

電話をする (No.13-1)

~ Make a phone call ~



In the Office

Nathalie : Hello. May I talk to Ms. Aileen please?
Aileen : **Yes, this is Aileen speaking.**
Nathalie : This is Nathalie from Time Life Company.
Aileen : What can I do for you?
Nathalie : I heard that you have children
who like books very much.
Aileen : Yes. That's right!
Nathalie : Could I go to your place
and present some books to you?
Aileen : Okay, visit me here tomorrow at 4:00 pm.
Nathalie : Thank you. See you then.

In the Office

Shiello : Hello. Can I talk to Mr. Edison please?
Rhea : **He is in the meeting right now.**
Shiello : What time he'll be back?
Rhea : Probably at 3:00 pm.
Shiello : Can I call back at 3:00 pm?
Rhae : Okay.



Short Quiz



1. What do you think is good telephone etiquette?
2. Have you ever dialed a wrong number?
Discussed with your teacher what happened and how did you feel?
3. Have you ever called for a business appointment?

電話を受ける(No.13-2)

~ Answer the phone ~



In the House

Jonah : May I speak to Rose please?
Shiena : **May I know whose calling?**
Jonah : Just tell her this is Shiena.
Shiena : Okay, hold on.
Jonah : Thank you!
Shiena : You're welcome.

In the House

Jonald : Hello! May I talk to Dr. Hepe please?
Cath : **We have two Dr. Hepe's here .**
Who among them would you like to talk to?
Jonald :I want to talk to Dr. Lenny Hepe.
Cath :Okay, hold on for a while.
Jonald :Thank you.
Cath :You're welcome.



Short Quiz



1. Have you ever left a voicemail or a message in an answering machine?
2. Have you ever been angry to a wrong caller?
3. Give some polite questions in making a phone call.





電話をつなぐ(No.13-3)

~ Put a call through ~



On the phone

- Maggie : Hello, goodmorning! Who is this please?
Mrs. Miller : Goodmorning,
this is Mrs. Miller, Amanda's mother.
Could I talk to my daughter? Is she around?
Maggie : Yes Mrs. Miller your daughter is in her room
upstairs. **Please hold on a moment, I'll go
and get Amanda for you.**
Mrs. Miller : Thank you so much.

On the phone

- DYNO : DYNO company, this is Trisha speaking how may I
help you?
Client : I would like to inquire about the new product you just
launch this month, can I talk to the incharge?
DYNO : Sure, **I'll connect you to Sales Department.**
A moment please.
Client : Thank you.



Short Quiz



1. Pretend you are working in a company, how should you answer calls?
2. If you are in your house, do you introduce yourself completely if you answer a call. Do you think its necessary?
3. Do you think it is proper if the caller ask the receiver's name?
4. What do you usually say when putting a call through?



電話を受けられない(No.13-4)

~ Declining Phone Calls ~



In the Living Room

- Liza : Could I talk to Edward?
Leah : May I know who is on the line?
Liza : It's Liza.
Leah : **Im sorry Liza, Edward just went outside.**
Liza : Oh really!. When is he coming back?
Leah : I'm not sure. Please try calling again after 30 minutes.
Liza : Okay! I will. Thank you.

On the phone

- Ms. Santiago : I'm calling for Mrs. Thomas. Is she available?
Jessa : Who is this please?
Ms. Santiago : This is Ms. Santiago from C&N Production.
Jessa : I'm sorry Ms. Santiago, **Mrs. Thomas is on the other line right now.**
Ms. Santiago : I see. I'll just call back in an hour.
Thank you.
Jessa : You're welcome.



Short Quiz

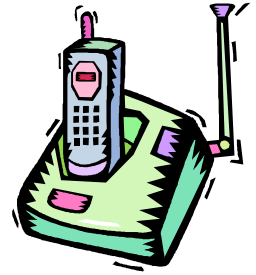


1. How do you feel if someone you want to talk to is not available?
2. What are some polite ways to decline a call?
3. Have you ever tried calling a call center? Tell some details.
4. What will you say to the caller if the person he'd like to talk to is not available?



伝言を残す・受け取る(No.13-5)

~ Leave a message/Take a message ~



On the phone

- Pinky : Hello, May I speak to Mr. Paulo Smith?
Matt : I'm sorry, Mr. Smith is not around.
Would you like to leave a message?
Pinky : Yeah, Please tell him that Ms. Osborne called?
Matt : Sure. I will tell him as soon as he will come here
in the office.
Pinky : Thank you. Goodbye.

On the phone

- Harry : Hello, I would like to talk to Ms. Maddison?
Kate : Oh, I'm sorry, She is not here.
Harry : **Could you ask her to call me back?**
I really need to talk to her today.
Kate : No problem. I'll tell her right away if she will come.



Short quiz

1. Discuss proper ways to make a return call?
2. Have you ever tried making a return call?
3. Why do we need to call back if someone leave a message for us?



メッセージを本人に伝える(No.13-6)

~ Tell a message to the person himself ~



In the office

Donna : Hi, Jhen, **Did I get any phone calls today?**
Jhen : Yes, Ms. Heinz.
 You've got two calls from a network company.
Donna : Alright. I'll call them right now. Thanks.
Jhen : Don't mention it Ms. Heinz.

In the livingroom

Chris : **Your answering machine is flashing.**
 Please check it.
Marty : Yes, I'm waiting a call from our sister company.
Chris : Okay, go ahead. I bet it's very urgent.
Marty : Absolutely. It's very important.



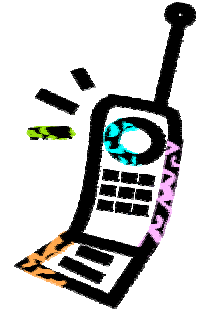
Short quiz

1. What are some reasons why people use answering machine?
2. How often do you receive calls in a day?
3. Discuss polite ways to leave a message through answering machine.



電話の切り出し・終わりの文(No.13-7)

~ Ring off/ the end of a telephone ~



On the phone

- Ella : Hi Rod, **I haven't talked with you for a long time.**
How have you been?
- Rod : I've been very busy these days. I went abroad to
attend a corporate meeting with my boss.
- Ella : Really? Oh, I'm so happy for you.
I guess you have a colorful career.
- Rod : I think so but it's very tiring job also.

On the phone

- Gerry : Hi Sheila, I was trying to call you this morning but
you weren't home.
- Sheila : Umm.. **Could you hold on for a second?**
Somebody is at the door.
- Gerry : Okay, go ahead, just take your time. I'll wait.
- Sheila : I'll be right back. Wait please.



Short quiz

1. Tell a situation where you met a person who you haven't met for ages.
2. Discuss a "colorful career".





電話でのアクシデント(No.13-8)

~ Accident in telephone ~



On the phone

Neil : Hello, May I speak to Mr. Jim Kerry?
Ashley : I'm afraid there's no Mr. Jim Kerry here?
Neil : **Sorry, I've dialled the wrong number.**
Ashley : That's okay, no problem.

On the phone

Dianne : Hello Belle, I'm in the ferry right now.
I'll be home for a couple of hour.
Belle : **I'm sorry, I did not hear what you said, come again?**
Dianne : Okay. I said, I'll be home after one hour.
Belle : Alright, see you later.



Short quiz



1. Have you ever experienced a bad connection these days?
How did you deal with it?
2. How did you feel when you dialled a wrong number?
3. What would you do if you will receive a wrong number?