

Making Telephone Calls



Pic. 7.1 (Dit. PSMP, 2006)

In this unit, you will learn to:

- □ comprehend transactional conversations: e.g. telephone calls, requesting, inviting.
- $\hfill \square$ produce transactional conversations: e.g. telephone calls, requesting, inviting.
- □ read and understand written short functional texts.
- □ create written short functional texts.

Section One:

Telephoning, Requesting and Inviting

Presentation

Activity 1



Your teacher and you will talk about telephoning. First, answer the following questions:

Have you ever made a telephone call?

How do you make the call? Using a telephone set at home?

A mobile phone?

Who do you frequently call?

When do you usually need to make a call?

Who has ever made a telephone call in English? To whom?

Activity 2



What is your phone number? Sometimes you need to mention a phone number. How would you do it? Each figure is spoken individually. When the number of a pair is the same, it is read as 'double'. Look at the examples below:

0341463293 (oh three four one four six three two nine three) 0817532747 (oh eight one seven five three two seven four seven) 0264995544 (oh six four double nine double five double four)

Now, practice saying these phone numbers correctly.

A	0855 234 472 363	2	496 663
A	567 475	A	0272 338 225
**	770 099	2	496371

Activity 3



Listen and repeat the following phone conversation. Then, answer the questions.

Bob : Hello. Adi : Hello.

Bob : Bob speaking. Can I speak to Mary, please?

Adi : Hm. She is not home right now.

Bob : Oh, Ok.

Adi : Can I take a message? Bob : Yes, please. Thanks.

Adi : Wait a second. I'll get a pen.

(a minute later)
Adi : Ok.

Bob : Could you tell her to meet Bob at 7 p.m.

in front of the City Public Library?

Adi : All right.

Bob : Thank you. Bye.

Adi : Bye.





Pic. 7.2 (Dit. PSMP, 2006)

Questions:

- 1. Who are the speakers? Do they know each other?
- 2. How does Bob open the conversation?
- 3. What does Bob want?
- 4. What does Adi offer?
- 5. What will Adi tell Mary?

Activity 4



Listen and repeat after the teacher. Observe how the speakers open the conversation and close the conversation. Finally answer the questions below.

Mr. Kale is speaking on the phone with the secretary of Parker Industries. Listen and repeat

Secretary: Good morning, Parker Industries. May I

help you?

Mr. Kale: Hello. May I speak to Ms. Graham,

please?

Secretary: I'm sorry. She's not in. Would you like

to leave a message?

Mr. Kale : Yes, please. This is Mr. Kale.

Secretary: Is that G-A-L-E? Mr. Kale: No, it's K-A-L-E.



Pic. 7.3 (Dit. PSMP, 2006)

Secretary: All right.

Mr. Kale: Could you please tell her the meeting is on Friday at 2:

30.

Secretary: Friday at 2:30.

Mr. Kale: And would you ask her to phone me this afternoon?

My number is 356-4031.

dalam kotak

Secretary: 356-4031. Yes Mr. Kale. I'll give Ms Graham the

messages.

Thank you. Goodbye. Mr. Kale:

Secretary: Goodbye.

Source: Richards, 1991.

Questions

1. Who are the speakers in the above conversation? Do they know each

- 2. What does he say to open the conversation?
- What does he want? 3.
- What will the secretary tell Ms. Graham when she arrives at the office?
- How does he close the conversation? 5.

Activity 5

Study the telephone conversation in Activities 3 and 4 above once again. Observe how the conversation begins, develops and ends. Can you identify the expression to open the telephone conversation? Right you can say 'Hello'. The response is also 'Hello'. Here are some more expressions you may use in the beginning stage of a telephone conversation. Listen and repeat.





Good morning Good morning

Hallo Hallo

Hallo Siti speaking.

Hi Hi Hi. Hi, there.

Good morning. Is it Good morning. That's

0276 345 675 right.

Good evening. Is it 463 Good evening. Sorry. You 765

got the wrong number

You may use some expressions in the next stage to end a phone conversation as follows. Listen and Repeat.





Thank you. Thanks. Bye.

Thanks. Bye. Thanks for calling. Bye.

Good bye. Good bye.

Bye. Bye. See you later. Bye.

Activity 6



In a phone conversation, you must use special expressions if you want to ask for something or ask somebody to do something in a polite or formal way. Can you identify these special expressions in the model telephone conversation above? List them here:

Activity 7



Here are some expressions used in telephoning. Match the expressions on the right column with the Indonesian equivalents on the left. Draw lines to match them.

Expressions	Indonesian equivalents	
1. Would you like to wait for a moment?	a. Maaf, saluran sibuk	
2. May I ask who's speaking, please?	b. Bisakah saya tulis pesan Anda?	
3. I'm sorry the line is busy.	c. Mohon telepon kembali	
4. Could you hang off the telephone, please.	d. Mohon tunggu sebentar	
5. I'm sorry you dial the wrong number.	e. Maaf, salah sambung	
6. Would you like to call back?	f. Apakah mau meninggalkan pesan?	
7. Can I take a message?	g. Mohon meletakkan telepon	
8. Would you like to leave the message?	h. Boleh tanya, siapa yang bicara.	

Activity 8



Listen and repeat after the teacher.

Mrs. Sartono visits her neighbour

Mrs. Sartono : Oh, hello. Mrs. Yayah. Could I use your telephone

for a minute?

Mrs. Yayah : Please do.

Mrs. Sartono : Thank you. And is that the morning's paper?

Mrs. Yayah : Yes. It is.

Mrs. Sartono : May I borrow it?

Mrs. Yayah : Sorry, I haven't finished reading it yet.

Mrs. Sartono : Oh, I see. It doesn't matter then.





Questions

- 1. Who are the speakers in the above conversation? Do they know each other?
- 2. How does he open the conversation?
- 3. What phrase does he use to request?
- 4. How does he close the conversation?
- 5. Do you think it is a polite conversation? If yes, why?

Activity 9



When you make a request in a telephone conversation as shown in Activity 8, you need to know polite patterns. Here are some examples. Repeat after the teacher.

POLITE REQUESTS		POSSIBLE RESPONSES
(a).	May I speak to John, please?	Wait a moment.
(b).	Could I speak to John, please?	He is out.
(c).	Can I speak to John, please?	Yes. Certainly.
(d).	Do you mind if?	Wrong number.
(e).	Would you mind if?	Sure. (informal)
		Okay. (informal)

Listen and repeat after the teacher.

Borrowing a camera

Jenny : Do you mind if I use your camera?

Norma : Sorry. I'm using it. Jenny : Never mind then.



Questions

- 1. Who are the speakers in the above conversation? Do they know each other?
- 2. How does he open the conversation?
- 3. What phrase does he use to request?
- 4. How does he close the conversation?
- 5. Do you think it is a polite conversation? If yes, why?

Activity 10



These are some more to learn when people are requesting/asking for things. Listen and repeat. Then act them out.

At a school office

Cindy : Could I have some paper please?
Brian : Sure. How many pieces do you need?

Cindy : 45 pieces should be enough.

Brian : Here you are.

Cindy: Thanks.

In a restaurant

Amel : May I have some doggy bags, please? Niken : Sure. Wait a second. Here you are.

Amel : Thanks a lot. Niken : No problem.

In a flat

Amir : Sorry to bother you. Could I ask for a pinch of salt, please? I am

running out of it.

Busro : Certainly. Just a second.

Here it is.

Amir : Thank you.

Activity 12



When you invite, you also need to know the patterns for inviting somebody. Here are some examples. Repeat after the teacher.

	INVITATIONS	POSSIBLE RESPONSES
(a).	Would you	Sure. (informal)
(b).	Could you	Sure. (informal) Okay. (informal)
(c).	Please, come/visit	I would love to. (formal)
(d).	You are cordially invited. (written)	
	Yes. Certainly.	

Activity 13



Now, look at the following conversation. Rama is calling Andreta to invite her to the movie. Listen and repeat.

Rama : Oh hi, Andre. It's Rama

here.

Andreta: Oh hi. How are you? Rama : Fine thanks. Listen.

> I've got a couple tickets for the new Brad Pitt's film. Would you like to

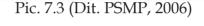
come?

Andreta: Oh, thanks. But I'm

working on an essay. I

have to finish it tonight because it's

due tomorrow.



Rama : Oh, what a pity. Well, never mind. Some other time perhaps.

Andreta: Sure. Rama : Bye. Andreta: Bye.

Adapted from McLean, 1981.

Questions

- 1. Who are the speakers in the above conversation? Do they know each other?
- 2. How does he open the conversation?
- 3. What phrase does he use to invite her?
- Where does he invite her to go? 4.
- 5. How does he close the conversation?
- 6. Do you think it is a polite conversation? If yes, why?

Practice

Activity 1



Act out the following dialogues. Use may I, could I, or can I + a verb.



Hi there. Is it 326 400?



Hi. Oh yes. Can I help you?



What's on today please?



It's Ayat-ayat Cinta.



Oh great! Thank you very much.



Thanks for calling. Bye.



Hello. Central Post Office.



to Ms. Handoko, please?



May I ask who is calling, please?



Ria Mauratu



Just a moment, Ms. Mauratu. I'll connect you.



Thank you



Hello?



Hi. This is Budi. _____to Hasan, please?



Sure. Hang on.



OK. Thank you

Activity 2



Work in pairs. Match the words on the right with the ones on the left by drawing lines. Then act it out.





- 1. Can/may/could I use your typewriter for a while?
- 2. Can/could you turn off the radio?
- 3. Can/could you open the window?
- 4. Do you mind if I borrow your motorcycle for an hour?
- 5. Can/may/could I borrow your newspaper?

- a. OK. Sorry.
- b. Sure, I find it very hot here, myself, too.
- c. Sorry. I'm going to use it to go to town shortly.
- d. Sorry, I have to type a letter.
- e. Sorry, I haven't finished reading it yet

Activity 3



Act out some more invitations and various responses to the invitations.

1. Tika : Hi, Nasha. Tika's speaking.

Nasha: Oh hi, Tika. How are you?

Tika : Good. Thank you. Tika, would you come to my

sister's party tomorrow?

Nasha: Sure, I will. What time is the party?

Tika : 7 p.m.

Nasha: That's great. Any special dress code?

Tika : No. See you.

Nasha: See you. Thanks for calling.

2. Wahyu : Hello, Lutfi. It's Wahyu. How are you?

Lutfi : Hi, Wahyu. Fine. Thanks.

Wahyu : Lut, would you like to drop in after class? Lutfi : I'd like to, but I have to be home before 3.

Next time.

Wahyu : Ok. Bye. Lutfi : Bye.

3. Cici : Hello, Mira. It's Cici.

Mira : Hi, Ci. How are you?

Cici : Fine. Thanks. How about you?

Mira : Very well. Thank you. Ci, I'll have my

birthday party next weekend. Could you

come?

Cici : Oh, so sorry. My family and I plan to visit

my uncle in Surabaya.

Mira : What a pity! But, it's OK.

Cici : Sorry Mira.

Production

Activity 1



Work in pairs. Act out the following phone conversation.



Hi there.



Hi. Tini. How are you?



Good. Thanks. Could I borrow your laptop, please? Two days, I suppose.



That'll be fine, Tin.



Good afternoon. Dr. Rizal's office. Can I help you?



Yes, I'd like to make an appointment with Dr. Rizal, please.



Fine. Is Tuesday morning at five all right?



Yes. Thank you.



Hello. Can I talk to Hendra, please?



He's not home right now. Would you like to leave a message?



Ok. Please tell him Andri called him. Thanks.



Sure. Thanks.

Activity 2



Work in pairs. The following phone conversation is incomplete. Complete the dialogue using the following cues. Then act out the conversation.

Bintang and Rumbewas are classmates. Bintang tries to phone Rumbewas to ask him to join an English Storytelling competition on Sunday, March, 23rd at 8 am. The location is at SMPN 1 Jalan Merapi no 5. When she phones, Rumbewas is out. Ana, Rumbewas' sister, answers the phone.

Ana : Hello?

Bintang: Hello....., please?

Ana : No, he is'nt.

Activity 3



Work in pairs. Create a telephone conversation using the following cues. Then, act out the conversation into a role play.

Lina tries to phone her father in his office. When she phones him, his secretary answers the phone and tells her that he is out of the office. She asks his secretary to tell him that her mother is sick at home and needs to go to hospital as soon as possible.



Pic. 7.4 (Dit. PSMP, 2006)

Secretary	: Good morning, Kalbe Farma Industry, May I help you?
Lina	:
Secretary	:
Lina :	
Secretary	:

Activity 4



Observe the following dialogue carefully.

Albar : Would you like to come to a party with me?

Betty : I'd love to. Thank you very much.

Albar : Let's make it after supper.

Betty : OK. See you later.

Make up dialogues like the example above. Use the information below appropriately in the underlined parts.

come to a football match	6.30 at your place
go to the cinema	about 7.30
come to the farewell party	on Saturday
eat out	after dinner
see a film	tonight

Activity 5



Take turns practicing the dialogues.

- 1. Your friend asks you to go with him/her to the mall. You have to take care of your baby brother because your parents are not home.
- 2. You call your friend and ask her/him to go with you to see a new movie. She/he agrees.

Section Two:

Short Functional Texts

Presentation

Activity 1



Work in pairs. Answer the following questions

- 1. Have you ever got an invitation?
- 2. When was it?
- 3. For what occasion were you invited?
- 4. Why do people make invitations?
- 5. What do you expect to find in an invitation?

Activity 2



With a partner, discuss the following parts of an invitation you think you should not probably miss. Please tick (V) them.

Part	s of advertisement	
1.	Name of the one who invites	
2.	Address of the one who invites	
3.	Address where the event is held	
4.	Special services	
5.	Salutation	
6.	Date and time of the event to be held	
7.	Closing	
8.	Date and time of writing the invitation	
9.	Direction/map to reach the place	

Activity 3



Read the following example of an invitation card and its reply. ada kotak berupa post card

Dear Winda,

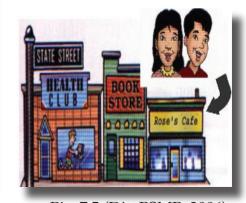
I'm having a birthday party at Rose's Cafe On Saturday, Sept 6

At 7 pm

You are cordially invited.

Indra

RSVP



Pic. 7.5 (Dit. PSMP, 2006)

Dear Indra,

Thank you very much for your invitation to your birthday party at Rose's Café.

I would love to come, but I regret to let you know I have to take my little brother to the dentist's.

Love, Winda

Questions

- 1. Who invites Winda?
- 2. For what occasion is the invitation?
- 3. Where will the party be held?
- 4. When will the party be held?
- 5. What is RSVP?
- 6. Is Winda able to come to the party?
- 7. What happens to Winda's little brother?

Activity 4



Work in pairs. Answer the following questions

- 1. Have you ever got a message?
- 2. When was it?
- 3. Who wrote the message?
- 4. Why do people write messages?
- 5. What can you expect to find in a message?

Activity 5



Study the following e-mail messages between two friends. Then answer the questions.

Hi Jegeg,

You're right, Geg. The test will be held soon, starting from june 8. Here is some information you need. Students are asked to have their own stationary. No dictionary is allowed. Lateness is not tolerated. Cheating is prohibited. The students card must be presented. The first day is biology. Well, I've got to go now. We all miss you. See you soon. Tak egood care.

Love.

Bagus

Quetions

- 1. Who wrote the email?
- 2. Who was the email for?
- 3. Why did the sender write this email?
- 4. What ought Jegeg to bring to the test?
- 5. What is tested on the first day?

Activity 6



Reread the e-mail messages by Bagus in Activity 5. Observe the sentences he used in the e-mail once again. Can you identify the sentences with the pattern 'be + verb 3' in his e-mail massages? With a partner, write down these sentences in the box below.

5	

Activity 7



Now, compare the sentences you have written in Activity 6 with the following taken from the e-mail above. Notice the expressions in bold.

- 1. The test **will be held** soon, starting from June 8.
- 2. Students are asked to have their own stationeries.
- 3. No dictionary **is allowed** to be used.
- 4. Lateness is not tolerated.
- 5. Cheating **is prohibited**.
- 6. The ID card **must be presented**.

Study the sentences in the table below. Discuss them with a partner. The sentences have the same pattern as some sentences in the e-mail above.

Everyone	was	invited to the school party.	
Smoking in the public	is	prohibited.	
Part 1 of the book	is being	discussed now	
The blackboard	has been	cleaned.	
The party	will be	held on this Thursday night.	

Activity 8



Fill the blanks with the word provided on the right column. Look at the noun at the beginning of each sentence.

1	Syahrudin books everyday.	are read
	Books by Syahrudin everyday.	reads
2	The students the teacher's explanation. The teacher's explanation by the students.	understood was understood
3	Yoyoh the experiment report soon	will write
	The experiment report by Yoyoh soon.	will be written

Do these sentences have the same or different meaning? Discuss with a partner.

Practice

Activity 1



These expressions are parts of an invitation. Put these parts in their appropriate places to make an invitation.

- On Saturday, Sept 6
- **≈** RSVP
- I'm having a birthday party at 'Rumah Makan Ringin Asri'
- There are door prizes for you.
- **≪** At 08.00 pm
- Dear Friends,
- All of you are cordially invited.
- Yatman Surapraja

-

Activity 2



With a partner complete the following invitation card using appropriate expressions so that it makes an invitation. You will celebrate your football team's 5th anniversary. Decide the place, time yourself.

Dear,	

Activity 3



Use an appropriate form of verbs between brackets. No 1 has been done for you.

Making paper is a long process to do. Here is a series of process by which paper is made. All begins from trees in the jugle.



Pic. 7.8 (Rachmajanti and Sulistyo, 2007)

First, trees in the jungle are cut (1) down. Then, these trees (cut) (2) into smaller parts. These parts (call) (3) logs. Further, the logs (cut) (3) into very small pieces. These pieces then (mix) (4) and (cook) (5) in a very big container. Into the container, some chemicals (add). This results in a mixture which (call) (6) pulp. This pulp (press) (7) through rollers so that it forms sheets. These sheets (dry) (8) further to make paper. Now, the paper is ready to be processed further, for example, to be made into books etc.

Activity 4



Bak' Iyah helps the Han family. Ms. Han wants her to do the cooking for the day's meal while she is away. So, she writes a note to Bak' Iyah. Complete the following messages. Use passive voice.

Bak' Iyah,

The onions and garlic need to be (peel) and then (cut) into small pieces. Then put them in the butter.

The mushrooms need to be (boil) first when the onions are soft. Then, mixall of them.



Pic. 7.9 (www.e-psikologi.com)

Thanks.

Ibu

Activity 5



Complete the following messages. Use passive voice.

Bev,

I'll be out all afternoon.

The dishes need to bewhen you get home.

Then the vegetables need to be w....and c... up.

When you've finished that, the living - room need to be ...

Thanks a lot.

Mum



Pic. 7.10 (Dit.PSMP, 2006)

Source: Richards and Long, 1986.

Production

Activity 1



Work in pairs. Think about an interesting activity you will do this weekend. Invite your classmates to join you. Write down your invitation on a piece of paper. Mention 'what activity', 'where', and 'when.' Example

Hi Diding,

Come to my home on Wednesday 11, 4 p.m. Jl. Penanggungan 2/7. Share your happiness at my sister's birthday.

Pic. 7.10 (Dit.PSMP, 2006)

Jaka

Activity 2



You are invited by your best friend, Wie Chiang. Here is the invitation.

Hi Ibrahim

Please come to my home on Friday 13, at 4 p.m. Jl. Sindoro 1/6. I'm having my party to celebrate my achievement in a National Science Competition.

Wie Chiang

RSVP

How would you write a reply to Wie Chiang if ...

- a. you are willing to attend the party?
- b. you cannot come to the party because of a reason (give your own reason)?

Activity 3



Work in pairs. Write an invitation card to someone you know.

Choose one occasion you like. Make your invitation card as interesting as possible by decorating it. Display your work on the wall.

Activity 4



Work in pairs. Imagine that you will go out of town for a week. Ask your friend to do something. Write a list what to do in your message.

For example:

Dear Lisa,

The cat needs to be fed twice a day: at 8 a.m. and 5 p.m. Thanks.



Activity 5



You are going to be back late.

Write notes to your family members.

Tell them what you want them to do before you get back.

Use ideas of your own or some of the jobs below.

Things to do!

- the bathroom clean
- the dishes- wash
- Clothes iron
- the bedrooms tidy
- dinner prepare







Homework

- 1. In pairs make dialogues on how to:
 - a. make a telephone call,
 - b. invite someone, and
 - c. how to request someone to do something.

Then record your dialogues on a tape. Submit the tape to your teacher.

- 2. Write an invitation card for your friends. The occasion is housewarming party.
- 3. Write a message to your roommate. Tell her that you need to go back to your hometown for your sister's wedding. You need her help to water the plant and feed the fish.

Summary

In this unit you have learned several ways to do the following: how to make a telephone call, how to request, how to invite, how to write invitation cards and how to write messages. Each of these ways has particular characteristics that we must practice.

To make a telephone call, you must have opening expressions. For example, you can say: 'good morning', 'hello', 'hi there', etc. Here you must consider degree of politeness. To close a telephone call, you can use one of the following: 'bye', 'good bye', 'bye. Thanks for calling, etc.

To request someone to do something on the phone, you can use several expressions like 'Could/can/may I speak to ..., please'. Or, we can also use the expressions 'do you mind if ...', 'would you mind if'

To invite someone to a party or an occasion, we must not forget the place, time, date. Also, mention for what occasion you are inviting somebody. Finally, write messages to someone, you may use passive sentences.

Evaluation

a. Read the note and answer these questions.

Hi Ridho,
Hope you had a good day at work!
Gone to supermarket to get something for diner. Back at 6.
Love,
Fiona

1.	Who is it for?	
2.	Who wrote it?	
3.	Where did she go?	
4.	When will she be back?	

b. Look at the following situations and complete each question to make it polite.

- 1. After borrowing a book, you want to have your student card back.

 Can I have my student card back?
- 2. You want to borrow your friend's camera.

 Do you think?
- 3. You didn't hear what your classmate said. You want her to say it again. Would you mind?
- 4. You've written a letter in English. You want your teacher to check it.

	Would you mind?	
5.	You can't hear what our roommate is saying because of the radio.	You want
	him to turn it down. Would	?

Reflections

	This unit gives me (put tick V):
	new experiences.
	useful learning experiences.
	no useful learning experiences.
	useful learning strategy.
	☐ no useful learning strategy.
<u>.</u> .	The most interesting part in this unit is
) .	Things that I want to study more are
L	Read the statements. Then give tick (v) to ves no some

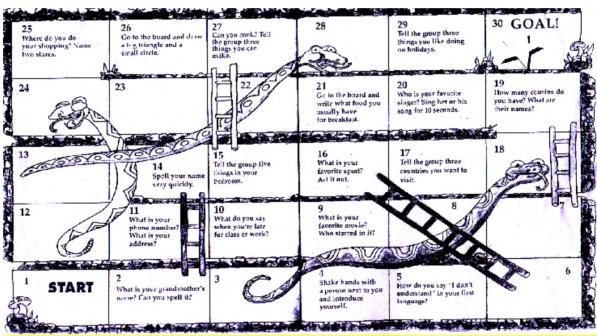
	Statements	very well	well	little
a.	I can make a telephone call.			
b.	I can make responses to a phone call.			
c.	I can make requests.			
d.	I can make responses to requests.			
e.	I can write an invitation card.			
f.	I can write messages.			

Vocabulary list

Words	Parts of Speech	Phonetic Transcription	Indonesian Equivalent
appointment	noun	[əˈpɔɪntmənt]	Janji, perjanjian
barbeque	noun	[ˈbɑːbɪkjuː]	Pesta di luar rumah dengan memanggang daging
cordially	adverb	[ˈkɔːdiəli]	Dengan hangat
encyclopedia	noun	[ɪnsaɪkləˈpiːdiə]	Buku referensi tentang ilmu pengetahuan yang disusun berdasarkan alfabet
food chain	noun	['fvd'tsem]	Rantai makanan
journal	noun	[ˈdʒəːnl]	Terbitan berkala
mashed potato	noun	[ˈmæʃdpəˈteɪtəuz]	Kentang rebus dilumatkan dengan susu dan mentega dan disajikan hangat
message	noun	['mesidʒ]	pesan
prohibited	adjective	[prəˈhɪbɪtid]	dilarang
supper	noun	[ˈsʌpə]	makan malam

Fun Page

SNAKES AND LADDERS. Work in groups of four. Each person places a chip on START. Throw a dice to move the chip. Read the question and answer or follow the instructions. If a chip lands on the bottom of a ladder, move up to the top of that ladder. If a chip lands on a snake's head, move down to the tail. The first person to reach the GOAL is the winner.



Pic. 7.11 (Dit. PSMP, 2006)