

## Class notes (Session 2)

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### Telephone Conversations

☑ **The half-page: First Conversation:**

- Dupont Pharmaceuticals. (Janet speaking.) (Good morning) How can I help you?  
Good morning.  
Could I speak to Mr Anderson, please?  
I'd like to speak to ..., please.

- I'm sorry. He can't be reached at the moment. (He is in a meeting)  
I'm afraid he is not available at the moment.  
/ə'veɪ.lə.bəl/

- Do you know when he will be available?  
Could you tell me when he will be free?  
May I ask when he will be free?

Note:

"When **will he be** free?"

→ Do you know when **he will be** free?

- (I'm afraid) I don't know (exactly).  
Hold on a minute. I'll check.  
I'll try to find out.  
I'll just find out for you.
- OK, thanks.  
Thanks. I would appreciate it.
- (Hello,) (I'm afraid) he won't be available until after six.  
(Could you call back after 6, please?)
- That would be a bit difficult.  
I'm afraid I won't be at my office at that time / after 5.  
Could you ask him to call me (back) tomorrow morning / first thing tomorrow?
- Of course / Certainly / Sure! Could I have your name and phone number please?
- Of course/Sure!  
This is / It's Justine Hornain. (That's H, O, R, N,...)  
(My phone number is) 03 11 22 33 45.  
He can reach me at 03 11 22 33 45, extension 247.

**extension** /ɪk'sten.tʃən/ noun [C]

any of two or more telephones in the same house which share the same number, or any of a number of telephones connected to a switchboard in a large building such as an

office:  
*We have an extension in our bedroom.*  
*When you call, ask for extension 3276.*

- Yes... Could you spell your surname (for me) , please?
- Sure, it's H, O, ....
- Thanks! (I have got it all down.)  
I'll let him know. / I'll leave a message on his desk.  
/'mes.ɪdʒ/
- Thanks. Good bye!

## Other Exercises:

### Exercises 3.3

- dial /'daɪ.əl/
- You pick up the receiver.  
You hear the dialling tone.  
You will dial the number.  
You may hear the ringing tone.  
Or you may hear the engaged/busy tone.
- area /'eə.ri.ə/

### Exercise 3.8 - A

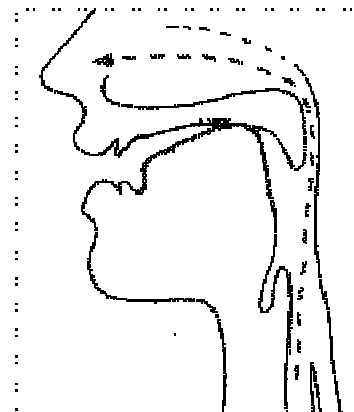
- I'm afraid she is with a client. Shall I put you through to her secretary?  
/'klaɪ.ənt/

## Other things we talked about during the session:

- hyphen** /'haɪ.fən/ noun [C]  
the - punctuation mark that joins two words together, or shows that a word has been divided into two parts at the end of one line and the beginning of the next:  
*There should be a hyphen in 'short-sighted'.*

## Pronunciation:

- Nasal sounds in English  
/m/ /n/ /ŋ/
- as 'soon as  
as 'long as



## And finally homework:

- Print-out the class notes and review it actively. (Don't just read it! Try to use the sentences and talk to yourself or your friends about it.
- Do the new exercise pages (filling in the blanks in telephone conversations) up to 3.4.
- Do the other side of the half page (London 246789, good afternoon).