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.

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.

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.

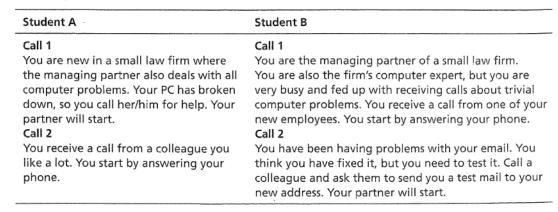
Frankie: _____

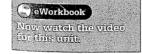
OK, then. I'll let you get back to work. Thanks a lot. Bye.



Erin:

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





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

