**UNIT 4. TELEPHONE COMMUNICATION**

# **Task 1. How well do you deal on the phone? Answer the questions below for yourself, then compare your answers with a partner.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Have you ever...** | **Always** | **Often** | **Sometimes** | **Never** |
| * called a business (airlines, auto repair, insurance, bank, etc.) for information?
 |  |  |  |  |
| * called for pizza delivery?
 |  |  |  |  |
| * had a problem with your phone bill?
 |  |  |  |  |
| * dialed the wrong number?
 |  |  |  |  |
| * left a voice mail or a message on an answering machine?
 |  |  |  |  |
| * Have your parents ever been angry with you because of your phone use?
 |  |  |  |  |
| * driven using your mobile phone?
 |  |  |  |  |
| * let the telephone ring without answering it?
 |  |  |  |  |
| * received phone calls when you were already engaged to another call?
 |  |  |  |  |

**Task 2. Answer the questions below, gather statistical data among your groupmates. Make some conclusions about using mobile phones by your friends.**

* + How many phone calls do you usually receive and make in one day?
	+ How many people in your family have a mobile phone?
	+ About how many text messages do you send in a day?
	+ Who pays for your mobile phone?
	+ What kind of features does your cell phone have?
	+ How long have you had a mobile phone?
	+ Could you live without your mobile phone?
	+ How much do you spend a month on your phone?
	+ Are you worried about radiation from you phone?

# **Task 3. Read the text about Telephone Etiquette and add at least three more other important tips.**

Presenting a professional image, both in person and on the telephone, is very important in the Office Skills profession. Taking care of your customers over the telephone and making them feel well informed and appreciated is essential. Whether you are the front office receptionist or an executive secretary, the following phone tips should always be followed.

1. Speak clearly. A picture paints a thousand words but the caller on the other end of the phone can only hear you. They cannot see your face or body language. Therefore, taking the time to speak clearly, slowly and in a cheerful, professional voice is very important.

2. Use your normal tone of voice when answering a call. If you have a tendency to speak loud or shout, avoid doing so on the telephone.

3. Do not eat or drink while you are on telephone duty. Only eat or drink during your coffee break or lunch break.

4. Do not use slang words or Poor Language. Respond clearly with “yes” or “no” when speaking. Never use swear words.

5. Address the Caller Properly by his or her title. (i.e. Good morning Mr. Brown, Good afternoon Ms. Sanders). Never address an unfamiliar caller by his or her first name.

6. Listen to the Caller and what they have to say. The ability to listen is a problem in general but it is very important to listen to what the caller has to say. It is always a good habit to repeat the information back to the client when you are taking a message. Verify that you have heard and transcribed the message accurately.

7. Be patient and helpful. If a caller is irritated or upset, listen to what they have to say and then refer them to the appropriate resource. Never snap back or act rude to the caller.

8. Always ask if you can put the caller on hold. If you are responsible for answering multiple calls at once, always ask the caller politely if you may put them on hold. Remember that the caller could have already waited several minutes before getting connected to you and may not take lightly to being put on hold. Never leave the person on hold for more than a few seconds or they may become upset and hang up.

9. Always focus on the call. Try not to get distracted by people around you. If someone tries to interrupt you while you are on a call, politely remind them that you are on a customer call and that you will be with them as soon as you are finished.

10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

12. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Task 4. Read the following dialogue between a caller and a receptionist as they discuss a delayed shipment. Practice the dialogue with a friend so you can feel more confident the next time you leave a message.**

**Taking a Message**

*Receptionist:*Peter Brown Importers. Good Morning. How can I help you?
*Caller:* Could I speak to Mr Grew, please?

*Receptionist:* Who's calling please?
*Caller:* This is Sonia Blake.

*Receptionist:* Sorry, I didn't catch your name.
*Caller:* Sonia Blake. That's B L A K E

*Receptionist:*Thank you. And where are you calling from?
*Caller:* Sun Mexico Holidays

*Receptionist:*OK Ms Blake. I'll try and put you through. … I'm sorry but the line's busy. Would you like to hold?
*Caller:*Oh, that's a shame. This concerns an upcoming shipment and it's rather urgent.

*Receptionist:*He should be free in half an hour. Would you like to call back?
*Caller:*I'm afraid I'll be showing visitors around. Could I leave a message?

*Receptionist:* Certainly.
*Caller:* Could you tell Mr Grew that our shipment will be postponed and that the 200 new catalogues ordered should arrive next Tuesday.

*Receptionist:* Shipment delayed … arriving next Tuesday.
*Caller:*Yes, and could you ask him to call me back when the shipment arrives?

*Receptionist:*Certainly. Could you give me your number please?
*Caller:* Yes, it's 201-543-9077

*Receptionist:*That's 201-543-9077
*Caller:* Yes, that's right. Thanks for your help. Goodbye

*Receptionist:* Goodbye.

**Task 5. Check your understanding with this multiple choice comprehension quiz. Check your answers below, as well as practice key expressions from this dialogue.**

1. Who would the caller like to speak to?

 The receptionist
 Sonia Blake
 Mr Grew

2. Which company does the caller represent?

 Peter Brown Importers
 Sun Mexico Holidays
 Beare consulting

3. Is the caller able to complete her task?

 Yes, she speaks with Mr Grew.
 No, she hangs up.
 No, but she leaves a message.

4. Which information does the caller wish to leave?

 That they haven't received their shipment yet.
 That there is a short delay in the shipment.
 That new catalogues were of poor quality.

5. What other information does the receptionist ask for?

 The time of day
 The caller's telephone number
The number of shipped catalogues

**Task 6. Sometimes when your boss is not in, his administrator can take a message. Read message below and write a possible converstation between administrator and caller.**

|  |
| --- |
| MESSAGE FOR Mr Allan CrossWhile you were outMr Jean LockOf Central BankTelephone No. Helsinki 44 67 32Telephoned..........................Called to see you..................Please ring ...........................Will call again......................Urgent ..................................Message: Mr Jean Lock is waiting for your callDate: 23 May Time: 10.50 Received by: Laura Reeds |

**A: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**C: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**A: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Task 7. Put the given words below in appropriate gaps:** *back, speak, help, This, message,catch, number, calling, out of the office.*

1. Good morning. How can I \_\_\_\_\_\_ you? 2. Could I \_\_\_\_\_\_\_\_ to Ms Devon, please? 3. Who's \_\_\_\_\_\_\_\_\_\_\_\_, please? 4. \_\_\_\_\_\_\_\_ is Kevin Trundel. 5. I'm sorry, I didn't \_\_\_\_\_\_\_\_\_\_\_\_ your name. 6. I'm sorry. She's \_\_\_\_\_\_\_\_\_\_\_. Can I take a \_\_\_\_\_\_\_\_\_\_\_\_? 7. Could you ask her to call me \_\_\_\_\_\_\_\_\_? 8. Could I have your \_\_\_\_\_\_\_\_\_\_\_, please?

**Task 8. Match the words with their definitions:**

|  |  |  |
| --- | --- | --- |
| **Word / phrase** | **Definition** | **Answers** |
| 1. to catch a person's name | a. not be able to happen on time, be postponed | 1. |  |
| 2. to be busy / to be engaged | b. delivery of merchandise | 2. |  |
| 3. to hold the line | c. return someone's telephone call | 3. |  |
| 4. to leave a message | d. be able to understand a person's name | 4. |  |
| 5. to be free | e. have other work to do and not able to respond to a telephone call | 5. |  |
| 6. urgent | f. put off something to a later date or time | 6. |  |
| 7. shipment | g. have time available to do something | 7. |  |
| 8. to postpone | h. have someone take note of a message for someone else | 8. |  |
| 9. to be delayed | i. very important needing attention immediately | 9. |  |
| 10. to call someone back | j. wait on the telephone  | 10. |  |

**Task 9. Work with a partner to practise a telephone call. Use the plan below to make a dialogue.**

|  |  |
| --- | --- |
| **Partner A.** | **Partner B.**  |
| 1.Answer the phone2. X is in a meeting. Message?3. Respond. Message?4. Confirm caller‘s name. Phone number.5. Check message with caller.6. Thank the caller and say good bye. | 1.Say who you are and ask to speak to X. (It‘s urgent).2. Ask when the meeting finishes.3. Leave message.4. Give your details.5. Confirm or correct message.6. Say good bye. |

**Task 10. Complete sentences with the correct form of phrasal verbs:** *cut off, get back to, get through to, look up, put through, speak up.*

1. When I called to the restaurant, the junior manager \_\_\_\_\_\_\_\_\_\_ me \_\_\_\_\_\_\_\_\_\_(1) to the General Manager.
2. I‘ll \_\_\_\_\_\_\_\_\_\_ (2) your required address in our directory for you.
3. There is a terrible noise outside. Could you \_\_\_\_\_\_\_\_\_\_ (3) a bit, please?
4. There seems to be something wrong with his extension number. I‘ve tried it 4 times and got \_\_\_\_\_\_\_\_\_\_(4).
5. It took a long time, but the client finally \_\_\_\_\_\_\_\_\_\_\_\_(5) the operator.
6. I‘m sorry, but Ms Crowdy‘s at the conference now. I‘ll ask her to \_\_\_\_\_\_\_\_\_\_\_ (6) you as soon as she‘s back.

**Task 11.The table below shows the traditional list of names, other typical variants, and the list used by the military and in aviation.Study the table below and practice your pronounciation.**

When it's necessary to spell names or difficult words on the telephone, speakers use widely known names and words to illustrate the letters in the words that they spell. Military and aviation personnel use a different list of words to illustrate the letters of the words that they spell.

|  |  |  |  |
| --- | --- | --- | --- |
| **Letter** | **Traditional List** | **Variants** | **Military and Aviation List** |
| A | Alice | Adams, Adam, Anna | Alpha |
| B | Bertha | Boston, Boy | Bravo |
| C | Charles | Chicago, Charlie | Charlie |
| D | David | Denver, Dog, Dixie | Delta |
| E | Edward | Easy | Echo |
| F | Frank | Freddie, Fox | Foxtrot |
| G | George | George | Golf |
| H | Henry | Harry, How | Hotel |
| I | Ida | Ida | India |
| J | James | John | Juliet |
| K | Kate | King | Kilo |
| L | Lewis | Lincoln, Love | Lima |
| M | Mary | Mother | Mike |
| N | Nellie | New York, Nick, Nora | November |
| O | Oliver | Ocean, Orange | Oscar |
| P | Peter | Peter | Papa |
| Q | Quaker | Queen | Quebec |
| R | Robert | Roger, Richard, Radio | Romeo |
| S | Samuel | Sugar, Sam | Sierra |
| T | Thomas | Tom, Tommy | Tango |
| U | Utah | Union, Uncle | Uniform |
| V | Victor | Vic | Victor |
| W | William | William | Whisky |
| X | X-ray | X-ray | X-ray |
| Y | Young | Young, Yoke | Yankee |
| Z | Zebra | Zero | Zulu |

**Task 12. Imagine you need to spell the given names below over the phone:**

1. Bangkok, Thailand; Melbourne, Australia; Reykjavik, Iceland; Beijing, China; Budapest, Hungary; Montreal, Canada; Versailles, French; Via Dolorosa, Jerusalem;
2. Arnold Schwarzenegger; Charlize Theron;
Matthew McConaughey; Rihanna; Novak Djokovic; Nikolaj Coster-Waldau; Martin Scorsese

**Task 13. Work with a partner. Exchange your contact details (name, surname, phone number, web and / or e-mail address).**

|  |
| --- |
| 1. **Name:**
2. **Surname:**
3. **Phone number:**
4. **Website:**
5. **E-mail:**
 |

**Task 14. Dictate telephone numbers to your partner, then change roles.**

1. +370 553 742 009 d) +886 562 488 883
2. +977 444 185 343 e) +975 222 067 094
3. +919 519 915 002 f) +643 643 346 700

**Task 15. Work in pairs. Read and translate the following rules. Use the Dictionary when necessary.**

|  |
| --- |
| **The telephone is one of the most important business instruments used in an office, so it is essential that it is used skillfully. A pleasing voice, resonant, low, well-controlled and firm, is a decided asset and should be developed.** |

* Be prompt in answering the telephone.
* Avoid being misunderstood – speak directly into the mouthpiece and pronounce words and numbers distinctly.
* When answering, give the firm’s name immediately, and then your own name.
* If the person wanted is not in, offer to take a message for him.
* Write down every message and put it in a conspicuous place on the desk of the person for whom it is intended.
* Check the accuracy of names and numbers received over the phone by repeating them very clearly.
* Be brief, courteous, businesslike.
* Keep an index of frequently called numbers beside the telephone.
* Consult the telephone directory for information about long-distance calls, regular charges, reversed charges, reduced rates, and other special services.

**Task 16. Complete the dialogue below with appropriate phrases:**

1. The line‘s engaged; (g) Could I speak to;
2. Hold the line please; (h) call back;
3. To speak; (i) so helpful;
4. Repeat; (j) Can I help you?
5. There‘s no answer; (k) extension;
6. Public relations; (l) I‘ll call back later.

***Switchboard Operator****:* Good morning, Grandson&Grandpa, (1) ...........................................................

***Personal Assistant****:* Good morning, my name is Linda Crowdy, I‘m phoning from Spain. (2) ................................................... the person in charge of the International Conference are you organising?

***Switchboard Operator****:* Are, yes, that‘ll be Sonia Smith, Public Relations. (3) ..........................................

I‘ll put you through.

***Switchboard Operator****:* I‘m sorry, (4) ............................................................., she is not in her office.

***Personal Assistant****:* All right, (5) ................................................. Thank you.

...........(Later)

***Switchboard Operator****:* Good morning, Grandson&Grandpa.

***Personal Assistant****:* Good morning, my name is Linda Crowdy, could I speak to (6) ................................... please?

***Switchboard Operator****:*Yes, you want *Switchboard Operator:*. Hold on please.......Oh, I‘m so sorry. (7) ................................ Would you like to hold on or (8) .................................................................................?

***Personal Assistant****:* I‘ll call back, can you (9) ..............................................................the name of the organizer, please.

***Switchboard Operator****:* Sonia Smith. (she spells it) S-M-I-T-H (10) ..............................................,

776.

***Personal Assistant****:* Thank you.

...........(Later)

***Switchboard Operator****:* Good morning.

***Personal Assistant****:* Hello, this is Linda Crowdy, I‘d like (11) .................................................to Sonia Smith, please.

***Switchboard Operator****:* Hold on, please. I‘m really sorry, she left the office again, but if you don‘t mind waiting, I‘ll track her down or find someone else who can speak to you.

***Personal Assistant****:* Thank you, I‘d be very grateful.

**Voice:** Hello, I am Brenda Lee, junior assistant of Sonia Smith. I‘m terribly sorry, but she has gone to a department meeting. Can I help you? Or would you like Sonia to call you back when she comes back out of a meeting?

***Personal Assistant****:* Oh, I am sure you can help. My name is Linda Crowdy, I am the Managing Director‘s Personal Assistant. We are interested in...................................... (the conversation continues).

**Voice:** So I‘ll send you conference programme and application form.

***Personal Assistant:*** Thank you for being (12) ...............................................................................................

**Task 17. Business people meet with clients, suppliers, owners, managers and others on a regular basis.**

**The structure of their conversations often looks like this:**

|  |
| --- |
| **Requesting an appointment:***Politely asking for a meeting*  If possible, I would like to come by and see you [tomorrow]? I was wondering if we could get together [on Tuesday]? Do you think we could get together [next week]? Do you mind if we get together [sometime]?Could I visit you [later today]?Could I meet with you about this?Can we get together and talk about this?Is there a good time for us to get together [on Monday]?**Suggesting a time/date:**Could we meet at \_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_ the \_\_\_\_\_ of \_\_\_\_\_?*Could we meet at 10AM on Monday the 3rd of July?*Could we . . .Can we . . .Is it possible to . . .I’d like to see you at [time and date] . . .Would [time and date] be good for you?**Rejecting a time/date:**Apologize and give a reason*I’m sorry, I’ve got another meeting then.*I’m afraid I can’t, I’m out of town that day.I wish I could, but . . .[Date/time] is not good for me, I’m sorry.Suggesting an alternative time/date:How about next Friday, instead?Maybe 11:00 a.m.,  instead?How about . . .Could you do it at . . .**Agreeing to a  time and date:**That’s fine. I’ll see you then.That sounds fine/good/great/super to me.Yes, lets try that.Perfect, let’s do it then. |

**Practice the following dialogue with a partner:**

**A:** Hello, Mr. Stone? This is Henry Ford over at FordAuto.

**B:** Hello Henry, what can i do for you?

**A:** I was wondering if we could get together on Wednesday to talk about new electrinic devices you ordered.

**B:** Wednesday sounds fine to me, what time is suitable for you?

**A:** How about 2p.m.?

**B:** I‘m sorry, i‘ve got to meet with Mr. Al Bhati then, but any other time is fine.

**A:** Can we try 3p.m. then?

**B:** That‘s perfect, see you then.

**A:** Thank you Mr Stone. I‘ll see you on Wednesday then, at 3p.m.

**Work with a partner and practice the dialogue with the people in the table below.  Use the full dialogue above. One student can be the person being called and the other can be the receiver of the call.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **person** | **Anna Snore** | **Peter Leed** | **Tom Reedle** | **Ahmed al Yasir** |
| **company** | **Cairo Industry** | **LA Aircraft Systems** | **Software Management** | **Pakistan National Bank** |
| **calling** | **Victor Lang** | **Jimmy Batt** | **Yun-Lii Seenj** | **Gustavo Perez** |
| **reason for appointment** | **production problems with your order** | **show you some new more- efficient propellers** | **demonstrate the latest in project management software** | **Insurance options for your children** |
| **first suggested date and time** | **Monday at 10 a.m.** | **the 12th at 10 a.m.** | **next Friday at 3 p.m.** | **tomorrow at 4:30 p.m.** |
| **agreed date and time** | **Same day 2 p.m.** | **the 14th at noon** | **Thursday at 2 p.m.** | **5:30 p.m.** |

**Task 18. Wordsearch. Find 18 words and phrases which are related to phone calls and create your own sentences with them.**

**1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**11. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**12. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**13. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**14. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**15. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**16. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**17. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**18. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1. Task 19. Making an appointment. Study the diaries of two people Mrs. Dobson and Mr. Ferguson below and arrange a meeting. While making dialogue mention at least three days and find available time for lunch meeting. Use Continuous Tense. They would like to discuss preparation for the annual Trade Fair.**

|  |  |
| --- | --- |
| **Mrs. Dobson** | **Mr. Ferguson** |
| Day of the week | Activities, times, duration | Day of the week | Activities, times, duration |
| Monday, January 2 | Welcoming guests from Sweden | Monday, January 2 | DPT meeting, 9a.m. |
| Tuesday, January 3 | Surgery at 10a.m. | Tuesday, January 3 | Free morning, 2p.m. Accountant‘s report |
| Wednesday, January 4 | 8.30a.m. showing guests arround the company | Wednesday, January 4 | 7.00 Airport, flight to Helsinki |
| Thursday, January 5 | 10a.m. visiting headquarters, 3p.m. excursion around town with guests from Sweden | Thursday, January 5 | Meeting with business partners in Helsinki, arrival home 8.45p.m. |
| Friday, January 6 | Leave-taking guests from Sweden, free noon | Friday, January 6 | 9a.m. visiting line production, free noon |

**A: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**B: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**B: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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