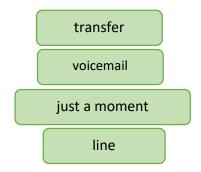


## I. Express Yourself



# II. Vocabulary

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



# 実践ビジネス英会話 Chapter 1 電話/電話をかける・うける

#### 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?

実践ビジネス英会話

Chapter 1 電話/電話をかける・うける



Who's calling, please?	<ul> <li>Can I tell him who's calling?</li> <li>Who should I say is calling?</li> <li>May/Can I ask who's calling, please?</li> </ul>	
Just a moment, please.	<ul> <li>Hold on a second, please.</li> <li>Hang on one second, please.</li> <li>Just a minute/ second, please.</li> <li>Would you care to hold?</li> <li>Can/Could you hold on a moment, please?</li> <li>Would you mind holding for a while?</li> </ul>	
When you get a chance	When you have a moment At your convenience	
Mitch is on another line right now.	<ul> <li>another line right now.</li> <li>(The person is talking/having a call to another person on another line.)</li> <li>Other variations:         <ul> <li>I'm on another call.</li> <li>I've got another call coming in.</li> <li>I've got someone on call waiting.</li> <li>I've got someone on the other line.</li> </ul> </li> </ul>	

#### IV. Exercises

### **Exercise** A

**Vocabulary Building** 

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

		transfer	voicemail	just a moment	line
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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:



## 📕 Roleplay

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

