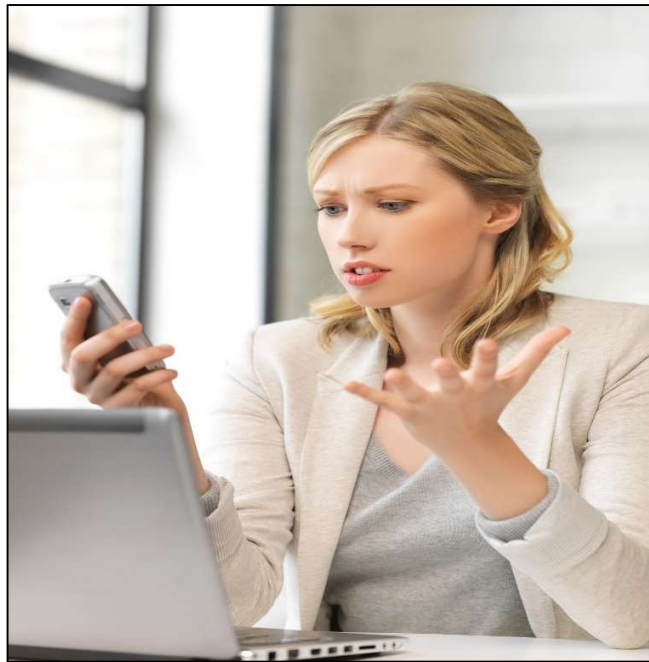


UNIT 5

Wrong Number



I. Express Yourself



II. Vocabulary

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

department

bother

wrong number

hold (the line)

III. Conversation Practice

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

Amy: Good afternoon, Relix Securities.

Client: Hi, can I speak to Cindy, please?

Amy: Excuse me, Cindy who?

Client: I'm looking for Cindy Gage.

Amy: I'm sorry, there's no Cindy Gage in this group. Which department are you trying to reach?

Client: She works in the Research Department.

Amy: OK, you have the wrong number. Let me get the correct number for you.

Client: Thanks a lot, sorry to bother you.

Amy: No problem, her number is 212-555-4444.

Client: OK, great, can you transfer me?

Amy: Yes I can, please hold.

Client: Thanks very much.

 **Comprehension Check**

1. Who is the client looking for?
2. Which department does Cindy Gage work in?
3. What did Amy do to help the client reach Cindy Gage?



Sorry to bother you.	<ul style="list-style-type: none"> - Sorry for the trouble. - I'm sorry to bother/ trouble you. - Sorry to bother you, but can you help me?
Can you transfer me?	<ul style="list-style-type: none"> - Could/Would you transfer me, please? - Would you mind transferring me? - Would you kindly transfer the call, please?
Please hold.	Hold on.
Which department are you trying to reach?	Used when asking where the call is intended for

IV. Exercises

 Exercise A

Vocabulary Building

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

department bother wrong number hold

1. I'm sorry, but this is not Kate. I think you have the _____.
2. My friend is assigned to the Marketing _____.
3. Sorry to _____ you, but can you help me with this?
4. Please _____ the line. I will put you through to him.

 Exercise B

Arrange the statements in the correct sequence of conversation.

- a. I'm looking for David Sullivan.
- b. I think you have the wrong number. Let me get the correct number for you.
- c. Good afternoon, EMO Company.
- d. I'm sorry, there's no David Sullivan in this department. Which department are you trying to reach?
- e. Hello, can I speak to David please?
- f. Excuse me, David who?
- g. He works in the Accounting Department.
- h. Thanks a lot. Sorry to bother you.

 Exercise C

What would you do in the following situations?

An unknown caller wants to speak to your boss. However, your boss will be back in the office in 1 hour. What will you say to him/her?

An unknown caller wants to speak to someone you don't know. What is the best thing to do in this situation?

An unknown caller is speaking nonsense and doesn't give his name nor his company's name. What will you do in this situation?

 Roleplay

You receive a call from someone, but he has the wrong number. Inform him of this, and give the correct number.

