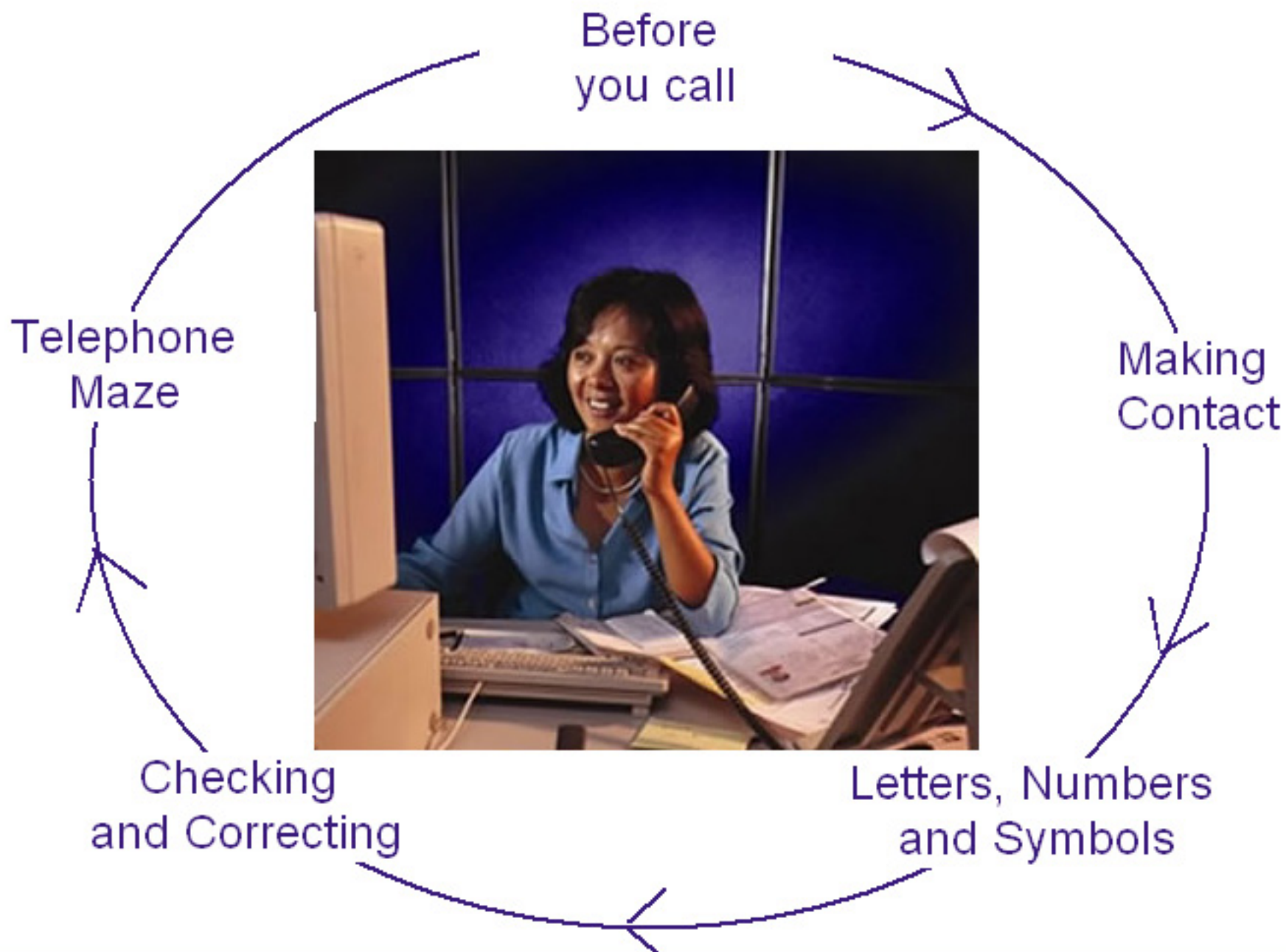


# English for Telephoning Main Menu



# English for Telephoning: Before you Call: Understanding and Responding

Yoko Takami lives in England and has a bank account with the MNM bank.

She wants to check her balance and order a new paying-in book.

Listen carefully and press the buttons that Yoko needs to press to get her balance and order her new paying-in book.

Press the play button to begin ▶

If you make a mistake, use the backspace or delete keys on your keyboard

These are the details of Yoko's bank account

Security code: 2355

Account number 17024828

Bank sort code: 089036

Yoko's balance is £ 1392.56

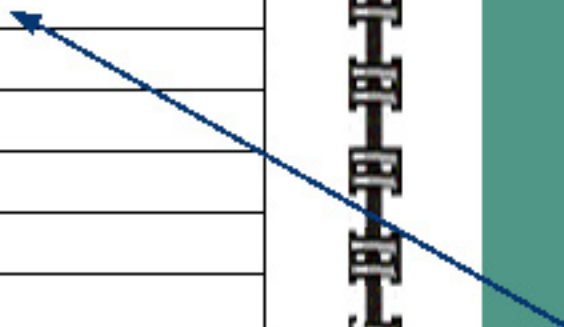
The paying-in book will be sent within  
working days



# English for Telephoning - Telephone Maze

While you are doing the maze, you will have to fill in this form:

Forbes International Contact details	
Title	
Full Name	
Department	
Job Title	
Email	
Phone Number	
Date of Meeting	
Time of Meeting	
Place of Meeting	



This is a telephone "maze".

When you start, you will hear a voice answer the phone. Choose one of the responses by clicking on it.

You have two tasks:

1. Get to the end of the telephone conversation, and make arrangements for somebody to come to your office and bring you samples of material. (*Scores 26 marks*)
2. Write on the form to your left all the details of the contact in the other company (*Scores 18 marks*).

Click the forward arrow when you are ready to start

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Read the next part of Adriana's call to Anglo. She has been put through to Mr Fairfax, but she is very tired and she makes some mistakes. Click on her mistakes and correct them by typing the correct answer.

**Mr Fairfax:** Hello John Fairfax. Can I help you?

**Adriana:** So I hope. I'm interested in to set up in-company language training in my school in Bucharest.

**Mr Fairfax:** Oh, I see. That's really my colleague's area, Janet Howes. She's off sick today, but I could ask her to call you tomorrow.

**Adriana:** Thank you. That would helpful.

**Mr Fairfax:** Your name is Ms Ionescu isn't it?

**Adriana:** It's right.

**Mr Fairfax:** Could I take your telephone number please?

**Adriana:** Yes, that's 01 211870. That's my line direct.



# English for Telephoning - Understanding the Call

Are the following statements true or false?  
Read the questions first. Listen again to check.

1. This is the first time Greg and Adriana have talked.  True  False
2. English International can provide tuition in Romania.  True  False
3. Softmania have recently started exporting their products.  True  False
4. Softmania anticipate giving language training to about 130 people.  True  False
5. They need classes at two levels, beginners and advanced.  True  False
6. Greg suggests that all their future contact should be by email.  True  False

Tapescript



*Greg Fraser - English International*



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