

Grammar

FOLLOWING PHONE CONVERSATIONS

Introducing yourself (Kendini tanıtma)

- Hello! This is Molly calling. (Merhaba! Ben Molly.)
- Hello! Nancy speaking. (Merhaba! Nancy konuşuyor.)
- Hello! The Parker Family. (Merhaba! Parker ailesi.)

Asking to speak to someone (Birisıyla görüşmeyi isteme)

- May I speak to Amy, please? (Amy ile görüşebilir miyim lütfen?)
- Is Elena there? (Elena orada mı?)
- Is Dennis in? (Dennis orada mı?)
- Could you put me through to Mr. Pitt, please? (Beni Bay Pitt'e bağlayabilir misiniz, lütfen?)

Connecting someone (Telefonu birisine bağlama, aktarma)

- Hang on a minute; I'll get him/her. (Bir dakika bekleyin, aktarıyorum.)
- Can you hold on a moment, please? (Bir dakika bekler misiniz lütfen?)
- Let me try to connect you. (Sizi bağlamaya çalışayım.)
- Don't hang up the phone, please. I'll put you through to the manager. (Telefonu kapatmayın lütfen. Sizi müdüre aktaracağım.)

Telling someone is not available (Birisinin müsait olmadığını söyleme)

- I'm afraid he's not available at the moment. He's gone out. (Üzgünüm, şu anda müsait değil. Dışarı çıktı.)
- I'm afraid she's in a meeting at the moment. (Üzgünüm, şu anda bir toplantıda.)
- I guess she's not at home. (Sanırım evde değil.)
- There is no answer. May I take your message? (Cevap yok. Mesajınızı alabilir miyim?)
- Would you like to leave a message? (Mesaj bırakmak ister misiniz?)

Leaving a message (Mesaj bırakma)

- Can you tell him to call me as soon as possible? (Beni en kısa zamanda aramasını söyler misiniz?)
- Can you please tell him that Lisa called? (Ona Lisa'nın aradığını söyler misiniz lütfen?)
- Could you tell her that we'll meet up at 6 o'clock? (Ona saat 6'da buluşacağımızı söyler misiniz?)

Asking for clarification (Açıklama isteme)

- I'm sorry. I can't hear you well. Could you repeat that, please? (Özür dilerim. Sizi iyi duyamadım. Tekrar eder misiniz lütfen?)
- Could you spell your name, please? (İsminizi heceler misiniz lütfen?)
- It's a bad line. Could you speak louder, please? (Hat kötü. Daha yüksek sesle konuşur musunuz lütfen?)

Finishing a call (Aramayı bitirme)

- Take care. Bye. (Kendine iyi bak. Hoşçakal.)
- Thanks for calling, bye. (Aradığın için teşekkürler, hoşçakal.)
- I'll call you back later. (Seni daha sonra arayacağım.)
- Have a nice day. (İyi günler.)
- I have to hang up the phone. See you later. (Telefonu kapatmam gerekiyor. Sonra görüşürüz.)

EXERCISE 1: Order the conversation.

- 2 Hi, Jason. I'm Jack. Is Kate there?
- 5 Sure. She'll get back to you as soon as possible.
- 1 Hello. Jason speaking.
- 4 Yes, please. Can you tell her to call me back today?
- 6 Thank you.
- 3 I'm afraid she is not available now. She's gone out. Would you like to leave a message?

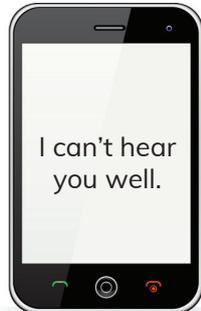
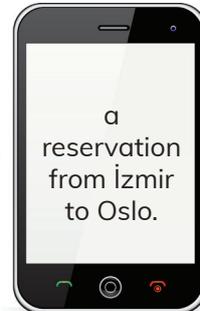


EXERCISE 2: Read the conversation and fill in the blanks.

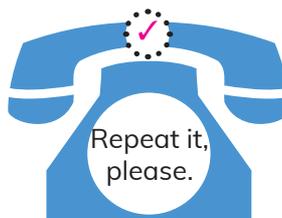
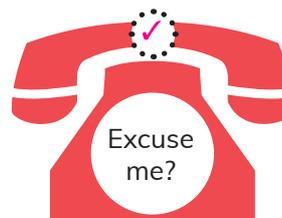
Secretary: Good morning. Mr. Oliver's office. 6 ?
Mr. Walter: Good morning. 5 ?
Secretary: 8 he is in a meeting at the moment.
Mr. Walter: 1 ?
Secretary: Sure. I'm writing it down.
Mr. Walter: Can you tell him to call Joe as soon as possible. 3 .
Secretary: Certainly. 7 ?
Mr. Walter: Walter. Joe Walter.
Secretary: 4 ?
Mr. Walter: It's 516724369.
Secretary: All right. I'll tell him that you called after the meeting.
Mr. Walter: 2 . Have a good day.

1. Can I leave a message
2. Thank you very much
3. It's urgent
4. And what's your phone number
5. May I speak to Mr. Oliver, please
6. How can I help you
7. Can I have your surname
8. I'm afraid

EXERCISE 3: Match the halves to make a meaningful sentence or question.

1. I phone my friends	2. It's a bad line,	3. Hang on a minute,	4. Could you tell David	5. I'd like to make
 <p>to call me as soon as possible?</p>	 <p>I'll get her.</p>	 <p>I can't hear you well.</p>	 <p>to keep in touch.</p>	 <p>a reservation from İzmir to Oslo.</p>
(4)	(3)	(2)	(1)	(5)

EXERCISE 4: What do you say when you don't understand? Tick the correct ones.

 <p>I beg your pardon?</p>	 <p>Is Helen in?</p>	 <p>Repeat it, please.</p>	 <p>Excuse me?</p>
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EXERCISE 5: Answer the questions.

1. How do you keep in touch with your friends?
Students' own answers.
2. What ways did people communicate throughout the history?
Students' own answers.
3. One of your father's friends calls him, but he's not at home. What do you say?
Students' own answers.
4. Do you like online communication? Why? Why not?
Students' own answers.
5. What do you think about the usage of the telephone?
Students' own answers.

Grammar

STATING DECISIONS TAKEN AT THE TIME OF SPEAKING

Konuşma anında verilen kararları ifade ederken “will” yardımcı fiilini kullanırız.

- I'll talk to you soon. (Seninle yakında konuşacağım.)
- I'll get back to you in an hour. (Bir saat içinde sana döneceğim.)
- (The phone rings.) I'll take that. (Ben açarım.)
- We'll meet next Sunday, then. (O zaman gelecek Pazar görüşürüz.)
- I won't join the party. (Ben partiye katılmayacağım.)
- I'll be there on time. (Tam zamanında orada olacağım.)

EXERCISE 1: Match the conversations with the correct expressions given.

1 I'll get her	2 The police will be there in a few minutes	3 I'll get back to you as soon as possible	4 I'll take a note for him	5 I'll check it
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UNIT 4

<p>a. Hi, Leo. I'm going to meet with Kevin. Would you like to join us?</p>	<p>Sure, but I should ask my dad first. - - - - .</p>	3
<p>b. Hello. I'd like to reserve a room for two nights on the 1st of May.</p>	<p>Alright. Can you hold on a moment, please? - - - - .</p>	5
<p>c. Good morning. I think there is a burglary in my neighborhood.</p>	<p>Keep calm. - - - - .</p>	2
<p>d. Hi, I'm Susan. Is Rose there? May I speak to her?</p>	<p>Hi, Susan. Hang on a minute. - - - - .</p>	1
<p>e. Could you please tell John that we'll meet at 2 pm. on Sunday?</p>	<p>Wait a minute. - - - - .</p>	4

EXERCISE 2: Fill in the blanks with the verbs given. Use “will” or “won't”.

get	have	invite	surf	take
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1. I will invite Sara's family for dinner tomorrow. I want to meet them.
2. The weather is rainy tomorrow. We won't have a picnic. We will stay at home.
3. Jack doesn't want to go out tonight. He will surf the Internet at home.
4. When I turn 18, I will get a driving license. I want to drive.
5. Anna won't take the university exam this year. She is only 10 years old.

EXERCISE 3: Match the pictures with the sentences.

1. Alex will probably go camping by the lake this summer.
2. Rita and Jack guess they will get married next year.
3. Emily hopes she will go bowling with her friends on Sunday.
4. Adam is sure he will graduate from university when he is 23.
5. My grandfather will probably have an operation next week.



EXERCISE 4: What are these conversations about? Match them with the correct topics.

1

- George** : Hello. This is Joey's Restaurant. May I speak to Mr. Swift?
Mr. Swift : Yes, this is Mr. Swift.
George : Hi, Mr. Swift. You've booked a table for 6 people at 7 pm. today. Is it OK?
Mr. Swift : Yes, it's OK. We'll be there on time.

2

- Secretary** : Hello. This is Dr. Samuel's clinic.
Mrs. Grey : Hello. I have had a terrible headache for three days. I need to see Dr. Samuel.
Secretary : Well, let me check. He can see you at 4 pm. today.
Mrs. Grey : OK. Thank you very much.

3

- Chloe** : Hi, Peter. I need some fruit, milk and coffee. Can you buy them on your way home, please?
Peter : Sure, honey. I'll get them.

Shopping list order

3

Reservation clarification

1

Doctor appointment

2

EXERCISE 5: Answer the questions.

1. Do you like talking on the phone? Why? Why not?

Students' own answers.

2. What is your favourite smartphone application?

Students' own answers.

3. Have you ever done a voluntary work? If yes, what did you do?

Students' own answers.

4. What kind of reservations can you do on the phone?

Students' own answers.

5. For what purposes do you phone a call center?

Students' own answers.