone
2. The following can cause disruption while making a conference call
 - A. Land telephone
 - B. Muting the telephone
 - C. Another phone nearby
3. We need to introduce ourselves in a conference call because
 - A. We are talking to strangers
 - B. Others may not recognise our voice.
 - C. It is just a formality
4. If you are late to a conference call
 - A. Be silent till you are greeted or until you are clear about what is going on
 - B. Apologise to the others
 - C. Hang up and leave
5. We respect others' time by
 - A. Keeping to the agenda
 - B. Being polite
 - C. Ending the call early
6. If you have to leave the call early,
 - A. Take permission
 - B. Say goodbye
 - C. Leave silently

2.4 VOCABULARY

Check Your Progress 6

| | | | | |
|---------|---------|-----------|---------------|---------|
| after | back | calling | hold the line | in |
| moment | reach | ring up | see | checked |
| confirm | dialled | directory | extension | mobile |
| phone | stand | bothered | | |

- Choose the missing words from the box.
 - Hello, who's that _____?
 - Just a _____, please.
 - I'll _____ if she's here.
 - I'll get the information you want; _____, please.
 - You asked me to _____ when I was in town again.
 - Sorry, he's not _____ at the moment.
 - You can _____ him any evening _____ six o' clock.
 - Well, I can ring _____ later if it's convenient.
 - Isn't that 1421? That's what I _____, I think.
 - No, this is the wrong _____ I'll put you on to the switchboard.
 - Sorry to have _____ you.
 - He's not in the office at the moment. But I can try to find him on the _____
 - I haven't got the new number. Shall I call _____ inquiry?
 - This is how things _____ at our end. I'm afraid there's nothing we can do about it.
 - I've _____ up on the prices you asked about.
 - Now I can _____ the arrangements we made.

- Use the following phrasal verbs to fill in the blanks below:

Call back, get through, hang up, cut off, hold on, looked up, putting through, picking up

- Sheila couldn't _____ to Ramesh on the intercom; she dialed 01 to get a call back from his phone once it was free.
- The secretary kept calling the Chamber of Commerce; no one was _____.
- The operator asked Sudhakar to _____ as the MD's line was busy.
- Anita could not find the restaurant's number in her telephone diary; she _____ the city telephone directory.
- The sales people at the local supermarket are very rude. They _____ on you even before you finish enquiring.
- Krishna could not complete his conversation with his mother since the line was suddenly _____.
- Pratap's girl friend was not available. He left a message with her mother asking her to _____ him _____.
- Can you get me the manager please?" "Yes sir, _____ you _____."

2.5 WRITING AND LISTENING: LEAVING A MESSAGE

Check Your Progress 7

When someone you have called is away, you may decide to leave a message for him/ her.


Look at the following message:

1.

Mr. Bhalla or Bali had called about some party—wants you to call him back.”

Now listen to the recording and decide what is missing in the message. Write the message.

2. In the recording you will listen to Neelam Sinha calling the office of Spectrum Magazines to enquire about the status of her subscription for two of their magazines. Listen and fill in the message form given below:

| | |
|---|--------------|
|  | Message form |
| Message for: | |
| Name of the Caller: | |
| Time of Call: | |
| Subscription Number: | |
| Phone number: | |
| Nature of Query: | |
| Message: | |

Leaving a Message on the Answering Machine

Sometimes we may have to leave a message for someone on an answering machine. Here we need to record our own message. Consider how this message would be different from the messages we covered in the previous sections. The difference between the two kinds of messages would be that while one is written giving the factual details only, the message for the answering machine is like recording a one-sided conversation, and requires continuous speech.

When we are confronted with an answering machine instead of a person at the other end, we have to record our message and since the other person cannot get feedback from us, it is

doubly important that the message be clear and accurate. So perhaps it might be safer to hang up, prepare the message and then ring again, once we are well rehearsed with the message.

Consider the points that you would need to cover in the message. Look at the following:

Introduction: "Hello, this is Anita", or more formally, "My name is Anita Thakur".

State the time and the reason for your call, "It's ten in the morning, and I'm calling to find out if ...", "I'm phoning to see whether..." "I'm ringing to tell you that..." etc.

Make a request: "Can you call me back?" "Would you be able to...?"

Leave your telephone number: "My number is..." "You can reach me at..." "You can call me at..."

Conclude: "Thanks a lot, bye". "Talk to you later, bye".

Attempt the task below:

3. You want to find out if your friend Raghunath, is interested in going to the gym this evening at 6.00 pm.

Leave a message on his answering machine, asking him to call you back before 3pm on telephone number 584-6454. Mention the time at which you are calling.

Telephone: (*ring, ring, ring*) "Hello, this is Raghunath, I'm afraid I'm not in at the moment...Please leave a message after the beep...(*beep*)

You: ...

You could begin like this:

Hello, Raghunath, (your name) here. I wanted to find out if...

2.6 GRAMMAR AND USAGE

Asking Wh-Questions:

Examples:

You want to know where the nearest payphone is.

Where's the nearest payphone?

Find out how she spells her name.

How do you spell your name?

Check Your Progress 8

Now make questions in a similar ways.

1. Find out when Mr. Ragavan will be back.
2. You'd like to know why the sales office hasn't called.
3. Find out when he normally arrives at the office.
4. You want to know why the consignment has been delayed.
5. Find out what you dial for directory inquiry.
6. You're interested in knowing where he's phoning from.
7. You need to know where you could reach him.
8. Find out what the number of the Managing Director is.

Perfect Tenses:

The **Present Perfect Tense** is used to indicate

1. Something that has happened in the past but has an impact on the present.
e.g. Anil has gone to the market. (He went to the market and so he is not available right now.)
2. Something that has begun in the past and continues to the present moment.
e.g. “ I have tried your number many times since morning. (“I have been trying your number and am doing so even now”).
3. A past event that has news value.
e.g. Mohan has received a call from Amitabh Bacchan on KBC.
4. Something that has happened in the past but the time is not specified.
e.g. I have seen him before. (I have definitely seen him before the present moment but I am not sure when that was.)

The **Past Perfect Tense** is used to indicate something that has happened before a specific time in the past. It is used to refer to the earlier of the two events both of which have taken place in the past.

e.g. The phone had stopped ringing when Amit entered the room. (The phone was ringing until Amit entered the room but stopped just short of his entry. Notice that the perfect tense relates the two events.)

Check Your Progress 9

Fill in the correct form of the verbs given in brackets at the end of each of the sentences below.

1. The boss _____ just now. There’s an urgent message for you. (has arrived, had arrived)
2. “Hello, hello, could you tell me when...oh no, they _____ (have hung up, had hung up)
3. “Hi, Meeta here. When I tried your phone this morning, no one _____ (has picked up, had picked up)
4. “ I left a message with Amit as you suggested. He _____ yet. (has not called back, had not called back)
5. “Hello, is Rajesh in? This is Subhash speaking.” “ No I’m afraid he is not in, he _____ can a message for you”(has left, had left)
6. Rani couldn’t complete the conversation with her mother. The operator _____ before she finished. (has disconnected, had disconnected)
7. By the time Suresh came, we _____ our lunch. (have had, had had)
8. I _____ Gopi a couple of minutes ago. (have seen, had seen)
9. The World book Fair began on 28th January. Today is the 30th and we still _____ to see it. (haven’t gone, hadn’t gone)
10. The President _____ the crowds before he entered the stadium. (has greeted, had greeted).

2.7 PRONUNCIATION: CONTRACTED FORMS

Study the following sentences. They are examples of spoken English. In each case there is a contraction of the auxiliary or the be-verb as the case may be

I'll put you through (I + will)

I'm afraid he's out at the moment (I + am)

These are called contractions, and are an essential part of spoken English. The negation 'not' and the pronoun 'us' are also contracted sometimes in spoken English. Now read out the above sentences aloud making sure that you are pronouncing the contractions correctly, that is, as they are written and not in their expanded form. Here are some more sentences spoken in this unit. Can you say what the following contractions stand for? Say the sentences aloud using the contracted forms. Now listen to the tape.

1. I can't hear you at all.
2. I won't be able to make it tomorrow.
3. I'd like to invite you...
4. That's fine (with me).
5. Why don't we meet?
6. We're four adults.
7. Sheila couldn't get through to Ramesh.
8. I haven't been receiving any issues of the magazine.

2.8 SUMMARY

In this unit, we introduced you to the sort of English that will help you make a phone call or answer a phone call in general and for business purposes.

We, perhaps, take this skill for granted. However, after going through the unit, you would have realized that to make an effective phone call you require a different style and a special language. We have tried to introduce you to this language.

Conference calls, leaving messages on the answering machine are some of the new developments in "Telephoning". We have touched on these aspects as well.

In Grammar, we have revised wh-questions and Present and Past Perfect tense.

In the pronunciation section we deal with contracted forms. Practice them on the tape by repeating after us.

2.9 SUGGESTED READINGS

Jean Naterop and Rod Rexell, 1987, *Telephoning in English*. Cambridge: Cambridge University Press.

Leo Jones and Richard Alexander, 1996. *New International Business English* Cambridge: Cambridge University Press.

2.10 ANSWERS TO CHECK YOUR PROGRESS

Check Your Progress 1

Warm Up

- It is difficult to communicate on the telephone, as we cannot see the other person or his/her reactions while speaking. Further, we might have to deal with bad lines.
- We need to be careful about what we say and how we say it.
- Personal interaction involves the use of body language, which is absent on the telephone.
- As we cannot use gestures etc, it is essential to speak loudly and clearly on the telephone.
- Smiling would be classified under face-to-face communication. However, it is helpful to smile while on the telephone as well, because it makes one *sound* friendly, although the other person cannot see your smile.

Check Your Progress 2

1. Here are samples of the two conversations. Remember that there can be several variations.
A: Good morning, Amit Kumar, Bank of India.
B: Good morning. This is Anita Sinha. Can I speak to the manager please?
A: I'm sorry he is not available right now. Can I take a message?
B: Yes, please. Could you ask him to give me a ring?
A: Certainly. Could you give me your number?
B: My number is 264-5677 and I am available after 5.30.
A: All right, that's Anita Sinha, 2-6-4-5-6-7-7 and any time after 5.30 PM. I shall give him the message as soon he gets in, ma'am.
B: Thank you, bye.
A: Goodbye.
2. A: Good morning, Airport Enquiry...
B: Good morning. Could you tell me what time the Indian Airlines flight from Bangalore is arriving?
A: It is scheduled to arrive at 11.00 AM sir, but it is running late today. It is expected to arrive at 11.30.
B: I see. And what time does the flight to Jaipur take off?
A: The flight to Jaipur leaves at 1.15 Sir, but it is available only on two days in the week.
B: Oh... could you tell me which days it operates?
A: Yes sir, Wednesdays and Fridays.

B: O.K. Thank you.

3. Here is the dialogue with the blanks filled.

A: Hello, Ajay speaking, can I help you?

B: Hello, I can't hear you at all; this seems to be a bad connection.

A: Can you get me Extension 457 please? I'm calling from CMC.

B: Sure, could you please hold the line?

A: I'm sorry Mr. Biswas is not available right now; can I take a message?

B: Yes please, can you ask him to call me back? My telephone number is 011-354766
Tell him it's regarding my meeting with him. I won't be able to make it tomorrow.

A: OK, and your name is...?

B: It's Mohan Gadgil—M-O-H-A-N G-A-D-G-I-L.

A: All right, I shall give this message to Mr. Biswas.

B: Thank you, Goodbye.

A: Goodbye.

4. Here is a model dialogue. Of course, other versions are possible.

Mr. B. Hello, Amit Biswas here. You wanted me to call you...

Mohan: Thank you for calling me back, Mr. Biswas. There is a problem with the workers here and I am not able to attend tomorrow's meeting. How about next week?

Mr. B. Oh, I see. That's unfortunate. Let's do this: Why don't we meet before the AGM (Annual General Meeting) next Wednesday? Are you going to attend?

Mohan: Yes Mr. Biswas, I'll be there.

Mr. B: OK, that's settled then. See you later.

Mohan: Yes, Good-bye.

Mr. B: Good-bye.

Tape script of Check Your Progress 3

Waiter: The Copper Chimney. How can I help you?

Woman: Uh . . . I'd like to place an order for a home delivery.

Waiter: Okay. What would you like?

Woman: Umm. I'll take Chinese.

Waiter: Would you like Chowmein or Rice or both?

Woman: I'd like Chowmein.

Waiter: How many meals would you like to order?

Woman: We're four adults.

Waiter: So that's four orders of Chowmein. And what would you like with your noodles? Would you like Mixed Vegetable, Manchurian or Chilli Paneer?

Woman: I'd like Manchurian but give us Chilli Paneer to serve one person.

Waiter: Right. That's three orders of Manchurian and one Paneer. OK madam and would you like something to drink?

Woman: Yes. Could I have Coke?

Waiter: I'm sorry. We only have Pepsi or Sprite.

Woman: Well, in that case, uh, I'll have Sprite.

Waiter: Okay. Shall I give you a 2-litre bottle of Sprite?

Woman: Yes please. Would you be able to tell me what would be the ingredients in the Manchurian?

Waiter: It is 100% vegetarian. We use white flour, soy sauce, vegetables and spices.

Woman: That's all right. I hope you don't use Ajinomoto in any of the dishes.

Waiter: Don't worry, madam. We no longer use it in our cooking since it has been banned. What kind of dessert would you like with your meal? It comes free with Chowmein.

Woman: What desserts do you have?

Waiter: We have Chocolate Ice cream, Date Pancake and Kulfi.

Woman: Oh! We'll have Date Pancake, please.

Waiter: Would you like anything else?

Woman: No, thank you.

Waiter: All right madam, that's Rs 240. Can you give me your address?

Woman: Yes. It's 20/340, Sunder Nagar. Our house is right next to the Mother Dairy booth.

Waiter: Very good madam. Our man will be there in thirty minutes.

Woman: Thank You.

Check Your Progress 3

5, 7 & 8 are TRUE

1, 2, 3, 4 & 6 are FALSE

Check Your Progress 4

Open ended

Check Your Progress 5

1.C 2.C 3.B 4.A 5.A 6.C

Check Your Progress 6

1.

1. calling
2. moment
3. see
4. hold the line
5. ring up
6. in
7. phone, after
8. back
9. dialled

10. extension
11. bothered
12. mobile
13. directory
14. stand
15. checked
16. confirm

2. Here are the sentences with the blanks filled.

1. Sheila couldn't get through to Ramesh, on the intercom; she dialed 01 to get a call back from his phone once it was free.
2. The secretary kept calling the Chamber of Commerce; no one was picking up.
3. The operator asked Sudhakar to hold on, as the MD's line was busy.
4. Anita could not find the restaurant's number in her telephone diary; she looked up the city telephone directory.
5. The sales people at the local supermarket are very rude. They hang up on you even before you finish enquiring.
6. Krishna could not complete his conversation with his mother since the line was suddenly cut off.
7. Pratap's girl friend was not available. He left a message with her mother asking her to call him back.
8. "Can you get me the manager please?" "Yes sir, putting you through"

Tape script:

Caller: Hello, may I speak to Mr. Ghosh please?
 Secretary: Oh, he is not here right now, any message?
 Caller: Yes, please. My name is Bali, that's B-A-L-I, and I wanted to discuss with him the details of the farewell party for our Chairman. Can you please ask him to call me at 543-3434 before this evening?

Check Your Progress 7

1.

| | |
|---|-------|
| Message for Mr. Ghosh. | |
| Caller: Mr. Bali | Date: |
| Message: Wants to discuss details for farewell party; Mr. Ghosh to call him back at 543-3434 before this evening. | |

Tape script:

Caller: Hello,
 Operator: Good morning, how can I help you?
 Caller: Good morning. Is this Spectrum Magazines? Er... I have a subscription enquiry...
 Operator: Yes, madam putting you through...

Preetam: Hello...

Caller: Hi my name is Neelam Sinha; I have an enquiry regarding my subscription for two of your magazines... I have paid the subscription for two years but there is a problem...

Preetam: I'm afraid Ms Shalini Kumar the person concerned is not available right now? Is there anything I can do for you?

Caller: Could you take a message?

Preetam: Yes ma'am. Could you give me your name again, please?

Caller: Neelam Sinha.

Preetam: Can you give me your subscription number?

Caller: Oh yes, it is K-10770.

Preetam: Hmm... yes, you have subscribed for A&M and Design Digest... you have a valid subscription.

Caller: But I haven't been receiving any issues for the last three months...


Preetam: I see. OK, I shall pass on the message to Shalini when she gets back.

Caller: Could you ask her to call me back? My number is 5687687. Tell her it's urgent—my subscription expires in April...

Preetam: Yes Ms Sinha. I shall give her the message. Good-bye.

Caller: Thank you, Good-bye.

The completed message form is provided below.

| Message form | |
|---|--|
|  | |
| Message for: Shalini | |
| Name of the Caller: Neelam Sinha | |
| Time of Call: | |
| Subscription Number: K10770 | |
| Phone number: 5687687 | |
| Nature of Query: Didn't receive A&M and Design Digest for 3 months. | |
| Message: Call her urgently—subscription expires in April. | |

Check Your Progress 8

- When do you think Mr. Ragavan will be back?

- b. Why hasn't the sales office called yet?
- c. When does he normally come to office?
- d. Why has the consignment been delayed?
- e. What is the number of directory enquiry?
- f. Where are you phoning from?
- g. Where can I reach you?
- h. What is the number of the Managing Director?

Check Your Progress 9

- 2. has arrived
- 3. have hung up
- 4. had picked up
- 5. has not called back
- 6. has left
- 7. had disconnected
- 8. had had
- 9. have seen
- 10. haven't gone
- 11. had greeted