



## Unit8. 電話をかける

### Phone call (1)

#### (1) Useful expressions

May I speak to \_\_\_\_\_(name), please.

I'd like to talk to \_\_\_\_\_(name).

This is (name) speaking.

Who's on the line?

I'm sorry, she is out

She has gone for the day.

She is on another line, right now.

Shall I have her call you back ?

No, I'll call back later.

Does she have your phone number ?

Please wait a moment.

Right away.

Would that be all?

I'll send someone to do it for you.

Can you connect me?

Please stay on the line.

May I have your name again, please ?

Could you please spell your name ?



## (2) Conversation

Hello, ...hotel, how may I help you?

Receptionist: Hello, Sukiyaki hotel, how may I help you?

Cherry: Hello?

I'd like to contact a guest staying at your hotel.

Would you please help me?

Receptionist: Certainly. Can you tell me your name and the name of the guest?

Cherry: I'd like to talk to Mr. John Smith.

My name is Cherry Suzuki.

Receptionist: OK. Please wait a moment.

Cherry: Thank you.

Receptionist: No problem.

Can you connect me to...?

Barry: Hello.

Receptionist: Hello. How can I help you, sir?

Barry: Can you connect me to Mr. Yamada?

Receptionist: Who is on the line, please?

Barry: This is Barry Chua. I'm his friend.

Receptionist: I see. Please stay on the line, I'll connect you now to Mr. Yamada.

Barry: Thank you very much.



### (3) Activity 1

Roleplay, give your personal information then build up the conversation and make more requests:

Receptionist: Hello, \_\_\_\_\_ Hotel, how may I help you?

Cherry: Hello? I'd like to contact a guest staying at your hotel. Would you please help me?

Receptionist: Certainly. Can you tell me your name and the name of the guest?

Cherry: I'd like to talk to \_\_\_\_\_. My name is \_\_\_\_\_.

Receptionist: OK. Please wait a moment.

Cherry: Thank you.

Receptionist: No problem.

### (4) Activity 2

Useful expression : Idiom Definitions for 'Let alone'

This is used to emphasise how extreme something could be: 'We hadn't got the money to phone home, let alone stay in a hotel.' This emphasises the utter impossibility of staying in a hotel.

### (5) Activity 3

Screen English: The Receptionist

<http://www.youtube.com/watch?v=3SBQCpCdDI4&feature=related>