

UNIT 4

Calling/ Picking up the Phone



I. Express Yourself



II. Vocabulary

Read and familiarize yourself with the following word/s or phrases.

transfer

voicemail

just a moment

line

III. Conversation Practice

Practice the conversation with your teacher by doing a role play.

Amy: Good afternoon, Rex Securities.

Marc: Hi, I'm trying to reach Mitch Grabow.

Amy: Who's calling, please?

Marc: This is Marc Weiner and I'm calling from Keller Capital Management.

Amy: OK, just a moment, please.

Marc: Thanks very much.

<After a few seconds waiting>

Amy: Mitch is on another line right now. Can I take a message or transfer you to his voicemail?

Marc: You can transfer me to his voicemail. Thanks a lot.

Amy: My pleasure.

<Voicemail Message>

Hi, you've reached Mitch. I'm away from my desk. Please leave a message with your phone number, and I'll call you back.

<Message Left>

Mitch, this is Marc Weiner from Keller Capital Management. I want to talk to you about some investment opportunities. Please call me back when you get a chance at 212-444-9999. Thanks a lot.

 **Comprehension Check**

1. Who was on the line when Marc called?
2. What did Amy do in order for Marc to leave a message?
3. What was the purpose of Marc's call?



<p>Who's calling, please?</p>	<ul style="list-style-type: none"> - Can I tell him who's calling? - Who should I say is calling? - May/Can I ask who's calling, please?
<p>Just a moment, please.</p>	<ul style="list-style-type: none"> - Hold on a second, please. - Hang on one second, please. - Just a minute/ second, please. - Would you care to hold? - Can/Could you hold on a moment, please? - Would you mind holding for a while?
<p>When you get a chance</p>	<p>When you have a moment At your convenience</p>
<p>Mitch is on another line right now.</p>	<p>(The person is talking/having a call to another person on another line.) Other variations:</p> <ul style="list-style-type: none"> - I'm on another call. - I've got another call coming in. - I've got someone on call waiting. - I've got someone on the other line.

IV. Exercises

Exercise A

Vocabulary Building

Fill in the blanks with the correct words from the box.

transfer voicemail just a moment line

1. Rob is not available at the moment. You can leave a message through his _____.
2. Please wait a second. I will _____ the call.
3. _____, please. I will contact him first.
4. May I know who is on the _____?

 Exercise B

Listen carefully to your teacher while you take his/her message. You can take notes, and see to it that you relay each message correctly.

 Exercise C

Complete the conversation by giving an appropriate response to each of the following:

A: Tom is on another line right now.

_____?

B: Please transfer me to his voicemail.

A: Who's calling, please?

B: _____

A: Could you hold on a moment, please?

B: _____.

A: Good afternoon, ABC company. Larry speaking.

B: _____.

 Roleplay

You are answering a call from someone who wants to speak to your boss. However, your boss is on another call.

