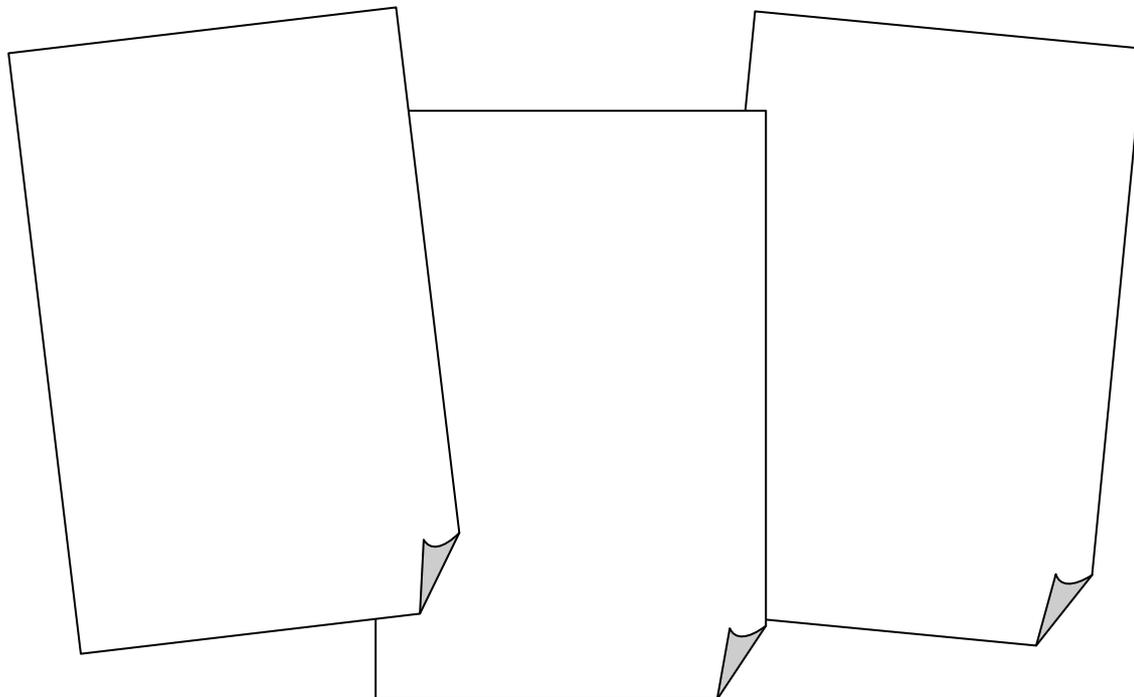


12 PHONE

WATCH

A Watch the video. Write a message for each of the three phone calls.



B Compare your ideas with a partner. What's the problem with the third message?

C Look at the video script. What are the missing words?

D Watch again and check your answers.

PRACTISE PRONUNCIATION

A Practise the conversations in pairs.

B Which words or phrases are difficult for you? Tell a partner.

C Watch again and listen to the words / phrases that are difficult to say.

Ask your teacher to stop the video.

Repeat the word(s) / phrases.

D In pairs, practise reading the dialogue again.

KARAOKE

Watch the karaoke version and look at the video script. Act out the karaoke lines in *italics*.

VIDEO SCRIPT

Charlotte Do you have ideas for two messages?
 Jack Yes. You?
 Charlotte More or less. Let's try. So, this is my informal one. Ring ring.
 Jack Hello?
 Charlotte Hi. Is that Martin?
 Jack No, sorry. I'm, I'm his housemate. I'm afraid Martin's
 1 _____ . *Do you want to leave a message?*
 Charlotte Yes, please. Can you tell him Sandra called and ask him
 2 _____ ?
 Jack *Does he have your number?*
 Charlotte I think so, but I'll give it to you anyway. It's 07783 654276.
 Jack OK. So that's 07783 634276, yes?
 Charlotte No. 654, not 634.
 Jack OK. Sorry. *I'll tell him* 3 _____ .
 Charlotte When will he be back? Did he say?
 Jack *No, sorry.* 4 _____ .
 Charlotte OK. Thank you. Bye.

Jack So ... my turn. My informal one. Ring ring.
 Charlotte Hello?
 Jack Oh, hi. Is Laura there?
 Charlotte *No, I'm afraid* 5 _____ . *Who's this?*
 Jack It's Miguel, her boyfriend.
 Charlotte Oh, hello. This is her mother. We 6 _____ .
 Jack No. Not yet.
 Charlotte Actually, she's never told us anything about you!
 Jack No? Oh, well. Listen, thank you. *I'll* 7 _____ .
 Charlotte OK. Well, nice talking to you.
 Jack Yes. Goodbye.
 Charlotte Bye.

Charlotte Do you want to do a formal one next? I'm not sure about my idea, so ...
 Jack OK. Let's try. Ring ring.
 Charlotte Hello. AVP. How 8 _____ ?
 Jack Hi. Can I speak to Mr Yamamoto, please?
 Charlotte *One moment please. I'll just* 9 _____ .
 Jack OK. Thanks.
 Charlotte Hello? *I'm afraid he's away from his desk*
 10 _____ . *Do you want to leave a*
message?
 Jack Yes. Um, could you tell him we still
 11 _____ the delivery. It's two weeks now.
 I'm quite angry.
 Charlotte OK. I'll tell him. Does he have your number?
 Jack Yes, I'm sure he does. *When will he be back?*
 Charlotte I'm not sure, but soon, I think. 12 _____ to
call you.
 Jack OK. Thank you.
 Charlotte Bye.