

Internet research

Search for the keywords *cell phone voicemail etiquette* to find tips for using new phone technologies. In small groups, decide on your top three tips.

6 Complete these dialogues with suitable expressions. Then practise them with a partner.

- Alex:** _____
Billie: Oh, hello, Alex. How's it going?
Alex: _____
Billie: No problem. I was just going to have a break anyway.
Alex: _____
Billie: Well, I'm sorry to disappoint you, but I don't know much about it actually.
Alex: _____
Billie: OK. But just let me know if there's anything I can do.
Alex: _____
Billie: OK, bye.
Chris: Hello, it's Chris here. I'm not disturbing you, am I?
Dee: _____
Chris: I'm just calling to ask if you'd mind doing me a favour, actually.
Dee: _____
Chris: Well, do you think I could possibly borrow your copy of Office 2010? I need to re-install it, and I can't find mine.
Dee: _____
Chris: Oh, I see. Well, never mind. I thought I'd ask, just in case. Anyway, I won't keep you from your work. Thanks.
Dee: _____
Erin: Hi. It's me. Sorry to bother you. You wouldn't happen to have the new IP address, would you?
Frankie: _____
Erin: Brilliant. Thanks a million.
Frankie: _____
Erin: OK, then. I'll let you get back to work. Thanks a lot. Bye.



Roleplay

7 With a partner, practise roleplaying different telephone situations. Use suitable formal/polite or direct/informal language, and include small talk, as appropriate.

Student A

Call 1

You are new in a small law firm where the managing partner also deals with all computer problems. Your PC has broken down, so you call her/him for help. Your partner will start.

Call 2

You receive a call from a colleague you like a lot. You start by answering your phone.

Student B

Call 1

You are the managing partner of a small law firm. You are also the firm's computer expert, but you are very busy and fed up with receiving calls about trivial computer problems. You receive a call from one of your new employees. You start by answering your phone.

Call 2

You have been having problems with your email. You think you have fixed it, but you need to test it. Call a colleague and ask them to send you a test mail to your new address. Your partner will start.

For more telephone situations, Student A should look at page 114, and Student B should look at page 116.

eWorkbook

Now watch the video for this unit.