

UNIT 4 STUDY NOTES



FOLLOWING PHONE CONVERSATIONS

- △ **Hello! Lisa speaking.**
(Merhaba. Ben Lisa.)
- △ **Hello, is Martin there?**
(Merhaba, Martin orada mı?)
- △ **Could you put me through to Mr. Rivers?**
(Beni Bay Rivers'a bağlar mısın?)
- △ **Can I speak to the manager, please?**
(Müdür ile konuşabilir miyim lütfen?)
- △ **Can you repeat that, please?**
(Tekrarlar mısın lütfen?)
- △ **Sorry?**
(Affedersiniz?)
- △ **Hold on. I'll connect you.**
(Bekleyin. Sizi bağlıyorum.)
- △ **I'll get her.**
(Telefonu hemen ona veriyorum.)
- △ **Let me try to connect you.**
(Sizi bağlamaya çalışacağım.)
- △ **Hold on, I'll check.**
(Bekleyin, kontrol ediyorum.)
- △ **He has gone out.**
(O dışarı çıktı.)
- △ **I'm sorry. He isn't available now.**
(Üzgünüm. O şimdi müsait değil.)
- △ **I'm afraid, she's in a meeting.**
(Ne yazık ki o toplantıda)
- △ **I'm sorry. He isn't in his office.**
(Üzgünüm. Ofisinde değil.)
- △ **I'm afraid, he's not at home at the moment.**
(Üzgünüm, şu anda evde değil.)
- △ **Would you like to leave a message?**
(Mesaj bırakmak ister misiniz?)
- △ **May I take a message?**
(Mesajınızı alabilir miyim?)
- △ **Can you please tell him that Matt called?**
(Ona Matt'in aradığını söyler misiniz?)
- △ **Can you tell him to call Greg?**
(Ona Greg'i aramasını söyler misiniz?)
- △ **Could you tell her that we'll meet up at 7 o'clock?**
(Ona saat 7'de buluşacağımızı söyler misiniz?)



COMMUNICATION WAYS

- △ **chat online:**
internette sohbet etmek
- △ **make a phone call:**
telefon konuşması yapmak
- △ **send an email:**
e-posta göndermek
- △ **smartphone:**
akıllı telefon
- △ **talk face to face:**
yüz yüze konuşmak
- △ **talk on the phone:**
telefonda konuşmak
- △ **text a message:**
mesaj göndermek
- △ **use social networks:**
sosyal ağları kullanmak
- △ **video chat:**
görüntülü sohbet
- △ **write a letter:**
mektup yazmak



PURPOSES OF CALLING

- △ **get information / ask for information:**
bilgi almak / bilgi istemek
- △ **book/reserve:**
yer ayırtmak
- △ **report a problem:**
bir sorunu bildirmek
- △ **learn something:**
bir şeyler öğrenmek
- △ **make a complaint:**
şikayette bulunmak
- △ **order:**
sipariş vermek
- △ **solve a problem:**
bir sorunu çözmek
- △ **ask for/want:**
istemek
- △ **change / return a product:**
bir ürünü değiştirmek / iade etmek

REVISION WORKSHEETS

UNIT 4

A) Match the words with the pictures.

A) POSTCARD	B) MAKE A PHONE CALL	C) TEXT A MESSAGE	D) VIDEO CHAT
E) SOCIAL NETWORKS	F) FACE-TO-FACE INTERACTION	G) RADIO	H) PRINTING MACHINE



B) Match the speech bubbles with the services.

My room is dirty!

1

I want to learn some details about your hotel.

2

I want to book a room for three.

3

I want a sandwich and coffee to my room.

4

OK! I'll put you through to the suitable service.



1

2

3

4

☐

☐

☐

☐

A

ORDER

B

COMPLAINT

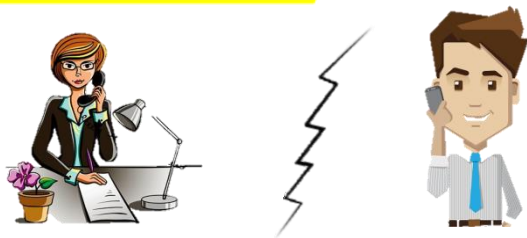
C

RESERVATION

D

INFORMATION

C) Match and fill in the blanks.



Secretary: Good afternoon. Mr. Smith's Office.

Derek: Hello! I'm Derek Richardson.1.....

Secretary: I'm sorry.2.....He is in a meeting.

Would you like to leave a message?

Derek: Yes, please.3.....My number is
548778565.

Secretary: Sure.4.....

Derek: It's 548778565.

Secretary: Alright. I'll tell him after the meeting.

Derek: Thank you.

1	2	3	4
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

A) Could you repeat the number, please?

B) Could you tell him to call me after the meeting?

C) Could you put me through to Mr. Smith, please?

D) He isn't available at the moment.

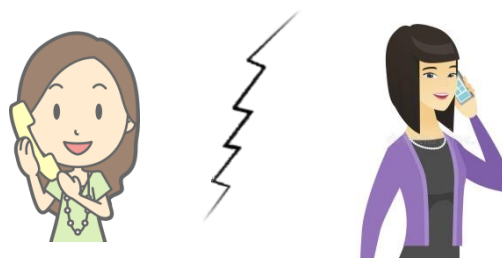
5	6	7	8
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

E) Is Sally there?

F) I'll get her.

G) Can I speak to Molly then?

H) She has gone out.



Cindy: Hello! Cindy speaking.

Rose: Hi, Cindy. This is Rose.5.....

Cindy: I'm afraid, she is not at home at the moment.6.....

Rose: OK!7.....

Cindy: Hold on, please.8.....

Rose: Thanks.

D) Listen the conversations. Answer the questions and complete the sentences.

Scan the QR code or click on the links.



bit.do/listen4revision
OR
www.kisa.link/OyN7

CONVERSATION 1

- Who wants to talk to Tina's brother?
- What time is the match going to start?
- They are going to meet at the..... at

CONVERSATION 2

- Who wants to talk to Steve?
- Steve isn't available because
- What is the message about?

UNIT 4 MINI TEST



This is Sam Nelson. May I speak to the manager, please?

I'm afraid, - - - - .



1. Which of the following DOES NOT complete the conversation?

- A) he is in a meeting
- B) he has gone out
- C) he is available
- D) he is not in his office

- I. Yes, please, tell him to call me.
- II. Hello, this is Mark. Is Ted there?
- III. Hello, Andrews Family.
- IV. I'm afraid, he has gone out. May I take a message?

2. Which one shows the correct order of the conversation?

- A) II - I - III - IV
- B) III - II - IV - I
- C) III - II - I - V
- D) II - III - I - IV

You are a secretary and you answer calls. A customer calls and wants to speak to the manager, but the manager isn't in his office.

3. According to the information above, which of the following you should say?

- A) Sorry? What did you say?
- B) Hang on a moment, please.
- C) I'm not sure. I'll check.
- D) He has gone out.

I don't like using technology to keep in touch with people. I don't use social media and I never text messages. I prefer meeting my friends and spending time with them. I think it is the best way of communication.



4. Which of the following is correct about Sam?

- A) He prefers face-to-face communication.
- B) He loves using social media.
- C) He prefers texting messages to meeting people.
- D) He never spends time with his friends.

Secretary : TechnoShopping. How may I help you?

Michelle : Hello! This is Michelle Simons. - - - -?

Secretary : Let me try to connect you. Hold on, please.

5. Which of the following DOES NOT complete the conversation?

- A) Could I talk to Mr. Adams
- B) Could you put me through to Mr. Adams
- C) Can I leave a message for Mr. Adams
- D) May I speak to Mr. Adams



Hello! SmarTech Company. May I help you?

Hi! I'm Sally Alby. I bought a tablet from your store last week, but it is broken. I can't start it.



6. Why does Mrs. Alby call "SmarTech Company"?

To - - - - .

- A) buy a new tablet
- B) report a problem
- C) make a reservation
- D) order something

Brad : Hello, Brad speaking.

Tony : Hi, Tony! Could I speak to Greg?

Brad: Sorry! - - - -

Tony: May I speak to Greg?

Brad: Hold on, please. I'll get him.

7. Which of the followings DOES NOT complete the conversation?

- A) Can I have your name?
- B) What did you say?
- C) Could you repeat that, please?
- D) Say it again, please.

Alex : Hi, Maria! This is Alex. How are you?

Maria : Fine, thanks.

Alex: I'm in the café near the school and I'm drinking coffee. Why don't you join me?

Maria: It sounds good, but I must finish my project.

Alex: Oh, OK. See you later.

8. Why does Alex call Maria?

- A) To get some information.
- B) To help with her project.
- C) To refuse her invitation.
- D) To invite her.

Your father calls your home. He wants to speak to your mother, but she is very busy in the kitchen and she can't talk on the phone at the moment.

9. What will you say to your father on the phone?

- A) Hold on, please. I'll get her.
- B) I'm sorry. She isn't available now.
- C) I'm afraid, she has gone out.
- D) Sorry, Dad. Her phone is broken down.



10. Lisa prefers - - - - .

- A) texting messages to talking on the phone
- B) sending letters to sending messages
- C) talking face to face to making phone calls
- D) talking on the phone to writing letters