

Shaw Academy

LESSON 5 NOTES

[English for Beginners]



Advice, Obligations, and Permission

Advice

Telling people what you think is a good idea

'should'

Used to give recommendations

- e.g. "You should be careful in that part of town."
"People who are overweight shouldn't eat fatty foods."
"Should I visit the Colosseum when I visit Rome?"

'must'

Used to give strong advice

- e.g. "You must go for a walk with the dog at least once a day."
"You must practise more if you want to run a marathon."
"You mustn't tell Pablo about the surprise party."

Obligations

Things we are bound or obliged to do

'must'

Personal opinion of what is necessary or written rules

- e.g. "I must go now."
"I must remember to get a present for Fatima."
"Passengers must fasten their seat belts."

'have to'

What somebody in authority says is necessary (the law, orders from management, etc.)

- e.g. "I have to go now."
"He has to get 50% to pass the exam."
"Do I have to wear a uniform to school?"

Negatives

When made negative, 'mustn't' becomes the stronger modal

- e.g. "You mustn't forget..." (**don't forget – you have no choice**)
"You don't have to go..." (**no obligation – you have a choice**)

"In a non-smoking area, you mustn't smoke, but in a smoking area you don't have to smoke."

Permission

Allowing someone to do something

'am allowed to'

Used to express permission to do something

- e.g. "I am allowed to have friends over to my house."
"The dog isn't allowed to come into the house."
"Are you allowed to answer phone calls in school?"

'can'

Used to ask for permission or express it informally

- e.g. "Can I go to William's party?"
"I can't have friends over on weekdays."
"Can you answer phone calls in school?"

****These modals have many meanings in English depending on the context. But for now we only care about these.**

Telephone Manner

Tips

- Answer calls quickly
- Have confidence
- Be polite and professional
- Practice as much as possible
- Intonation is important
- Use contractions
- Use quantifiers to sound more polite
- Use the modals to make your speech more formal

Useful Verbs

To dial = enter the number

To ring = call

To pick up = answer

To hang up = end a call

To be busy = already on a call

To call back = call someone who called you first

To charge = to recharge your phone battery

To text = send an SMS

To skype = call someone on skype

To vibrate = shake (usually when on silent mode)

Useful Vocabulary

Mobile phone = cell phone

Smartphone = mobile with internet capabilities

Landline = non-portable or fixed phone which uses a phone line

Caller = person making the call

Silent = setting where the phone will not make noise

Missed call = unanswered call

Answering machine = voicemail

Country code = the code needed to call each individual country (e.g. Ireland +353)

On the line = on the phone currently

Useful Phrases

Introduction / Making Contact

If answering a business call, start by introducing yourself or if the caller fails to identify themselves, then you could ask them to state who they are by using the following phrases:

Formal

- *Hello*
- *Good morning*
- *Good afternoon*
- *Good evening*
- *This is Mark speaking*
- *Could I speak to Peter please?*
- *I would like to speak to Peter*
- *I'm trying to contact Peter*

Informal

- *Hello*
- *Hi, it's Mark here*
- *I am trying to get in touch with Peter*
- *Is Peter there please?*

Giving more information

This would probably be used in a business context mainly, but could sometimes be helpful in an informal conversation too. It is good to specify where you are calling from, if you feel it may be helpful to the person you are calling.

Formal

- *I am calling from Shaw Academy*
- *I'm calling on behalf of Shaw Academy*

Informal

- *I'm in the post office at the moment, and I just needed your address*

Taking / Receiving a Call

You may need to use these if you are answering someone else's phone, because they are unable to answer it themselves, or if you are answering an office phone.

Formal

- *Hello, this is Mark speaking*
- *Mark speaking, how may I help you?*

Informal

- *Hello, John's phone*

Asking for more information / Making a request

If you need to ask for a specific person, then phrase your request as a polite question. If you only have an extension number and no name, you can say so. If you're calling for a specific reason, just explain briefly what it is.

Formal

- *May I ask who's calling please?*
- *Can I ask whom I'm speaking to please?*
- *Where are you calling from?*
- *Is that definitely the right name/number?*
- *Could I speak to someone who works in accounts?*
- *I would like to make a reservation please*
- *Could you put me through to extension number 054 please?*

Informal

- *Who's calling please?*
- *Who's speaking?*
- *Who is it?*
- *Whom am I speaking to?*

Giving Negative Information

If you are the one answering the call, you might not be able to help the caller. You can use some of the following phrases in these circumstances:

Formal

- *I'm afraid the line is busy at the moment*
- *That line is engaged at the moment, could you call back later please?*
- *I'm afraid Peter's busy at the moment, can I take a message?*
- *I'm sorry, he's out of the office today*
- *You may have the wrong number*
- *I'm afraid there's no one here by that name*

Informal

- *Sorry, Peter's not here*
- *Peter is out at the moment*

Telephone Problems

If you don't understand everything the other person is saying, be honest. Tell the other person immediately, otherwise you might miss some important information! Most people will appreciate your honesty, and will be happy to oblige.

Formal

- *I'm afraid I can't hear you very well*
- *Would you mind speaking up a bit please?*
- *I'm afraid my English isn't very good, could you speak slowly please?*
- *Could you repeat that please?*

Informal

- *Sorry, I didn't catch that*
- *Say that again please?*
- *I can't hear you very well*
- *Sorry, this line is quite bad*

Saying Goodbye

The easiest part of the conversation! Simply be polite, and speak with a friendly manner.

Formal

- *Thank you for calling*
- *Have a good day*
- *Goodbye*

Informal

- *Bye!*
- *Talk soon*
- *Speak to you again soon*

Future Forms for Scheduling and Organising

Future Simple 'will'

Form

[will + verb]

Examples:

- You **will help** him later.
- **Will you help** him later?
- You **will not help** him later.

A voluntary action decided in the moment

"Will" often suggests that a speaker will do something voluntarily. A voluntary action is one the speaker offers to do for someone else. Often, we use "will" to respond to someone else's complaint or request for help. We also use "will" when we request that someone help us or volunteer to do something for us. Similarly, we use "will not" or "won't" when we refuse to voluntarily do something.

Examples:

- I **will send** you the information when I get it.
- I **will translate** the email, so Mr. Smith can read it.
- **Will you help** me move this heavy table?
- **Will you make** dinner?
- I **will not do** your homework for you.

Express a Promise

"Will" is usually used in promises.

Examples:

- I **will call** you when I arrive.
- If I am elected President of the United States, I **will make** sure everyone has access to inexpensive health insurance.
- I promise I **will not tell** him about the surprise party.
- Don't worry, I'll **be** careful.

'going to'

Form

[am/is/are + going to + verb]

Examples:

- You **are going to meet** Jane tonight.
- **Are you going to meet** Jane tonight?
- You **are not going to meet** Jane tonight.

Used to express a planned action

"Be going to" expresses that something is a plan. It expresses the idea that a person intends to do something in the future. It does not matter whether the plan is realistic or not.

Examples:

- He **is going to spend** his vacation in Hawaii.
- She **is not going to spend** her vacation in Hawaii.
- A: When **are we going to meet** each other tonight?
B: We **are going to meet** at 6 PM.
- I'm **going to be** an actor when I grow up.
- Michelle **is going to begin** medical school next year.

Present Continuous

Form

[am/is/are + present participle]

Plans in the Near Future

Sometimes, speakers use the Present Continuous to indicate that something will or will not happen in the near future.

Examples:

- I **am meeting** some friends after work.
- I **am not going** to the party tonight.
- **Is he visiting** his parents next weekend?
- **Isn't he coming** with us tonight?

Present Simple

Form

[VERB] + s/es in third person

Scheduled Events in the Near Future

Speakers occasionally use Simple Present to talk about scheduled events in the near future. This is most commonly done when talking about public transportation, but it can be used with other scheduled events as well.

Examples:

- The train **leaves** tonight at 6 PM.
- The bus **does not arrive** at 11 AM, it **arrives** at 11 PM.
- When **do** we **board** the plane?
- The party **starts** at 8 o'clock.
- When **does** class **begin** tomorrow?

Future Possibilities

Modals for Possibility

'will' or 'going to' – 100%

*You will enjoy Mark's course.
Seriously, you're going to love it!
I won't like it. I hate English.*

'could' – possibility

*You could become fluent by taking the Ultimate English course.
Could it be true?*

'may' – possibility (more formal)

*It may rain later.
He may not get the job.
The government may increase taxes this month.*

'might' – low possibility

*I might not be in work tomorrow.
I feel sick so I might go to see a doctor.*

THANK YOU

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