



***Institut de Formation à Distance***

**ONLINE ENGLISH COURSES**

**LICENCE 2 : CHAPTER 3**

# Presentation of trainers

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## Course designers

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# Description of the course

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- The English course aims at preparing students to professional life through aquisition of knowledge and skills that allow them to communicate.
- For that purpose, the course is based on providing students with skills which allow them to use general English and ESP (**English for Specific Purposes**).



# Prerequisites and objectives

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- **Prerequisites**

Students should have completed L1 English course

- **Objectives**

This course aims at providing students with the necessary skills to express themselves in English, through conversations, opinions and business letters, ESP courses will allow students to understand and use the appropriate lexical items and expressions related to their fields of study.



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- **CHAPTER 3**
- **Calling and answering the phone**



# Topics and Skills

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- **CHAPTER 3: Calling and answering the phone**
- **Course designers**  
Moustapha Daya GUEYE
- **Specific Objectives:** By the end of the course, students should be able to call and answer the phone using the appropriate expressions and structures.



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## Language focus

- Somebody is calling you, you can say:  
**-Hello, can I help you? Who's calling?**
- Somebody is introducing himself on the phone, he says:  
**-This is...Mr Y speaking.**
- Somebody is asking for a favour he says :  
**-Can I speak to Mr X, please?**
- Somebody is asking you to wait he says:  
**-Could you hold one moment?**



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- Somebody is telling you the person you are calling is not available  
**-I am afraid he /she is away from his /her office**
  - Somebody asks for taking message of your call  
**-Would you like to phone back ?**
  - Agreeing or not agreeing to call back  
**-Yes I would / no, That's okay. I'll call later**
  - Somebody asks for taking message of your call  
**-Can I take a message? Can I take your number please?**
  - Ending a phone call  
**-Thanks again for calling. Bye.**





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## Video Conversation:

**Text completion:** Watch the following video and complete the text below

- Good morning Christine Phelps office.
- ..... Grace Johnson.
- How .....
- Oh I'm sorry Miss Phelps is in a meeting right now.
- ..... to transfer you to her voice mail or may I take a message?
- Certainly!
- ..... get your name?
- Would you spell that for me, please?
- And your company name?
- And a phone number where you can be reached.
- ..... may I pass on?
- Okay let me make sure I have this correctly.
- It's Gary Bartoli of Bertolli and Sons and that is spelled B E R T O L L I.
- And you would like to reschedule your meeting on Tuesday the 21st and your phone number is 413 555 99 62.
- Thanks Mr. Bertoli I'll make sure that Miss Phelps gets this message as soon as she comes out of her meeting.
- ..... Bye.





When the Phone Rings

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## Now read the dialogue

- Good morning Christine Phelps office.
- This is Grace Johnson.
- How may I help you?
- Oh I'm sorry Miss Phelps is in a meeting right now.
- Would you like me to transfer you to her voice mail or may I take a message?
- Certainly!
- Can I get your name?
- Would you spell that for me, please?
- And your company name?
- And a phone number where you can be reached.
- And what message may I pass on?
- Okay let me make sure I have this correctly.
- It's Gary Bartoli of Bertolli and Sons and that is spelled B E R T O L L I.
- And you would like to reschedule your meeting on Tuesday the 21st and your phone number is 413 555 99 62.
- Thanks Mr. Bertoli I'll make sure that Miss Phelps gets this message as soon as she comes out of her meeting.
- Thanks again for calling. Bye.

**Pair work:** You are working in a company and one person is calling to talk to the manager. Imagine and write out the phone conversation.

