

Premier Skills English

Talking on the phone Transcript

Rich: Hello?

Jack: Hi, Rich, it's Jack. Where are you?

Rich: Sorry, yes. I'm on my way.

Jack: We're ready to start the podcast. I'm waiting.

Rich: Two minutes. I'm coming now. The traffic was a nightmare.

Jack: Alright, alright. No rush. Don't give yourself a heart attack.

Rich: OK, see you in a minute.

Jack: Great. Bye.

Welcome - Talking on the phone

Rich: Hello my name's Rich

Jack: and I'm Jack

Rich: and welcome to this week's Premier Skills English podcast

Jack: Where we talk about football and help you with your English.

Jack: What's happening this week, Rich?

Rich: In this week's podcast, we're talking about talking on the phone and we're going to look at some of the most common fixed phrases that we use on the phone and give you some advice for talking on the phone in English.

Jack: And, we've got an exciting new quiz where we telephone one of our Premier Skills English podcast listeners and test their knowledge of football vocabulary and their knowledge of their football team!

Rich: Have a listen and maybe you want us to give you call in the future?

Topic Focus

Jack: You made it!

Rich: Yeah, sorry, I'm a bit late. Like I said on the phone, the traffic was a nightmare. I think there had been an accident or something.

Jack: Don't worry about it, you're here now. Is that a new phone you've got there.

Rich: Yeah, it is. I wanted an iPhone but they were a bit expensive so I got this instead. I think it's as good as an iPhone but quite a lot cheaper!

Jack: Nice. It's always good to get a bargain. Let's try it out. Go and stand over there and I'll give you a ring.

Rich: That's a bit weird but OK.

Jack: Alright go out of the room, then.

(ring, ring)

Rich: Hello?

Jack: Hi Rich, it's Jack. How are you?

Rich: Err.. can you speak up a bit? I can't hear you.

Jack: Hi Rich, it's Jack. How you doing?

Rich: Sorry? Can you say that again?

Jack: RICH! IT'S JACK!

Rich: No, no I'm not Rich. I think you've got the wrong number!

Jack: Oh? Err... sorry about that. Bye.

Jack: Rich! Come back in.

Rich: Hey! You know that it was me messing about.

Jack: Yes, of course I did.

Rich: The phone works perfectly.

Jack: I've had an idea. I think it would be a good idea to do another example telephone conversations for our listeners.

Rich: That sounds like a good idea. Why don't you go out of the room this time? I'm tired.

Jack: OK, and you can call me this time.

Rich: Alright, I'll phone you. And our listeners have to think what our conversation is about.

Jack: Yes, and listen for phrases that you might only use on the phone.

Rich: Go on.

Jack: I'm going!

(ring, ring)

Jack: Hi Rich. Jack here.

Rich: Hey Jack. How are you doing?

Jack: Err... actually I'm in the middle of something. Can I call you back in a minute?

Rich: Sure, no problem. Speak in a minute.

Rich: Jack has hung up. I will have to speak on my own for a minute. Err... I'm not sure what to say. I hope he calls back soon.

(ring, ring)

Rich: Jack.

Jack: Rich. What's up?

Rich: I was just ringing to see if you'd like to go and watch the match on Saturday?

Jack: Sorry, Rich. I can hardly hear you. This line is really bad. Can you hang up and call me back?

Rich: OK

Rich: OK, I'll try again. Lots of phone problems in this imaginary conversation!

Rich: Jack. Can you hear me?

Jack: Loud and clear. What's going on?

Rich: I was just calling to see if you.....
(derrrrr)

Rich: The line's gone dead. I think he's cut me off! I'll try ringing one more time.

Jack: Hi Rich. Sorry about before. Phone problems hey. Yes, the match on Saturday. Great idea. What time is good for you?

Rich: About seven?

Jack: Sounds good. If I'm late just give me a call to see where I am.

Rich: Yes, I will if I can get through!

Jack: See you Saturday.

Rich: Bye

Rich: You can come back in here now, Jack.

Jack: Hey that was a pretty good telephone conversation. I think we included lots of words and phrases that will be useful for our listeners.

Rich: Yes, I think so. In the next section, we'll take a closer look at them.

Language Focus

Jack: Let's look at some of the language we used in that last section. I think we should start with how you start a conversation. It's quite simple but it's important to get it right.

Rich: Yes, you definitely shouldn't say 'What?' or 'What do you want?'. That would be rude even when speaking to friends.

Jack: That's right. When I pick up or answer the phone I usually say hello or hi.

Rich: And when you respond you usually use it's followed by your name. You can see that we used this in our examples earlier. We said hi or hello and then the other person said it's Jack or it's Rich.

Jack: This is the most common way to start a phone conversation when you know the person you are calling but you might say things like Hey or Hi followed by the person's name who is calling you.

Rich: Especially because on mobiles you can often see who is calling you before you answer. When we don't know the person we are calling we are a little more formal and might say hello or good morning/afternoon or evening.

Jack: And we might follow this is up with a phrase that explains why we are calling. You could say I'm calling about the job advertisement I saw in the newspaper, for example.

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Rich: And we can replace the word calling with phoning or ringing. We can say I'm ringing about... or I'm phoning about...

Jack: In our practice conversations earlier, we had a few problems. One example was calling the wrong telephone number.

Rich: The most common phrase to use here is 'Sorry, I think I've got the wrong number'.

Jack: Another problem is when someone calls you but you are busy. Earlier I said, 'I'm in the middle of something. Can I call you back in a minute?'

Rich: This is the phrase to use if you answer the phone but you can't talk because you are busy. You could also say 'Sorry, I'm really busy. Can I call you back in a bit?'

Jack: One other problem we had in our practice conversation was a bad line. A bad line is when the phone connection is not good or there is a lot of noise in the background.

Rich: Some good phrases to use in this situation are: 'Can you speak up a bit?' or 'Can you say that again, please?.'

Jack: Another option which uses more telephone language is what I said to Rich earlier; 'This line is really bad. Can you hang up and call me back?'

Rich: Hang up means to finish the phone call and to call back means to try telephoning again.

Jack: There are lots of other words and phrases that are specific to the telephone or mobile and we've got some activities that look at more of them in the page below.

Rich: And, your task for this week is to work together to write little telephone dialogues in the comments section.

Jack: We want you to think of a situation when you might need to speak on the phone in English.

Rich: We want you to imagine you're either calling a friend to arrange to meet somewhere or calling a business to find out some information such as the opening times at the local gym or to book a table at a restaurant.

Jack: Write a short dialogue between you and the other person and try to include some of the phrases we included in our conversations earlier.

Football Phone-in

Rich: We're very excited today because in this week's podcast we're going to speak to one of our Premier Skills English listeners.

Jack: That's right. We've got a new quiz. We're going to call one of our listeners to test their football vocabulary and football knowledge of their team.

Rich: And we're very happy to welcome our first contestant who is Philemon, a Manchester United fan from Ghana.

Jack: Philemon's nickname on the website is Kwesimanifest and we called him earlier this week - let's have a listen and see how well he did in our first football phone-in!

QUIZ WITH PHILEMON

Rich: If you would like to be a contestant in the Premier Skills English Phone-in, contact us by email or in the comments section below.

Can you work out this week's football phrase?

Rich: Have you got a football phrase for us this week?

Jack: Yes, I have, but first, last week's football phrase. The phrase was free agent. A free agent is a player who is out of contract. This means that their contract with their club have finished and they can sign for any other club and their previous club doesn't receive a transfer fee.

Rich: Well done to Liubomyr from Ukraine, AssemJuve from Palestine, Milos from Serbia, Ahmed Adam from Sudan, and Kwesimanifest from Ghana. You all got the right answer!

Rich: So, what's this week's football phrase, Jack?

Jack: This week's football phrase is *** *****. The phrase is used to describe matches that happen in July and early August before the Premier League kicks off. For example, Manchester Utd are playing Manchester City, Barcelona and Real Madrid in *** ***** in the USA this month.

Rich: Right, that's all we have time for this week! Don't forget to write your answers to our questions and make a guess at our football phrase in the comments below.

Jack: Bye for now and enjoy your football!