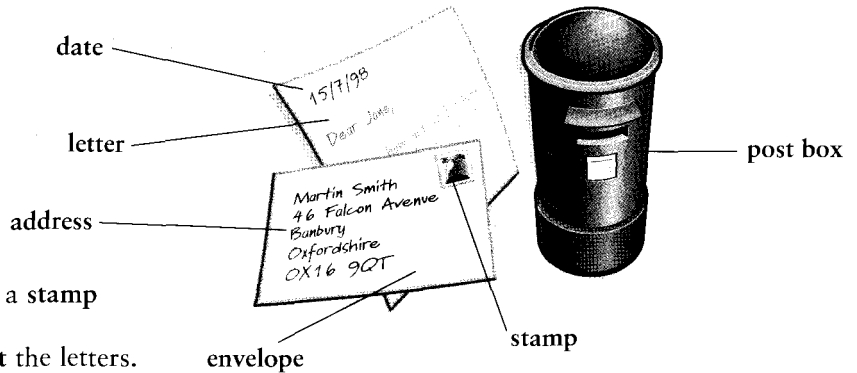


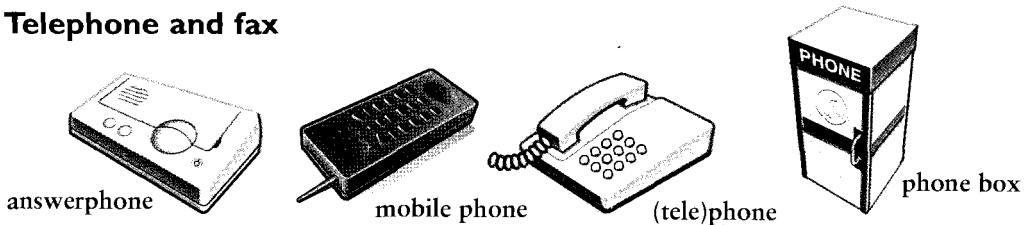
49 Communications

A Letters



Don't forget to put a **stamp** on the **envelope**.
Don't forget to **post** the letters.

B Telephone and fax



Juan makes a lot of **phone calls**. He phones his girl friend every day.

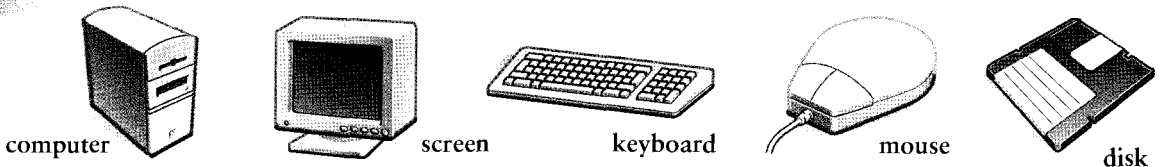
Jill sent me a **fax** yesterday.

What is your **phone/fax number**?
330718 (= double three oh seven one eight)

C A typical phone conversation

SUE: Two three four six five oh.
NICK: Hello. It's Nick here. Can I speak to John, please.
SUE: I'm sorry, he isn't here at the moment. Can I take a message?
NICK: Thanks. Could you just tell him Nick called. I'll call back later.
SUE: OK. I'll tell him. Goodbye.
NICK: Bye.

D E-mail



Anne gets a lot of **e-mails** from New York.

What is your **e-mail address**?
Mollflanders@cup.cam.ac.uk (= Moll Flanders at C-U-P dot C-A-M dot A-C dot U-K)

Tip: If possible, get an example of a letter and an e-mail in English. Write down any useful words or phrases in them.

Exercises

49.1 Have you got any of the things on the opposite page? Make a list. *answerphone*

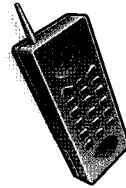
49.2 What are the names of these things?



1 *keyboard*



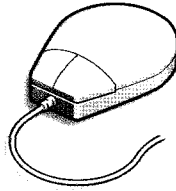
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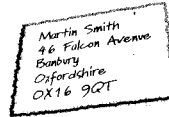
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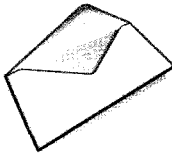
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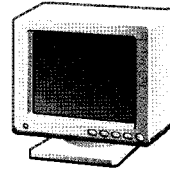
8



3



6



9

49.3 Complete this phone conversation.

SALLY: 333091

MEENA: Hello. ⁽¹⁾..... Meena here. Can I ⁽²⁾..... to Amal, please.

SALLY: I'm ⁽³⁾....., he's at work ⁽⁴⁾..... the moment.

Can I ⁽⁵⁾..... a message?

MEENA: It's all right. I'll ⁽⁶⁾..... back later.

SALLY: OK, then. Bye.

MEENA: Bye.

49.4 Write down these numbers and addresses then read them aloud.

1 Two telephone or fax numbers that are important to you.

2 Two e-mail addresses that are important to you.

Now practise reading aloud the examples in the key at the end of the book.

49.5 Answer these questions.

1 Which is quickest – a phone call, a fax, an e-mail or a letter? *a phone call*

2 Which is cheapest – a phone call, a fax, an e-mail or a letter?

3 Have you sent all of these – a letter, a fax and an e-mail? Have you received all of them?

4 Which is your favourite way of communicating with a friend?

5 Which is your favourite way of business communication?