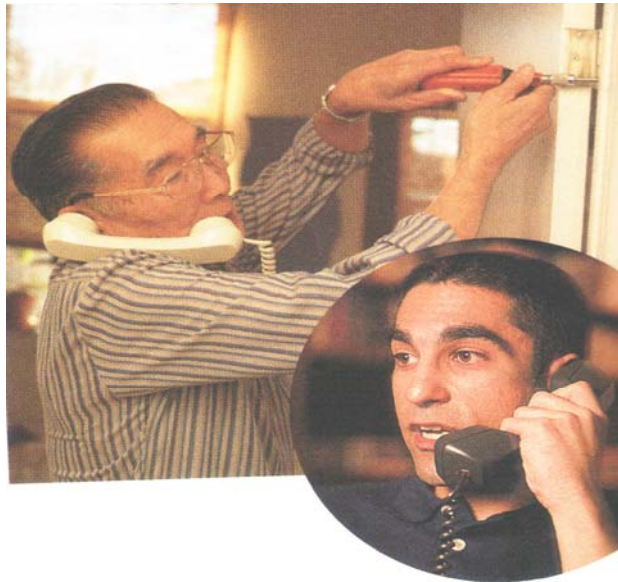




## Unit 12

# Making a Phone Call



## Unit 12

### Making a Phone Call

#### สาระสำคัญ

ในปัจจุบันนับเป็นยุคของการสื่อสาร การติดต่อมีความสะดวกอย่างมาก นับเป็นการติดต่อสื่อสารอย่างไร้พรมแดน เรียกได้ว่าสามารถติดต่อกันได้ทุกที่ทุกเวลาโดยทางโทรศัพท์ ภาษาอังกฤษเป็นสิ่งจำเป็นที่สำคัญอย่างยิ่ง การใช้ภาษาได้อย่างถูกต้องชัดเจนช่วยให้การสื่อสารประสบความสำเร็จ

#### จุดประสงค์การเรียนรู้

##### ความรู้

1. เข้าใจความหมายของสำนวนในการพูดโทรศัพท์ ในสถานการณ์ต่างๆ
2. อ่านฟังและจับใจความจากบทสนทนาทางโทรศัพท์

##### ทักษะ

3. พูดและใช้สำนวนต่างๆ ในการพูดโทรศัพท์ในแต่ละสถานการณ์ได้
4. พูดบทสนทนาเกี่ยวกับการติดต่อทางโทรศัพท์ในสถานการณ์ต่างๆ โดยใช้คำศัพท์ สำนวน ประโยค และไวยากรณ์ได้

##### คุณธรรม

5. ส่งเสริมสนับสนุนการมีมารยาทในการพูดและรับโทรศัพท์เพื่อสร้างนิสัย**ความสุภาพ**เกิดแก่ผู้เรียนโดยการโต้ตอบทางโทรศัพท์

#### เนื้อหาสาระ

##### 1. Language Focus

- 1.1 Expressions as the speaker and the caller
- 1.2 Expressions in the negative response
- 1.3 Expressions in the business
- 1.4 Leaving a message or phone number
- 1.5 The present continuous tense

## 2. Worksheet

2.1 ใบงานที่ 12.1 Warm up ทำแบบฝึกหัดโดยเรียงลำดับข้อความให้ถูกต้องของบทสนทนาในรูปแบบของการติดต่อสื่อสารทางโทรศัพท์

2.2 ใบงานที่ 12.2 Listening ทำแบบฝึกหัดโดยฟังจับใจความและเลือกคำตอบที่ถูกต้องเติมบทสนทนาให้สมบูรณ์

2.3 ใบงานที่ 12.3 Speaking ทำแบบฝึกหัดโดยฝึกพูดบทสนทนาทางโทรศัพท์ตามที่กำหนดให้ด้วยกิจกรรม pair work

2.4 ใบงานที่ 12.4 Reading ทำแบบฝึกหัดอ่านและนำคำที่กำหนดให้มาเขียนบทสนทนาให้สมบูรณ์


2.5 ใบงานที่ 12.5 Writing ทำแบบฝึกหัดเขียนเติมบทสนทนาด้วยสำนวนประโยคที่ต้องการตามหลักไวยากรณ์

2.6 ใบงานที่ 12.6 Writing ทำแบบฝึกหัดโดยจับคู่คำตอบของการติดต่อสื่อสารทางโทรศัพท์ของ Speaker 1 & Speaker 2


2.7 ใบงานที่ 12.7 Writing ทำแบบฝึกหัดเขียนบทสนทนาตามผังที่กำหนดให้

## 1. Language Focus

### 1.1 Expressions as the speaker and the caller

Asking as the speaker	Answering as the caller
<ul style="list-style-type: none"><li>- Good morning, BBC Company. Could I help you?</li><li>- May I speak to Mrs. Shaw, please?</li><li>- Could I speak to Mrs. Malee, please?</li><li>- I'd like to speak Mr. Somsak, please?</li><li>- This is Elizabeth.</li><li>- Is Paula there?</li></ul>	<ul style="list-style-type: none"><li>- Good morning. Suchada Jaidee speaking.</li><li>- Who's calling, please?</li><li>- Just a moment. I'll connect you.</li><li>- Manoon speaking.</li><li>- I'm on the line.</li></ul> 

### 1.2 Expressions in the negative response

Asking caller to wait	Negative response
<ul style="list-style-type: none"> <li>- Could you hold?</li> <li>- Hold a moment please.</li> <li>- Hold on please.</li> <li>- Just a moment please.</li> <li>- Just a second, I'll get him.</li> <li>- Hold the line please.</li> </ul> 	<ul style="list-style-type: none"> <li>- He's busy at the moment.</li> <li>- She's occupied at the moment.</li> <li>- He's on another line.</li> <li>- I'm sorry that number's engaged.</li> <li>- I'm afraid he's not in at the moment.</li> <li>- I'm sorry he's not on another line.</li> <li>- I'm sorry he's out right now.</li> <li>- I'm sorry he's in a meeting on a holiday.</li> <li>- I'm afraid he can't speak to you.</li> <li>- I'm afraid she can't come to the phone.</li> </ul>

### 1.3 Expression in the business

Start the business	Asking caller to repeat
<ul style="list-style-type: none"> <li>- I'm with BBC Company and I need to talk with Mr. Jones about the catalog.</li> <li>- Do you have any idea when he is back?</li> <li>- Ask her to call me, please.</li> <li>- Please tell him that I called.</li> </ul>	<ul style="list-style-type: none"> <li>- Excuse me, what company did you say?</li> <li>- I'm sorry. I didn't hear you.</li> <li>- I beg your pardon.</li> <li>- Pardon.</li> </ul>

### 1.4 Leaving a message or phone number

Leaving a message	Answering
<ul style="list-style-type: none"> <li>- Would you like to call back later?</li> <li>- May I take a message?</li> <li>- Would you like to leave a message?</li> <li>- Could you call back later?</li> <li>- What's your number, please?</li> <li>- Could I have your phone number, please?</li> <li>- I want to leave a message.</li> </ul>	<ul style="list-style-type: none"> <li>- Yes, please.</li> <li>- Certainly, sir.</li> <li>- Yes, of course.</li> <li>- OK. Yes, that's right.</li> </ul>



**Operator**

**Charlie**

## **Practice**

### **Conversation 1**

Operator: Good evening, ABC Company. Can I help you?

Charlie: I'd like to speak with Khun Nattawut, please.

Operator: Please hold. I'll put you through. Sorry, Khun Nattawut is not in. Can I take a message?

Charlie: I want to inform him that there will be an urgent meeting this evening.

Operator: Can I have your name and number, I'll ask him to call you when he come back.

Charlie: Thank you. My name is Udom and my number is 0 – 584 – 521 – 648.

**Secretary**



**Christ**

### **Conversation 2**

Christ: My name is Christ. Is Ms Susan in?

Secretary: May I ask the reason of your call?

Christ: Ms. Susan asked me to check the status of her order with us.

Secretary: Ms. Susan is not in at the moment if you give me your name and number. I'll ask her to call you back.

Christ: Yes, I'm Christ Green.

Secretary: I'll give her the message.

### Conversation 3

A: Hello?

B: Hi, Susan. This is Bill. Can I talk?

A: Well, I'm very busy tight now. I'm sorry. Can I call you back?

B: Sure. No problem. Talk to you later.

A: Thanks. Bye.

B: Bye.

Susan



Bill

#### 1.5 The present continuous tense is: am / is / are + v+ing

I	<b>am</b> (not) <b>-ing</b>	<b>I'm</b> working.
{ He } { She } { It }	<b>is</b> (not) <b>-ing</b>	Tom <b>is</b> writing a letter. She <b>isn't</b> eating. The telephone <b>is</b> ringing.
{ We } { You } { They }	<b>are</b> (not) <b>-ing</b>	We <b>'re</b> <b>having</b> dinner. You <b>'re not</b> listening to me. The children <b>are</b> <b>doing</b> their homework.

#### Making appointment by phone →



## ใบความรู้ที่ 12

### Wrap up

Situation (สถานการณ์)	Very Polite (สุภาพมาก)	Polite (สุภาพ)	Casual (ไม่เป็นทางการ)
1. ถามหาคน	- May I speak to Somchai? - I'd like to talk to Somchai.	- Aree, please.	- Is Somchai there?
2. สอบถามว่าต้องการ ติดต่อใคร	- Who would you like to speak to?	- Who are you calling for?	-----
3. แสดงสถานะ	-----	- This is Aree. - This is Aree from ABC.	-----
4. สอบถามสถานะของผู้ ที่โทรศัพท์มา	- May I ask who is calling, please? - May I have your name, please?	- Who's calling please?	- Who is this?
5. แสดงชื่อหน่วยงาน	- This is the Suksom Mansion. - ABC Company, may I help you?	-----	-----
6. โปรดรอสักครู่	- Could you wait for just one moment, please?	- One moment, please.	Wait a moment.
7. กำลังยุ่งอยู่/สายไม่ว่าง	- He is not available at the moment. - She is not available at the moment.	-His line is busy right now. -He is on another line. - She is on the phone at the moment.	-----
8.ฝากข้อความ / โปรด โทรกลับ	- Could you please take a message? - Could you ask her to call me back?	- May I leave a message? - Please tell her I called.	-----
9. โทรกลับ	-----	- I'm sorry. I missed your call this morning. - I'm returning your call from this morning. - This is Aree, returning your call from this morning.	- I heard you called me.

## ใบงานที่ 12.1

### Warm up

**Exercise 1: Rearrange the following sentences in the logical order by putting a) to j)**

Answer	Sentences
.....	1. That's right. Please tell her our meeting will be on Monday at 2:30.
.....	2. Hello. May I speak to Ms. Maria, please?
.....	3. Yes, please. This is Mrs. Anna.
.....	4. 0-2359-6871. Yes, Mrs. Anna I'll give Ms. Maria the message.
.....	5. I'm sorry. She's not in. Can I take a message?
.....	6. Good morning. A&E Industries?
.....	7. Monday 2:30.
.....	8. Thank you. Good – bye.
.....	9. And would you ask her to call me this afternoon? My number is 0-2539-6871.
.....	10. Good –bye.

**A:** .....

**B:** .....

**A:** .....

**B:** .....

**A:** .....

**B:** .....

**A:** .....

**B:** .....

**A:** .....

**B:** .....

## ใบงานที่ 12.2

### Listening

**Exercise 2: Listen to two conversations and fill in the blank with the given word.**

#### Conversation 4

hold on      go ahead      I've got      as soon as      could

Linda: Jack is not here right now. Would you like to leave the message?

Helen: This is his wife.(1.)..... you ask him to call me back at my office.

Linda: I'll take that down (2.)..... a moment, please OK. (3.).....

Helen: My office number is 0-245-784-631 extension 115.

Linda: Yes, (4) .....that. 0-245-784-631 extension 115. Right?

Helen: That's right.

Linda: I'll tell him to call you (5) ..... he gets back.

Helen: Thank you very much.

#### Conversation 5:

speak up      calling      hear      hang up      no one

Jill: Hi, Andrew, I've been (6).....you for a long time. But the line has been busy.

Andrew: Hello. Could you (7) ..... a little, please? I can hardly hear you. Who's calling?

Jill: It's Jill! Can you (8)..... me?

Andrew: Hello, Jill. What's wrong with the phone? Is your battery dying?

Jill: The line is terrible. Let me (9)..... and call you right back. (Jill dials again.)

Man: Hello?

Jill: Is that Jill?

Man: There's (10).....by that name here. I think you have the wrong number.

## ใบงานที่ 12.3

### Speaking

**Exercise 3:** Pair work. Talk with your partner according to your role.

#### Student A

Suda: Hello. Is that 02-457-3584?

Ratana: .....

Suda: Is John there?

Ratana: .....

Suda: Yes, please tell him that the party will be on next Friday 6.00 p.m. at the Star Hotel.

Ratana: .....

Suda: That's right. Thank you.

Ratana: .....

#### Student B

Suda: .....

Ratana: Yes, Ratana speaking

Suda: .....

Ratana: No, he is out. Would you like to leave a message?

Suda: .....

Ratana: All right. The party will be at the Star Hotel on next Friday 6.00 p.m.

Suda: .....

Ratana: You're welcome.



## ใบงานที่ 12.4

### Reading

**Exercise 4: Read these two conversations and fill in the blanks by using your own words.**

#### **Conversation 6: Make an appointment.**

Speaker: Doctor Jamras's office. How can I help you?

Joo : This is Joo. I need to make an appointment. I hurt my back.

Speaker: Oh, I'm sorry. How about tomorrow at 9:30?

Joo : Tomorrow at 9:30? That's fine. See you then.

Speaker: Feel better!

Joo : Thanks a lot.

#### **Pair work: (Problem: I hurt my foot / I have the flue)**

Speaker: Doctor. (1).....'s office. How can I help you?

Caller : I need to make an appointment. I... (2).....

Speaker: Oh, I'm sorry. How about. (3).....at (4).....?

Caller: (5).....? That's fine. See you then.

Speaker: Feel better!

Caller: Thanks a lot.

#### **Conversation 7: Make a phone call.**

Dan : Hello?

Bill : Hi, Dan. This is Bill. Can you talk?

Dan : Well, I'm fixing a door right now. I'm sorry. Can I talk you back?

Bill : Sure. No problem. Talk to you later.

Dan : Thanks. Bye.

#### **Pair work:**

Speaker: Hello?

Caller : Hi, (6)..... This is ... (7)..... Can you talk?

Speaker: Well, I'm.... (8)..... right now. I'm sorry. (9).....?

Caller : (10)..... Bye.

Speaker: Bye.

## ใบงานที่ 12.5

### Writing

#### Exercise 5: Write positive or negative response to these conversations.

1. A: Sathita mansion. Good morning.

B: -----

2. A: Hello. Is that 0 – 3221 – 1466?

B: -----

3. A: May I speak to John, please?

B: -----

4. A: Please tell Pong that I will call back again this evening.

B: -----

5. A: Could I have your phone number, please?

B: -----

6. A: Oh, sorry. The line is busy.

B: -----

7. A: Is that John?

B: Sorry. There's no one here by that name.

A: Oh, I'm sorry. I dialed the wrong number.

B: -----

8. A: Sorry. Dr. Pitak is in a meeting.

B: When should I call back?

A: -----

9. A: Extension 107, please.

B: -----

10. A: Is that 0-2465 – 5061?

B: -----



## แบบทดสอบประจำหน่วยที่ 12

Choose the best answer.

1. Do you know what the international ..... is for France?  
a) connection                      b) code                      c) number                      d) dial
2. I couldn't get through to him because the line was .....  
a) busy                      b) interrupted                      c) engaged                      d) occupied
3. Phone me on my ....., anytime, night or day.  
a) mobile                      b) cell                      c) walking phone                      d) handy
4. Hello. Could you .....me through to Mr. Herman, please?  
a) carry                      b) take                      c) bring                      d) put
5. We've got a phone in the room and an ..... in the bedroom.  
a) connection                      b) extension                      c) cord                      d) link
6. Hello. Pete ..... John here.  
a) Here's                      b) I'm                      c) It's                      d) That's
7. If Sandy's not here. Can I ..... a message, please?  
a) leave                      b) give                      c) take                      d) make
8. I hate talking to ..... phones if someone is not in.  
a) repeat                      b) answer                      c) talking                      d) message
9. I can't hear you. This is a very bad ..... If you hang up, I'll ring you back.  
a) line                      b) number                      c) wire                      d) phone
10. Hello. Is that Martin? Yes, .....  
a) talking                      b) speaking                      c) I am                      d) he is

## Answer

### Exercise 1

A: Good morning. A&E Industries?

B: Hello. May I speak to Ms. Maria, please?

A: I'm sorry, she's not in can I take a message?

B: Yes, please. This is Mrs. Anna.

A: And would you ask her to call me this afternoon? My number is 0-2539-6871.

B: 0-2539-6871. Yes, Mrs. Anna I'll give Ms. Maria the message.

A: That's right. Please tell her our meeting will be on Monday at 2.30.

B: Monday 2.30.

A: Thank you. Good bye. B: Good bye

### Exercise 2

1. Could                      2. hold on                      3. go ahead                      4. I've got                      5. as soon as

6. calling                      7. speak up                      8. hear                      9. hang up                      10. no one

### Exercise 3 ประเมินผลตามเกณฑ์ประเมินการพูดบทสนทนา

### Exercise 4 แนวคำตอบ

1. name                      2. I hurt my foot.                      3. tomorrow                      4. 10.00                      5. Tomorrow at 10.00

6. Name                      7. Name                      8. fixing a door                      9. Can I take you back                      10. Thanks

### Exercise 5 แนวคำตอบ

1. Good morning. Can I help you?                      2. Sorry. You have the wrong number.

3. I'm afraid she can't speak to you right now. Could you call back later?                      4. OK. Thanks.

5. 0 – 2282 – 9436. Thank you.                      6. You're welcome. Bye.                      7. I'm sorry. There is no one is here now.

8. about 10 am.                      9. No, it is not.                      10. I'm sorry to have bothered you.

### Exercise 6 แนวคำตอบ

2. It's raining.                      3. I'm sitting on a chair.                      4. I'm not drinking.

5. I'm studying English.                      6. I'm not telephoning.                      7. I'm not listening to the radio.

8. The sun is shining.                      9. I'm talking                      10. I'm not copying my homework

### แบบทดสอบประจำหน่วยที่ 12

1. B    2. A    3. A    4. D    5. B    6. C    7. A    8. B    9. A    10. B