

▶ listening for register and inference

▶ expressions for telephoning

▶ roleplaying telephone situations

**Glossary** PAGE 151

IP address  
mustn't grumble  
small talk  
trivial

## 2.4 Speaking Telephoning

### Discussion

1 Decide how far you agree with these statements about telephoning. Write *I agree*, *It depends* or *I disagree*.

- 1 It's important to have a few moments of small talk before getting down to business.
- 2 You can never be too polite on the telephone.
- 3 It's much easier to say 'yes' than to say 'no'.
- 4 When you can't help someone, it's better to say 'no' directly than to make up excuses.
- 5 The caller decides when to end the call; the receiver should wait for the caller's signal.

2 Discuss your answers to Exercise 1 with a partner. Do you think it's different in other parts of the world?

### Listening for register

3 1:37-1:40 Listen to four telephone conversations and answer the questions below.

- 1 Which one is polite, informal, impolite or too polite?
- 2 In which conversation are the speakers friends, acquaintances, colleagues from different departments or managers in a large company?

### Listening for inference

4 1:37-1:40 Listen again and answer the questions for each conversation.

- 1 What guesses can you make about the speakers? Imagine how old they are, what they look like, what they do and what kind of lives they lead.
- 2 What is each speaker's opinion of the other at the end of the conversation?

5 1:37-1:40 With a partner, find suitable words to complete the expressions in the checklist. Then listen again and check your answers.

### Useful expressions: Telephoning

#### Checking the other person can speak now

Have you got a \_\_\_\_\_ of minutes?

#### Requesting help

I \_\_\_\_\_ you to give me ...  
Do you \_\_\_\_\_ to know how to ...?  
I was wondering if I could ask you a \_\_\_\_\_.  
Do you think you could \_\_\_\_\_ send me ...?  
Any \_\_\_\_\_ I could ...?

#### Refusing help

I'd \_\_\_\_\_ to help you, but ...  
I \_\_\_\_\_ I could help you, but ...  
Normally I'd be \_\_\_\_\_ to help, but ...  
The \_\_\_\_\_ is, ...

#### Ending the call

Anyway, I won't \_\_\_\_\_ you any longer.  
I mustn't \_\_\_\_\_ any more of your time.  
Anyway, I'd better \_\_\_\_\_.

