Telephoning: Wrong Number

Male: Hello, this is the press office.

Michelle: Rachel Andrews please.

Male: I'm sorry, you must have the wrong number. There's no-one of that name here.

Michelle: Oh. Can I check the number I've got…. is that not 5568790?

Male: No, it's 5558790.

Michelle: Oh sorry about that. I must have dialled the wrong number.

Male: No problem! Bye!

Male: Hello, press office, can I help you?

Ruth: Hello. Paul Richards, please.

Male: I'm sorry, you've got the wrong number, but he does work here. I'll try and put you through. In future his direct number is 5558770.

Ruth: Did I not dial that?

Male: No you rang 5558790.

Ruth: Oh, sorry to trouble you.

Male: No problem. Hang on a moment and I'll put you through to Paul's extension.

Ruth: Thanks.

Ex.1 Complete the conversation with these missing words:

about / check / dial / direct / got / hang / have / help / here /

name / please / problem / put / sorry / this

Male: Hello, _____ is the press office.

Michelle: Rachel Andrews _____.

Male: I'm _____, you must _____ the wrong number. There's no-one of that _____

here.

Michelle: Oh. Can I _____ the number I've got…. is that not 5568790?

Male: No, it's 5558790.

Michelle: Oh sorry _____ that. I must have dialled the wrong number.

Male: No _____! Bye!

Male: Hello, press office, can I _____ you?

Ruth: Hello. Paul Richards, please.

Male: I'm sorry, you've _____ the wrong number, but he does work _____. I'll try and

put you through. In future his _____ number is 5558770.

Ruth: Did I not _____ that?

Male: No you rang 5558790.

Ruth: Oh, sorry to trouble you.

Male: No problem. _____on a moment and I'll _____ you through to Paul's extension.

Ruth: Thanks.

Ex.2 Say these sentences in English using expressions from the dialogue:

1. Nie ma tu nikogo o tym nazwisku.

2. Czy mogę sprawdzić numer, który posiadam?

3. Przepraszam, że panią kłopotam.

I know English idioms:

*One of the dialogue's sentences reads: "*Oh, sorry to trouble you.*" using a common word "trouble". This one can be part of many idiomatic expressions. Here's one of them:*

- (to be) looking for trouble = *behaving in a way that is likely to cause problems (szukać kłopotów)*

➢ Parking illegally in front of the police station is looking for trouble.

Phrasals, phrasals…

*A sentence from the text says: "*Hang on *a moment and I'll put you through to Paul's extension." The underlined part is a very common, in telephoning language, phrasal verb:*

- to hang on = *to wait for a short time (poczekać)*
➢ My boss is on the other phone – would you like to hang on?
➢ Hang on a minute – I'll be with you shortly!

Grammar corner…

Let's study these fragments of the text: "I'm sorry, you must have the wrong number", "I must have dialled the wrong number."

Both sentences use the same modal verb: "must" but accompanied by different structures: the first one – together with the verb "have" in its basic meaning ("mieć"), the second one – with the past structure "have dialled", which can translate as "musiałem wybrać".

GLOSSARY	
wrong number	niewłaściwy numer
press office	biuro prasowe
no-one	nikt
of that name	o tym nazwisku
to check	sprawdzić
sorry about…	przykro mi z powodu…
to dial	wybrać (numer)
no problem	nie ma sprawy
can I help you?	słucham?
to put sb through	połączyć
in future	na przyszłość
direct number	bezpośredni numer
to ring	zadzwonić
sorry to…	przepraszam, że
to trouble somebody	kłopotać
to hang on	poczekać
extension	wewnętrzny (numer)

ANSWER KEY

Ex.1

Check answers in the dialogue.

Ex.2

1. There's no-one of that name here.
2. Can I check the number I've got.
3. Sorry to trouble you.