



1 Asking permission

In the Job Talk sections you also learnt about asking permission in English. Connect the correct or most suitable parts of the sentences below to each other. The first has been done.

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| 1. Oh, these biscuits look nice! | a. Yes, of course, use this phone. |
| 2. Do you mind if I smoke? | b. But of course, it's the first on the right. |
| 3. Can I leave my car here? | c. Yes they do, don't they. Help yourself. |
| 4. Can I make a phone call, please? | d. If it's about this point, yes, go ahead. |
| 5. Could I use your toilet? | e. Well, I'd rather you didn't. |
| 6. May I ask a question? | f. Yes I think we have earned it. |
| 7. Could we have a break now? | g. No, I'm afraid parking isn't allowed. |

2 Telephoning

In the Job Talk sections you looked at problems people have when they are telephoning. What do you say in the following situations? Write your answers on a separate piece of paper.

1. You can't understand the speaker. He is talking too quickly.
2. There is a lot of noise on the line.
3. John Jones, who you want to talk to, is not available.
4. You were put through to the wrong person. You want extension -232.
5. Your colleague is speaking on another line. A caller wants to talk to him



3 Telephone messages

You are working in an office. A customer, John Walsh of Sell Ltd, rings up with a problem. Leave a telephone message for Robert Brown, the Manager, who is your boss.

John Walsh: "Hello, my name is John Walsh of Sell Ltd. I have a problem. We ordered 20 copies of your Computer Handbook to go with the computers we ordered. The problem is the book is the wrong edition and does not deal with the type of computer we bought from you".

You: "Oh dear, I'm very sorry to hear that. Which type of computer was it".

John Walsh: "The XX Superdata".

You: "Oh yes. I've noted that down. I'll talk to Robert Brown, our manager".

John Walsh: "Yes, I'd like to talk to Mr Brown, as well. We have organised a training course for our employees in three days time, so we need the new edition as soon as possible. We are going to send back the 20 handbooks at your expense".

You: "I am really sorry, Mr Walsh. I am sure we can sort this problem out. I will ask Robert Brown to ring you back as soon as possible".

