


## Everyday English

### Over the phone

1  5.13 Listen to the beginning of three phone calls. What kind of call is each one?

- When and why do we make small talk? Who with? What about?
- Why do organizations have automatic caller menus?
- Why do people find them frustrating?

2 A caller is trying to get through to the Customer Services Department in a credit card company. Complete the text with the missing lines.

- All our lines are now closed.
- We are currently experiencing unusually heavy call volumes.
- and you will be connected to an operator.
- Please continue to hold.
- to report a lost or stolen card, press 3

#### Calling Customer Services

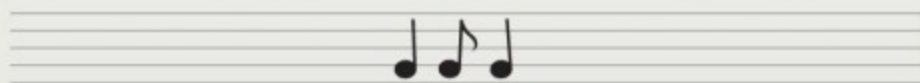
Thank you for calling **Fast Response Credit**.

Our priorities are service, quality and customer satisfaction.

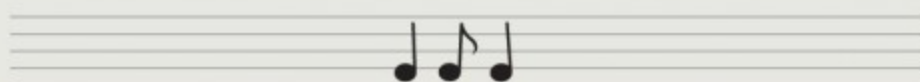
To help us deal with your call more efficiently, please select one of the following options.

- to update your account details, press 1
- to check your balance, press 2
- 1 \_\_\_\_\_
- to request a statement, press 4
- to leave a voice message, press 5

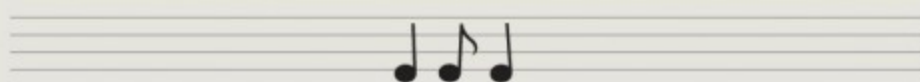
For all other enquiries, please hold 2 \_\_\_\_\_





3 \_\_\_\_\_ You may experience a delay of up to five minutes. Please hold and you'll be connected to an operator shortly.



Your call is important to us. 4 \_\_\_\_\_  
Alternatively, please submit your query online at [www.fastresponse.com](http://www.fastresponse.com).



Thank you for calling Fast Response Customer Services Department. 5 \_\_\_\_\_  
To speak to an operator, please call Monday to Friday, between 8.30 a.m. and 4.30 p.m. 


 5.14 Listen and check your answers.

### Trying to end a phone call

3 Here is the end of a telephone conversation between two work colleagues, **Andy** and **Barry**. Put the lines in the right order.



- A** So, Barry. It was good to talk to you. Thanks for calling.
- A** I certainly will. And you'll email me a copy of the report?
- A** That's great, Barry. Have a good weekend! Now, I really must ...
- B** My pleasure. By the way, how's your golf these days? Still playing?
- B** Same to you, Andy! Bye! Oh, did I tell you ...
- B** OK. Don't want to keep you. So, you'll give me a call when you're back, right?
- A** No, not much. I just don't seem to find the time these days. Anyway, Barry ...
- B** It'll be with you first thing tomorrow.
- A** It's true. Right, Barry. I must fly. I'm late for a meeting.
- B** What a shame! You used to enjoy it so much.
- A** Bye, Barry. Tell me next time.

 5.15 Listen and check your answers.

4 Discuss the questions.

- Who's trying to end the conversation? Who wants to chat?
- How does Andy signal that he wants to end it?
- How do they confirm their arrangements?

5 Work with a partner. **Student A** – look at the role card below. **Student B** – turn to page 166. Plan your phone conversation. Sit back-to-back and have the conversation.

#### Student A

You have a summer job in London and you need accommodation for two months. You see an advert for a house share.

- Decide what date you would need to move in and out.
- Call the number on the advert and find out the following:
  - What is the room like?
  - How many people live in the house?
  - Is the house near a bus stop/Tube station/shops?
  - How much is the rent and what happens with bills?

 Go online for more speaking practice