

EPISODE 38
LEVEL A1.2/A2.1

READING COMPREHENSION



TALKING ON THE PHONE

Receptionist: GMK Electronics. How can I help you?

Caller: I have been informed that Jane Smith works in this company. **Could I speak to** her, please? (= we say it when we want to talk to a particular person)

R: **Who shall I say is calling**, please? (= we say it when we want to know the name of the caller)

C: **My name is** John Brown.

R: Right, Mr. Brown. **Hold the line, please.** (= we say it when we ask somebody to wait) I will try to **put you through.** (= we say it when we want to transfer somebody to another number)



AFTER A WHILE

R: Sorry to keep you waiting, but Mrs. Smith is not **available** at the moment. (= we say it when somebody is out of the office or cannot talk right now). Would you like to **leave a message?** (= we say it when we want to know what we should tell another person about the call)

C: Yes, could you tell her John called?

R: Certainly.

C: Thank you very much. Goodbye.

R: Goodbye.

More contexts for the new words:

- Could you **put me through to extension** 123, please?
(= Could you transfer me to another number connected to the same line?)
- Do you want to **hold** or would you like to call back later?
(= Do you want to wait or would you like to call back later?)



EXERCISE 1

Put this phone conversation in the correct order.

- a) (after some time) Sorry to keep you waiting, but Mr Brown is not available at the moment. Would you like to leave a message?
- b) ABC Inc, How can I help you?
- c) Could I speak to Jim Brown, please?
- d) Hold the line, please. I'll try to put you through.
- e) My name is Stan Kowalski.
- f) No, thank you. I'll try to call back later.
- g) Who shall I say is calling?



EXERCISE 2

Complete the questions, then answer them.

1. Do you usually hold the, or do you prefer to call, later?
2. Do you always say your name first, or do you wait for the question 'who shall I say is,?'
3. What is the longest you have ever waited to be put,? When and why?

ENGLISH IN USE



This time we will learn the PRESENT PERFECT PASSIVE.

*I **have been informed** that Jane Smith works in this company.*

This sentence looks more complicated, but the rules are the same.

We still have "to be", just this time in the form of "**have been**" or "**has been**" and the past participle for the verb.

Let's look at some more examples:

The letters **have already been** written.

The tea **has just been** drunk.

I **have been given** a nice present.

The car **has already been bought**.

IDIOM CLOSE-UP



- A/ I visited Karen Matsumi last night.
B/ The name **RINGS A BELL**. Isn't she an architect?

Something that **rings a bell** sounds familiar to you, although you cannot remember the exact details.

PHRASAL VERBS CLOSE-UP



1. If you **LOOK** something **UP**, you try to find a particular piece of information by looking in a book or on a list, or by using a computer.

*I don't remember Susan's number. I'll have to **look it up** in the phone directory.
I didn't know what 'sagacious' meant and had to **look it up** in a dictionary.*

2. If you **DIAL UP**, you get connected to the Internet on your computer by using a modem and telephone line.

*The service allows customers of the bank to **dial up** from their home computer.
Dial-up Internet access is rather old-fashioned. Most people nowadays use a broadband connection.*



EXERCISE 3

Rewrite the sentences keeping the same meaning and using the word in capitals. Use the idiom and phrasal verbs you have learned in this lesson.

1. I access the Internet using the phone line and a modem.
UP

2. This word sounds familiar, but I don't remember what it means.
BELL

3. I always check the meaning of unknown words on the Internet.
UP

NEWS



HOLD THE LINE

Thousands of users of the Allianz private health insurance are **outraged** at how long it takes to reach their call center. One of the basic principles of the insurance is that – whenever you need to see a doctor – you call a special number, and the Allianz people will set up the appointment for you. The only problem is that – with the increasing number of clients – the **capacity** of the call center is not **sufficient**, and the callers have to hold the line for half an hour, or sometimes even longer. This wouldn't be such a big problem if the number was a **toll-free number**. However, it is an ordinary telephone number located in Warsaw. If you live in Warsaw, you just pay a lot for the local calls. However, if you live outside of Warsaw, or use a mobile, your phone bill is guaranteed to get huge.

GLOSSARY

- **outraged** – very angry
- **capacity** – the amount of work someone can do
- **sufficient** – enough
- **a toll-free number** – a number which you call and don't have to pay (0-800)

KEY TO EXERCISES

Ex.1

1. ABC Inc, How can I help you?
2. Could I speak to Jim Brown, please?
3. Who shall I say is calling?
4. My name is Stan Kowalski.
5. Hold the line, please. I'll try to put you through.
6. (after some time) Sorry to keep you waiting, but Mr Brown is not available at the moment. Would you like to leave a message?
7. No, thank you. I'll try to call back later.

Ex.2

1. line, back
2. calling
3. through

Ex.3

1. I have dial-up Internet access.
2. This word rings a bell, but I don't remember what it means.
3. I always look up unknown words on the Internet.