

# English for Beginners

*Learn to Speak and Write Confidently*

## Lesson 5

Spoken English  
for Telephones



# Today's Lesson

- You will learn to talk about **Advice, Obligations, and Permission**
  - You will improve your **Telephone Manner**
  - You will explore **Future Forms for Scheduling and Organising**
  - You will be exposed to **Future Possibilities**
  - You will hone your **Spoken English – *Making the Right Noises***
- 
- Summary
  - Next Steps
  - Q & A



## Agenda

# Advice, Obligations, and Permission

# Advice, Obligations, and Permission



**Modal & Related Verbs**

can  
am allowed to  
should  
must  
have to

## Advice

telling  
people what  
you think is  
a good idea

**'should'**

Used to give advice and 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'**

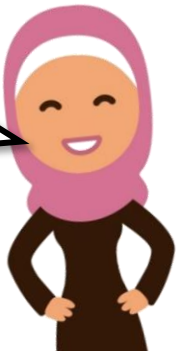
Used to give strong advice

*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."*

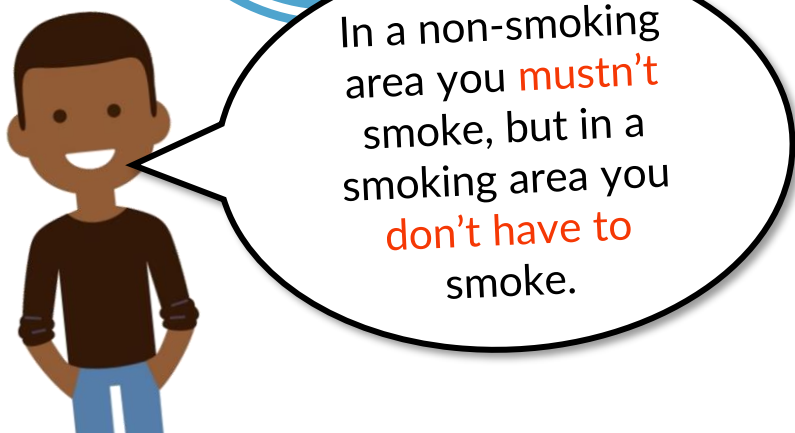
*"You mustn't tell Pablo about the surprise party."*

But we also  
use 'must' for  
obligations!



## Obligations

things we  
are bound  
or obliged  
to do



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

**'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

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**

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)

'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?"

Permission

allowing  
someone to  
do  
something

'can'

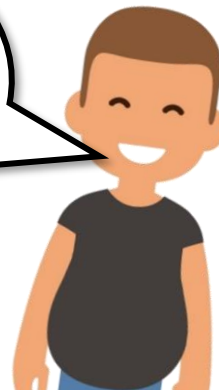
Used to ask for permission or express it informally

e.g. "Can I go to William's party?"

"I can't have friends over on weekdays."

"Can you answer phone calls in school?"

Remember,  
these modals  
have many  
meanings. But  
we **mustn't** get  
confused.



## Which is the best modal to use in the following sentence?

You have to drive on the left in Ireland.

- must
- are allowed to
- can
- should
- ✓ have to





# Telephone Manner

# Telephone Manner



## Top Tips

- Answer calls quickly
  - Have confidence
  - Be polite and professional
  - Practise as much as possible
  - Intonation is important
  - Use contractions
  - Use quantifiers to sound more polite
  - Use the modals to make your speech more formal
- *raising and lowering your voice*
  - *'I will' becomes 'I'll'*
  
  - *'a bit', 'a little', 'quite', etc.*
  
  - *could, would, can, may, etc.*



## Useful Vocabulary

### 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*

### Nouns

*Mobile phone / Cell phone*  
*Smartphone*  
*Landline*  
*Caller*  
*Silent*  
*Low battery*  
*Missed call*  
*Answering machine*  
*Text message / SMS*  
*Country code*  
*Line*

### How to use them...

*"My phone is out of battery."*  
*"I need to charge my phone."*  
*"I rang him but it was busy."*  
*"I will call him back later."*  
*"Your phone is ringing."*  
*"I put it on silent."*  
*"Hang up that phone and listen."*



## Introduction

*"Hello"*

*"Hi, it's Mark here"*

*"I'm trying to get in touch with Mark"*

*"Is Mark there please?"*

*"Good morning" / "Good afternoon" / "Good evening"*

*"Could I speak to Mark please?"*

*"This is Mark speaking"*

## More Info

*"Who's calling please?"*

*"Who's speaking?"*

*"Who is it?"*

*"Who am I speaking to?"*

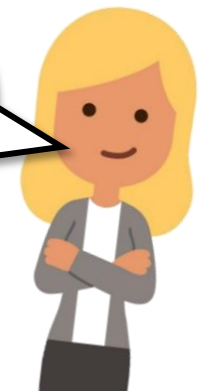
*"May I ask who's calling?"*

*"Where are you calling from?"*

*"Could you put me through to Mr. Kennelly please?"*

*"Is that definitely the right name / number?"*

*Don't forget  
when to use  
formal  
language!*



## Negative Information

*“Sorry, Mark’s not here”*

*“Mark is out at the moment”*

*“Could you call back later?”*

*“I’m afraid the line is busy at the moment”*

*“I’m afraid he’s busy at the moment, can I take a message?”*

*“I’m sorry, he’s out of the office today”*

*“You may have dialled the wrong number”*

*“I’m afraid there’s no one here by that name”*

## Transferring or asking a caller to wait

*“Hold on a minute”*

*“Just a minute”*

*“Okay, wait a moment please”*

*“Could you hold on a moment please?”*

*“Hold the line please”*

*“I’ll just put you through”*

*“I’ll transfer you now”*

**Useful  
Phrases**





**Repeat** = say something again  
**Transfer** = send to another line

## Phone Problems

*"Sorry, I didn't catch that"*

*"Say that again please?"*

*"I can't hear you very well"*

*"Sorry, this line is quite bad"*

*"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?"*

## Leaving / Taking a Message

*"I'll ask him to ring you when he gets back"*

*"Could you tell Mark that I called please?"*

*"I'll let Mark know that you rang"*

*"Can I take your name and number please?"*

*"Can I leave a message please?"*

*"Could you please ask Mark to call me back?"*

*"Could you spell that for me please?"*

## Saying Goodbye

*"Bye!"*

*"Talk soon"*

*"Speak to you soon"*

*"Thank you for calling"*

*"Have a good day"*

# Which of these is the most polite for phone calls?

- Who is it?
- What's your name?
- ✓ *May I ask who's speaking?*
- Who's this?
- Give me your name.



# Future Forms for Scheduling and Organising



**Future Simple**  
**'will'**

**Present**  
**Continuous**

What different  
ways can we  
talk about the  
future?

**'going to'**

**Present Simple**



## Future Simple 'will'

*Used for something you decide in the moment you are speaking or a promise*

*"I **will** call you back after work."*

*"He **will not** be able to ring me later."*

*"He **won't** do your homework for you."*

*"**Will** you give me a hand please?"*

## 'going to'

*Used for plans already organised*

*"I'm **going to** visit my parents next week."*

*"We're **not going to** have a meeting this week."*

*"Messi **isn't going to** play for Argentina anymore."*

*"**Are** Shaw Academy **going to** develop a Spanish language course?"*

## Present Continuous

*Used for plans close to now  
- usually with time*

*"I'm **skyping** my mother at 10pm."*

*"We're **not going** to the party this weekend."*

*"We **aren't getting** the train home."*

*"Is she **doing** the interview later?"*

## Present Simple

*Used for routines or a scheduled event*

*"The bus **leaves** at 8am every morning."  
"We **play** football after work on Tuesdays."*

*"I **don't** have a meeting later."*

*"When **do** we board the plane?"*

# Future Forms for Scheduling and Organising



Hello, Jenny speaking.

Hi Mark. How are you?

Oh yes, brilliant! What time **does** the lesson start?

Oh, I **won't** be able to attend it. I'm **working** tomorrow evening.

Great. I **will** watch the recording then. Thanks for the information.

You definitely **will**! Goodbye.

Hi Jenny, this is Mark from the Shaw Academy calling.

Very good, thanks. I'm just calling to remind you that your English course **is starting** tomorrow.

**It's going to** begin at 7pm, Irish time.

That's no problem Jenny, we record every lesson for the students who miss them.

You're very welcome. Hopefully I'**ll** see you for the second lesson.

Bye now.




## Which of these is correct for a meeting planned for next week?

- I'm going to meet a new client next month.
- I will meet a new client next week.
- I have a meeting after work.
- ✓ I'm meeting a new client next week.




# Future Possibilities

# Future Possibilities



Do you think  
the earth will  
continue to  
get warmer?



I'm not sure.  
It *might*.

Yes, it *will*,  
definitely.

If we don't  
change, it  
*could*.

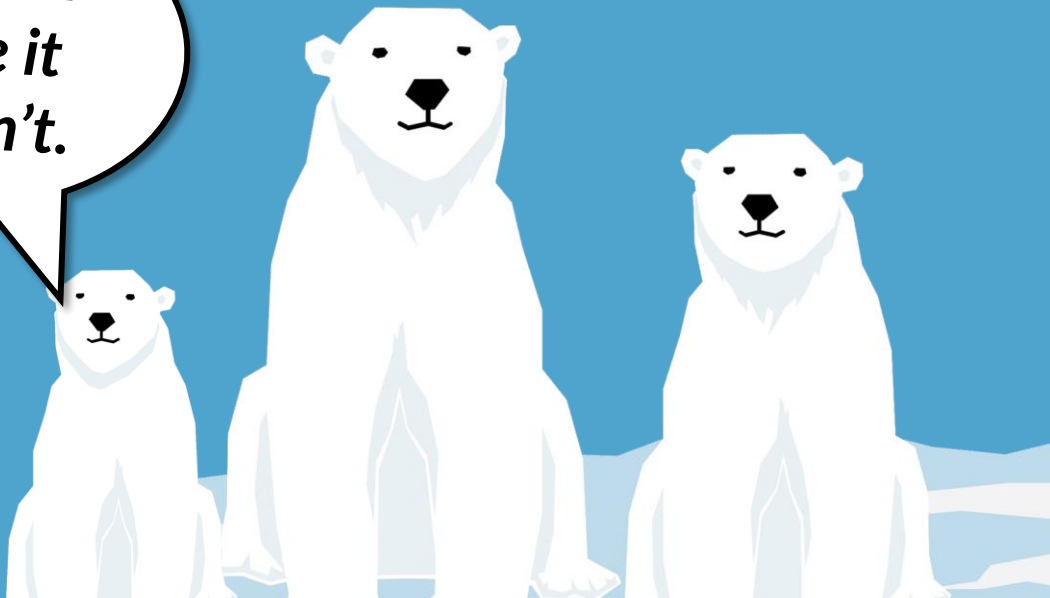
# Future Possibilities

Polar bears **may** become extinct if it does...

Definite  
will

Possibilities  
might  
may  
could

Oh no! I hope it doesn't.





# Future Possibilities

Do you think  
you will pass  
the English  
exam?



*will* - 100%

Of course,  
I will.



# Future Possibilities

Do you think  
you will pass  
the English  
exam?



*will* - 100%  
*might* - low possibility

I might, but  
I'm not  
confident.



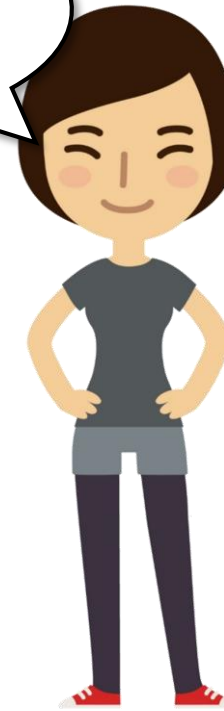
# Future Possibilities

Do you think  
you will pass  
the English  
exam?



*will* - 100%  
*might* - low possibility  
*could* - possibility

I could pass  
or fail, I really  
don't know.



# Future Possibilities

Do you think  
you will pass  
the English  
exam?



*will* - 100%  
*might* - low possibility  
*could* - possibility  
*may* - possibility  
(more formal)

No, I don't  
think I will.

My mother  
may not be  
happy.



## Modal Verbs

Subject + modal +  
verb(infinitive)

'will' /  
'going to'

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

'could'

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

'might'

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

'may'

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

## Which of these sentences expresses a possibility of getting the job?

 I might not get the job.

- I'm not going to get the job.
- I will not get the job.
- I won't get the job.



# Spoken English

## *Making the Right Noises*

# Making the Right Noises

**Intonation** = the rise and fall of the voice in speaking



Absolutely! I'm going to a football match.



No, I have nothing to do this weekend.




Oh nothing special. Just going to relax.

Are you doing anything fun at the weekend?





# Making the Right Noises

A cartoon teacher character with a red mustache, glasses, and a large open mouth as if speaking.

Are you ready  
to learn about  
the music of  
English?

Listen and  
repeat the  
following  
expressions.

A cartoon student character with a wide, happy smile and closed eyes.

How fantastic!

A cartoon student character with a sad, frowning expression.

No way!

A cartoon student character with a neutral, slightly smiling expression.

Absolutely!

A cartoon student character with a sad, frowning expression.

What a pity!

A cartoon student character with a surprised expression, wide eyes, and an open mouth.

Did you?



## Lesson 5 Summary

- ✓ You learned to talk about **Advice, Obligations, & Permission**
- ✓ You improved your **Telephone Manner**
- ✓ You explored **Future Forms for Scheduling and Organising**
- ✓ You were exposed to **Future Possibilities**
- ✓ You honed your **Spoken English – Making the Right Noises**



- Attend all of the lessons **LIVE** to ask questions in real time and benefit the most
- We're here to help, so contact us anytime!