Can I help you?

Telephone calls ☏️

1 1.34 Listen to Kristina Müller making a phone call and tick (√) the correct phone number.

01623 303 5448  ❌
01643 202 6449  ✔️
01743 404 5610  ❌

QUESTION TIME

Complete the telephone questions below with the missing word.

- I help you?
- I ask who’s calling?
- I take a message?
- He call Kristina Müller?

1.34 Listen again and check your answers.

Learning objectives:

Unit 4
Business communication skills
Making simple telephone calls; Making arrangements; Roleplay: Leaving a message; Fluency: Talking about dates
Listening Telephone calls to leave a message and to arrange a meeting
Vocabulary Telephone numbers; Dates, days and months
Grammar Can for requests and possibility
Phrase bank Telephone phrases
In Company interviews Units 3–4

2 Match the sentence beginnings (a–g) to the endings (1–7) to make common telephone phrases.

a Can I speak to 1 who’s calling?
b How can I 2 anything else?
c Mr Smith is 3 Kristina Müller, please?
d Can I ask 4 a message?
e Can I take 5 Mr Smith, please?
f Is there 6 help you?
g Can he call 7 out of the office today.

3 Look at the questions in 2 and decide if the statement below is true (T) or false (F).

We ask questions with can to see if something is possible.  T / F
1.35 Listen and label the telephone numbers (a–d) in the order you hear them.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>+12 997 541 3324</td>
<td>+41 608 587 4477</td>
</tr>
<tr>
<td>0044 208 648 7559</td>
<td>0088 887 707 6841</td>
</tr>
</tbody>
</table>

Leaving a message

1 Rearrange the words in each box to make a telephone conversation.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 morning good / help I can how you?</td>
<td>Good morning. How can I help you?</td>
</tr>
<tr>
<td>2 I speak can to please Paul Smith?</td>
<td></td>
</tr>
<tr>
<td>3 he's sorry of the out office.</td>
<td></td>
</tr>
<tr>
<td>4 I can you help?</td>
<td></td>
</tr>
<tr>
<td>5 thanks no / will be he when back?</td>
<td></td>
</tr>
<tr>
<td>6 tomorrow / a message take can I?</td>
<td></td>
</tr>
<tr>
<td>7 please yes / call can he me on 0044 788 480 5945</td>
<td></td>
</tr>
<tr>
<td>8 okay that's so 0044 788 480 5945</td>
<td></td>
</tr>
<tr>
<td>9 that's yes right</td>
<td></td>
</tr>
<tr>
<td>10 is anything there else?</td>
<td></td>
</tr>
<tr>
<td>11 no bye thanks</td>
<td></td>
</tr>
<tr>
<td>12 bye okay</td>
<td></td>
</tr>
</tbody>
</table>

2 Work with a partner and practise the telephone call.

3 Replace the bold text in 1 using the information below to make new conversations. With your partner take turns being A and B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 in a meeting / out at lunch</td>
<td>2 Daniel Gelder / Tom Price</td>
</tr>
<tr>
<td>6 this afternoon / next week</td>
<td>7 020 5324 1643 / 01789 417 863</td>
</tr>
<tr>
<td>8 020 5324 1643 / 01789 417 863</td>
<td>11 That's all, thanks. / No, that's great.</td>
</tr>
</tbody>
</table>
Are you free on Tuesday? 🎧 📞

1 🎧 1.36 Listen to the telephone conversation and write the time and day of the meeting on the notepad.

2 🎧 1.36 Complete these extracts from the phone call in 1 with can/can’t. Listen again and check your answers.
   a Hello, __________. I speak to Kristina, please?
   b Oh, I __________ meet in the afternoon.
   c I __________ do 3.00 pm.

3 Match each example in 2 to a meaning below.
   1 It isn’t possible. ___
   2 Is it possible? ___
   3 It is possible. ___

4 Use can/can’t to complete the sentences and match the meaning of the symbol.
   ✓ it is possible ? is it possible ✗ it isn’t possible
   a ? __________ I speak to Chris please?
   b ✔ __________ go to the meeting.
   c ✗ __________ do 3.00 pm.

5 Match each example in 2 to a meaning below.
   a It isn’t possible. ___
   b Is it possible? ___
   c It is possible. ___

Complete the table with can / can’t

<table>
<thead>
<tr>
<th>Positive</th>
<th>Negative</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>I You</td>
<td>You</td>
<td>I …?</td>
</tr>
<tr>
<td>He/She/It</td>
<td>He/She/It</td>
<td>You …?</td>
</tr>
<tr>
<td>We</td>
<td>We</td>
<td>We …?</td>
</tr>
<tr>
<td>They</td>
<td>They</td>
<td>They …?</td>
</tr>
</tbody>
</table>

Days, months and dates 🎧 📞 🗓️

1 Put the days of the week in the correct order.
   Tuesday ___ Thursday ___ Sunday ___ Monday ___
   Wednesday ___ Friday ___ Saturday ___

2 🎧 1.37 Listen and check your answers.

3 🎧 1.37 Listen again and repeat the days of the week.

4 Label each photo with words in the box.
   afternoon evening morning night
5 Work with a partner. Choose a day of the week and time of day and take turns to guess their choice.

Is it Thursday morning?  No, it isn’t.

Is it Tuesday afternoon?  Yes, it is!

6 Put the months in the correct order.

January ___  August ___  September ___  April ___
October ___  March ___  May ___  December ___
July ___  June ___  November ___  February ___

7 1.38 Listen and check your answers.

8 1.39 Listen to people talking about important events. Match the dates to a speaker.

a 1st January  Speaker 1: ___
b 22nd February  Speaker 2: ___
c 3rd April  Speaker 3: ___
d 6th November  Speaker 4: ___
e 18th August  Speaker 5: ___

9 Write the date of these events in your life.

Your birthday ___
An important public holiday in your country ___
The birthday of someone in your family ___

10 Work with a partner and tell them the dates in 9.

My birthday’s on the 24th of November.

11 1.40 Listen to Kristina Müller and José González discussing a meeting on the telephone. Tick (✓) the dates you hear.

a 8th August  

b 14th July  

c 23rd July  

d 14th August  

e 18th August  

12 1.40 Listen again and decide if the statements are true (T) or false (F).

a Kristina wants to change the time for the meeting. T / F
b José is busy on the 18th August. T / F
c Kristina is busy on the 14th August. T / F
d The new date for the meeting is the 18th August. T / F

13 Work with a partner and arrange a meeting.

Speaker A: Look at page 82.  Speaker B: Look at page 86.
04 Can I help you?

Vocabulary

Telephone numbers, days and months

1.41 Listen and circle the four telephone numbers you hear.

0044 208 456 7744 0022 234 3344 0087 285 7459
0028 334 4454 0048 255 8974 0055 778 8992

2. Write the missing letters to complete the days of the week.

M__day T__e__day __e__d__n__s__day
T__ur__day __r__d__ay S_t__r__day __u__day

3. Use the ideas in the box to write your weekly routine.

check my emails cook dinner go shopping
have meetings leave work early have dinner with my family
meet my boss meet friends
pay my bills start work early

Monday

I start work early on Monday morning.

Tuesday


Wednesday


Thursday


Friday


Saturday


Sunday


Every day

4. Complete the crossword with the months of the year.

Across

1. The 3rd month of the year (M__)
2. The 7th month of the year (J__)
3. The 8th month of the year (Au__)
4. The 11th month of the year (No__)
5. The 4th month of the year (Ap__)
6. The 10th month of the year (Oc__)
7. The 12th month of the year (De__)
8. The 2nd month of the year (Fe__)

Down

1. The 5th month of the year (M__)
2. The 1st month of the year (Jan__)
3. The 6th month of the year (Ju__)
4. The 9th month of the year (Se__)

5. Write the dates in words.

a 22.02 22nd February
b 02.08 ___________
c 13.12 ___________
d 03.03 ___________
e 31.01 ___________
f 24.05 ___________

6. Write the date of these events in your life.

a Your best friend's birthday ___________
b The day you started school ___________
c The day of a public holiday in your country ___________

Grammar

Can for requests and possibility

1. Complete the sentences with can/can't.

a I'm free to meet you on Monday.
   I can meet you on Monday.

b I am not free to meet you on Monday.
   I can't meet you on Monday.

c Are you free to meet me on Tuesday?
   It's okay for me to leave early tomorrow.

d It's okay for you to leave early tomorrow.
   It's not okay for you to leave early tomorrow.

f Is it okay for me to leave early tomorrow?

2.1.42 Listen and check your answers.

3. Rewrite the sentences using can/can't. Use the icons to help you.

a I am free to meet you on Monday. ✓
   I can meet you on Monday.

b I am not free to meet you on Monday. ❌
   I can't meet you on Monday.

c Are you free to meet me on Monday? ?
   It's okay for you to leave early tomorrow. ✓

   It's not okay for you to leave early tomorrow. ❌

d It's okay for you to leave early tomorrow. ✓
   Is it okay for me to leave early tomorrow? ?
Using language

Match each example of *can* (a–c) to a meaning (1–3).

| a | I can meet you on Monday. | 1 | It’s not possible. |
| b | Can we meet on Monday?    | 2 | It is possible.    |
| c | I can’t meet on Monday.   | 3 | Is it possible?    |

Pronunciation

Days and months

1 Underline the stressed syllable in the days of the week.
- Monday
- Thursday
- Sunday
- Tuesday
- Friday
- Wednesday
- Saturday

2 1.43 Listen and check your answers.

3 Underline the stressed syllable in the months in the year.
- January
- April
- July
- October
- February
- May
- August
- November
- March
- June
- September
- December

4 1.44 Listen and check your answers.

Phrase bank: Telephone phrases

Complete the conversation with the words in the box.

<table>
<thead>
<tr>
<th>ask</th>
<th>call</th>
<th>can</th>
<th>else</th>
<th>it’s</th>
<th>out</th>
<th>speak</th>
<th>take</th>
</tr>
</thead>
</table>

A: Good morning, how (a) ________ I help you?
B: Hello, can I (b) ________ to Mr Smith, please?
A: Can I (c) ________ who’s calling?
B: (d) ________ Samantha Lyons.
A: I’ll just check.
A: I’m sorry, Mr Smith is (e) ________ of the office today. Can I (f) ________ a message?
B: Can he (g) ________ Samantha Lyons, please?
A: No problem. Is there anything (h) ________?
B: No thanks, bye.
A: Bye.

1.45 Listen and check your answers.

Writing

Messages

Complete the message using the information on the call sheet.

Message for: [Bill]

Caller: [Samantha Lyons]
Telephone Number: 0207 844 558
Time of call: Fri 3 pm
Message: call back Mon/Tues AM?

Hi Bill,
Samantha (a) ________ called you.
She called on Friday (b) ________
She wants you to call (c) ________ back.
Her (d) ________ is 0207 844 558.
(e) ________ you call her
(f) ________ or Tuesday
(g) ________?

Reviewing objectives

Tick (✓) the statements which are true for you.

- I can make a telephone call. [ ]
- I can receive a telephone call. [ ]
- I can talk about significant dates. [ ]
- I know the days of the week. [ ]
- I know the months of the year. [ ]
It's very close

1. Look at the map and complete the sentences below.

<table>
<thead>
<tr>
<th>Location</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td>Bank</td>
<td>Hospital</td>
</tr>
<tr>
<td>Grand Avenue</td>
<td>South Street</td>
<td></td>
</tr>
</tbody>
</table>

a. The station is on Grand Avenue.
b. The station is next to the [insert place name].
c. The station is opposite the [insert place name].
d. The bank is between the [insert place name] and the [insert place name].

2. It is the day of the meeting at BetterDrinks. Karl sends Antonio a text message. Read the message and circle the correct answer.

Hi Antonio, very sorry but I can’t meet you at the hotel this morning. My train is late (again!). Please go straight to the BetterDrinks office at 10 am. Julie will meet you there. The address is 4 Bedford Street. Sorry again. See you soon – I hope! Karl

Karl / Karl

a. Karl is in a meeting / at a train station right now.

b. Karl wants Antonio to go to the BetterDrinks office in ten minutes / at ten o’clock.

c. Julie will meet Antonio at the office / hotel.

3. Antonio is having breakfast when he receives Karl’s message. Watch video B1 and decide if the statements are true (T) or false (F).

<table>
<thead>
<tr>
<th>Statement</th>
<th>T/F</th>
</tr>
</thead>
<tbody>
<tr>
<td>The BetterDrinks office is near the hotel</td>
<td>T/F</td>
</tr>
<tr>
<td>There is a café on Bedford Street</td>
<td>T/F</td>
</tr>
<tr>
<td>The office is opposite a department store</td>
<td>T/F</td>
</tr>
</tbody>
</table>

4. Complete the map with the places in the box. Watch video B1 again to check your answers.

BetterDrinks office   café   department store   The Western Hotel

<table>
<thead>
<tr>
<th>Location</th>
<th>(a)</th>
<th></th>
<th>(c)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedford Street</td>
<td>petrol station</td>
<td>convenience store</td>
<td>department store</td>
</tr>
<tr>
<td>Lulworth Street</td>
<td></td>
<td>bank</td>
<td></td>
</tr>
<tr>
<td>police station</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5 Match the phrases (a–d) to the words with the same meaning (1–4).
   a opposite  1 close to
   b near  2 in the middle of
   c between  3 on the right/left of
   d next to  4 across from

6 Here is a short conversation based on the map in 4.
   a With a partner, put these sentences in the correct order and practise reading the
     conversation.
     i Thanks for your help.
     ii You’re welcome.
     iii It’s on Lulworth Street. It’s between the Italian restaurant and the police station.
     iv Excuse me, where is The Western Hotel?
   b Change the underlined words to make new conversations. Use the places on the map
     in 4 and the words in 5 to help you.

7 Look at the plan of the BetterDrinks office and complete the sentences. Use the words
   and phrases from 5 to help you.

   a Caroline’s office is __________ the lift.
   b The lift is __________ the kitchen.
   c The kitchen is __________ the lift and Karl’s office.
   d Julie’s office is __________.

8 Antonio arrives at BetterDrinks’ office building. Watch video B2. Which room from 7 is
   the meeting room?

9 Watch video B2 again and answer the questions.
   a Why is Karl late?
     i He went to the hotel first.
     ii There was a problem with his train.
     iii He was talking to Julie.
   b Where is the BetterDrinks office?
     i On the third floor.
     ii Next to the lift.
     iii Across the street.
   c Why does Karl want to speak to Julie before the meeting?
     i The tea for the meeting is not delicious.
     ii There’s a big problem in Taiwan.
     iii He did not bring the Bubble tea.

10 With a partner, take turns to ask where places are.
    Speaker A: Look at page 86.  Speaker B: Look at page 82.

   Evaluate your performance using the Reviewing objectives box on page 85.