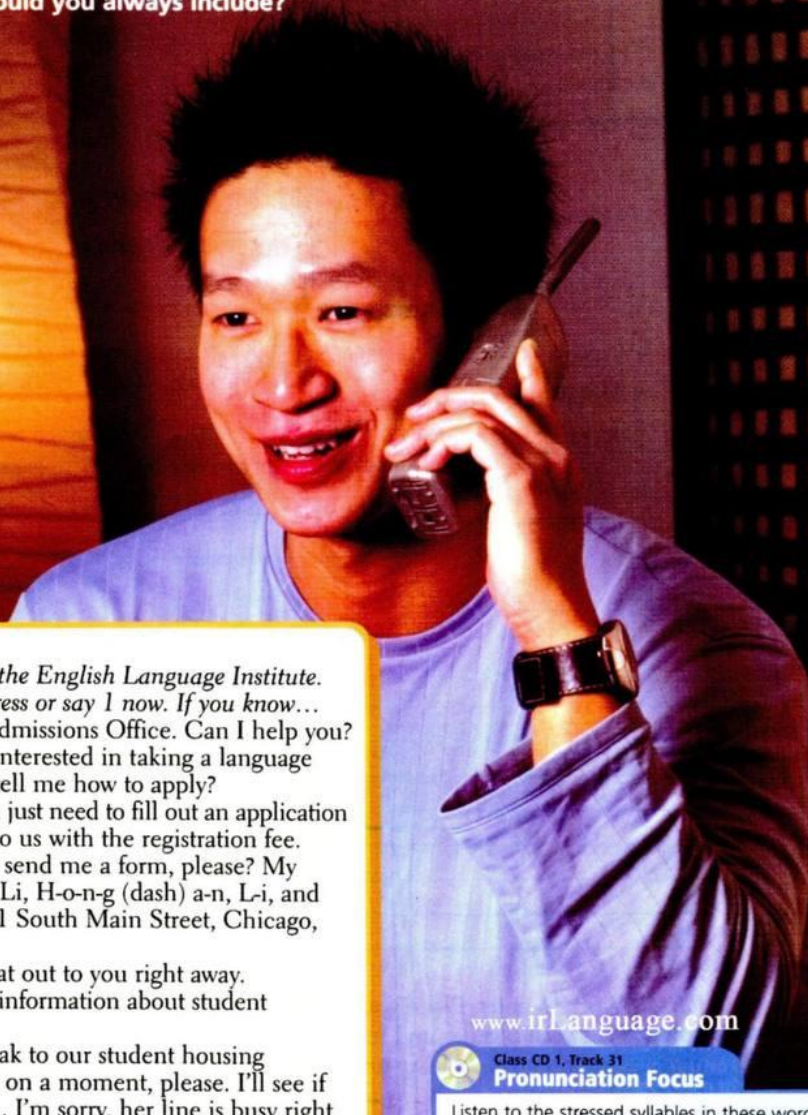


Conversation 2

I'm sorry. Her line is busy right now.

When you leave a phone message, what information should you always include?



 Class CD 1, Track 30

- Voice:** You have reached the English Language Institute. For Admissions, press or say 1 now. If you know...
- Woman:** Good morning. Admissions Office. Can I help you?
- Hong-an:** Yes, please. I am interested in taking a language class. Could you tell me how to apply?
- Woman:** Yes, of course. You just need to fill out an application form and send it to us with the registration fee.
- Hong-an:** Great. Could you send me a form, please? My name is Hong-an Li, H-o-n-g (dash) a-n, L-i, and my address is 4211 South Main Street, Chicago, 60614.
- Woman:** OK, we'll send that out to you right away.
- Hong-an:** I'd also like some information about student housing.
- Woman:** Sure, you can speak to our student housing coordinator. Hold on a moment, please. I'll see if she is available... I'm sorry, her line is busy right now. Could I have your number?
- Hong-an:** Yes, of course. My number is 312-364-0107.
- Woman:** I'll see she gets back to you very soon.

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Class CD 1, Track 31
Pronunciation Focus

Listen to the stressed syllables in these words.

1st syllable	2nd syllable	3rd syllable
institute	admissions	application
interested	available	registration

Listen to the conversation again and notice the stressed syllables.

Student CD, Track 7

GIVE IT A TRY

1. Calling for information

I am interested in taking a language class. Could you tell me how to apply?	You just need to fill out an application form and send it to us with the registration fee.
Great. Could you send me a form, please?	OK, we'll send that out to you right away.

PRACTICE

Class CD 1
Track 32

Listen to the example. Then call your partner and ask for information about one of the following. Reverse roles.

1. CAL Airlines / apply for a job as a flight attendant / application form and resume
2. Yoga for Everyone / take a yoga class / application form and registration fee
3. Talent International / enter a music competition / application form, photograph, and sample music CD
4. Global Card Services / apply for a credit card / application form and copy of ID card

Use These Words

Right away.
No problem.
Sure.
That's fine.
Thanks for your help.
Don't mention it.
You're welcome.
Thank you for calling.

2. Asking for additional information

I'd also like some information about student housing, please.
Sure, you can speak to our student housing coordinator. Hold on, please. I'll see if she is available.

PRACTICE

Class CD 1
Track 33

Listen to the example. Use the situations from the Practice above and role-play the conversations again. This time request additional information from below. Reverse roles.

1. job requirements / human resources manager
2. equipment / yoga instructor
3. competition dates / competition coordinator
4. interest rates / financial advisor


3. Leaving a message

I'm sorry, the housing coordinator's line is busy. Could I have your number?	Yes, of course. My number is 312-364-0107.
I'll see she gets back to you very soon.	

PRACTICE 1

Class CD 1
Track 34

Listen to the example. Student A answers the phone and says the person is not available. Student B asks to leave a message. Include your name, phone number, and the reason for your call. Reverse roles.



Phone Message

For: Ms. Jones

From: Hong-an Li

Phone: 312-364-0107

Message: He would like
some information about
student housing.

Message taken by: Brenda

Student A

1. course manager
2. human resources manager
3. yoga instructor
4. competition coordinator

Student B

1. Josephine Yu / 933-491-0037 / course dates
2. Harold Cutter / 721-603-6721 / job requirements
3. Akiko Matsutani / 492-690-1674 / equipment
4. Sarah Curran / 803-299-5668 / competition dates

PRACTICE 2

Think of three more situations where you might have to leave a formal or recorded message and role-play them with your partner.

LISTEN TO THIS

Class CD 1
Track 35

Part 1 Listen to four phone conversations. What places are they calling? Who does the caller want to speak to? Write the information in the chart.

Part 2 Listen again and write down if the person is available, or not.

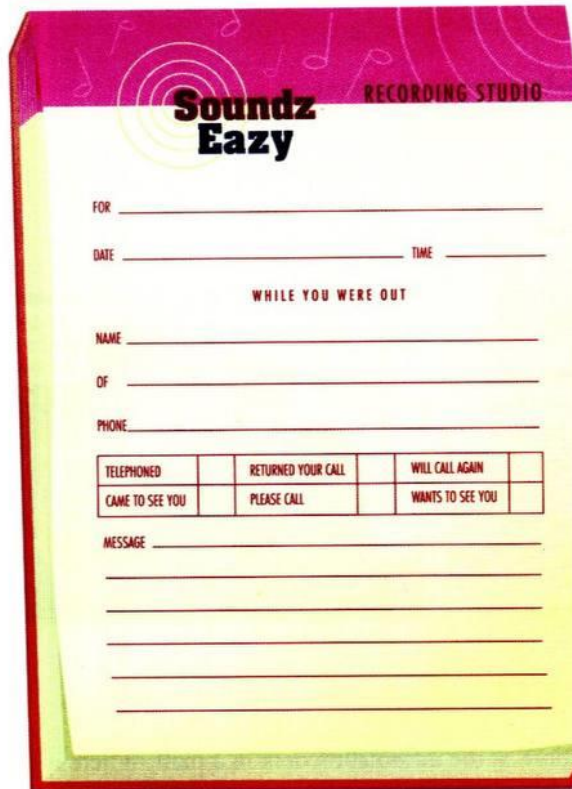
	Place called	Who does the caller want?	Available?
1			
2			
3			
4			

Part 3 What was the result of each phone call? Make notes of any useful phrases.

PERSON TO PERSON STUDENT A

(Student A looks at this page. Student B looks at page 108.)

Part 1 You are the receptionist at Soundz Eazy music recording studio. You answer the phone for Ed Black, an executive at the company. He is not able to come to the phone. Answer the phone and take a message for him.



Soundz Eazy RECORDING STUDIO

FOR _____

DATE _____ TIME _____

WHILE YOU WERE OUT

NAME _____

OF _____

PHONE _____

TELEPHONED	RETURNED YOUR CALL	WILL CALL AGAIN
CAME TO SEE YOU	PLEASE CALL	WANTS TO SEE YOU

MESSAGE _____

Part 2 Mr. Black asks you to call Pete Saito and explain that it is not possible to arrange a meeting today, but he can phone and arrange an appointment for an audition. Your number is 591-555-7899.

Part 3 Answer the call from Pete Saito. Here is some information for new musicians about getting an audition:

1. send a sample music CD and a photograph
2. send a completed application form
3. send in the audition fee
4. for information on renting the studio and sound equipment, call the studio manager

Now Try This

You are a new student calling for information about your school or college. Your partner is the receptionist. Role-play the conversation.