

UNIT 4

ON THE PHONE

• communicate = iletişim kurmak

• communication: iletişim

• old-fashioned = not modern

• smartphone: akıllı telephone

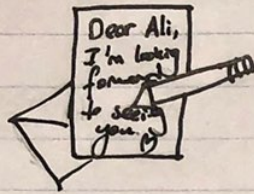
• keep in touch = communicate regularly

1. Ways of Communication

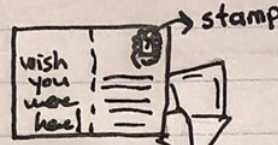
(How do we communicate?)



text a message
send a message
leave a message



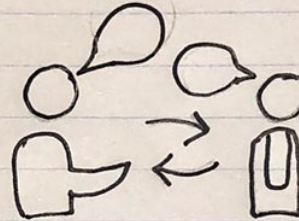
write a letter
send a letter



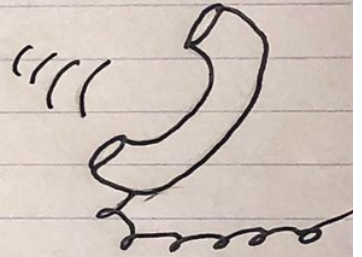
write a postcard
send a postcard



send an email



talk face to face



make a phone call

Send a fax



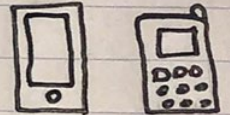
video chat



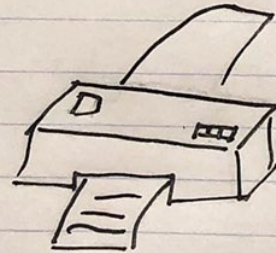
use social networks
(Facebook, Twitter etc.)



leave a
voicemail



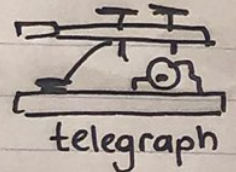
cellphone
mobile phone
smartphone



printing machine



messenger birds



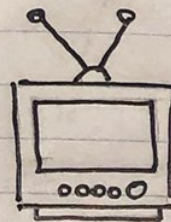
telegraph



smoke signals



radio



TV



the Internet

kadriyeeroglu

1



2. Important Words

each other: birbirine

especially: özellikle

meet up: buluşmak

opinion = idea: fikir

purpose: amaç

invent: icat etmek

different: farklı

soldier: asker

miss: özlemek

previous: önceki

distant: uzak (= far)

share: paylaşmak

throughout = during: boyunca

warn: uyarmak

history: tarih

commander: komutan

B.C. = Before Christ:

join = attend: katılmak

result: sonuç

belong: ait olmak

Scared

anymore: Not any longer.

rank: To decide the position of sth on a list acc. to its quality or importance

participant: The person taking part in an activity or event.

typically: In a way that a person or group usually behaves.

tool: a piece of equipment or a skill

interaction: A process when two or more things affect each other.

generation: All people of about the same age.

percent: Parts out of a total of 100 parts (%)

last: To continue, to go on.

3. Applications

to improve a foreign language:

Duolingo

to share my ideas:

Facebook, Twitter

to solve puzzles:

Brain it on.

to learn the lyrics of a song: 🎵

Lyrics Mania

to practice my lessons:

EBA

to learn how to cook sth: 🍴

Cookpad

Kadriyeeroglu

to find my way in the traffic: 🛣️

Yandex, Google Maps

to play an educative game:

MentalUP

to make a video:

TikTok

to translate a sentence: Eng → Tur
Tur → Eng

Google translate

to buy something online: \$

Trendyol

to order sth to eat:

Yemeksepeti

(2)

to give tips about a foreign country:
Foursquare

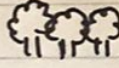
to help the people in need:
Helpmate

4. Voluntary Works



help disabled children



plant trees 



donate clothes
(bağışlamak)



collect garbage
collect rubbish
collect trash



give medical care



send materials to the refugees
(mülteci)

5. Purposes to Phone a Call Centre (Why do we phone a call center?)

- to make a complaint
- to change / return a product
- to ~~report~~ problems with delivery
- to learn about a bill

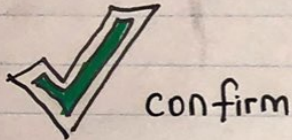
- to book a flight ticket
- to learn about something more
- to buy something
- to ask for a service

(3)

6. Flight Reservation

From: Kayseri
To: Diyarbakir → single ticket
(Kayseri - Diyarbakir)

From: Kayseri
To: Diyarbakir → return ticket
(Kayseri - Diyarbakir)
From: Diyarbakir
To: Kayseri (Diyarbakir - Kayseri)



confirm

50\$ economy class 250\$ business class

Kayseri departure → destination Diyarbakir

7/24 → call center

travel agent: seyahat ajansı

arrive: varmak, ulaşmak

fly: uçmak

flight: uçuş

book = reserve: rezervasyon yaptırmak

customer: müşteri

cost: ① ücret ② fiyatına gelmek

From: Ankara
To: Hannover
10:30 - 13:30
100\$ (business)
Eroglu, Kadriye
29.01.1995

The flight leaves from Ankara at 10:30.

It arrives in Hannover at 13:30

It costs 100\$. (ticket price)

Date of birth: 29.01.1995

The flight leaves from Ankara to Hannover

call center worker

How may I help you?

single or return?

Business or economy?

Can I have your name?

Your flight is reserved.

You must confirm your reservation.

Have a good flight!

I would like to make a reservation.

How much does it cost?

Thank you.

Kadriye E., January 29,
05065065065

4

7. Phone Conversations

- Hello! This is Kadriye.
- Hi! Kadriye speaking.
- Good morning. It's Kadriye.
- It's Kadriye.
- This is Kadriye calling.
- Hi. Kadriye here.
- Hello! Pegasus Airlines, how can I help you?

Greeting

Starting a conversation

Introducing yourself

- May I speak to Baran?
- Is Oktay there?
- Is Sidar in?
- Can I talk to Yağmur?
- Could you put me through to İrem?

Asking to speak with sb.

Asking for someone

- Hang on = Hold on = Wait.
- Hold on a minute!
- I'll get him/her.
- Could you hold on a moment, please?
- Don't hang up the phone please. I will put you through to Kadriye.
- Please, hold the line.
- Let me try to connect you.

Connecting someone

Asking sb to wait

- Who is calling?
- Can I ask who is calling?

Asking who is calling

- I'm afraid. She is not available.
- I'm sorry. He is busy now.
- Sorry. The manager is on a meeting.

Telling that sb is engaged

(5)

Wanting sb to repeat repeat repeat...

- What?
- Can you repeat that, please?
- I beg your pardon?
- Can you say it slowly, pls?
- Sorry, what did you say?
- Pardon me?
- Excuse me?
- Say it again, please.
- Repeat it, please.
- Sorry?
- I can't hear you well.
- It's a bad line.

Finishing a Call

- Got it! Good bye!
- See you there.
- Have a good flight.
- Thank you.
- You're welcome. Goodbye!
- Have a good day!
- Thanks for calling.

I hope I will...

I am sure I will...

I think I will...

I believe I will...

I guess I will...

I will probably...

Taking & Leaving a message

- Can I leave a message?
- Can you tell him to call me back?
- Could you tell her to contact me?
- Do you want to leave a message?
- Would you like to leave a message?
- Can I take a message?
- I will note for him.
- I'm writing down.
- He will call later.
- Wait a sec., I will take a note.

Stating Decisions Taken at the Time of Speaking (will = 'll)

I will be there on time.

I 'll call you later.

I will go as soon as possible.

I 'll tell him to call back.

We will get back to you in an hour.

urgent : acil

free = 0\$ = 0€ = 0£

appointment : randevu

asap = as soon as possible = mümkün olan en kısa süre

soon : yakında

later : sonra (two weeks later)

next : gelecek (next month)

get a driving license : ehliyet almak

turn 18 : 18 yaşına girmek

go on a vacation = go on a holiday

take the high school entrance exam : LGS'ye girmek

Kadriyeeroglu

6