

Opinions, Preferences:

I think..., In my opinion..., I'd like to...,
I'd rather..., I'd prefer..., The way I see
it..., As far as I'm concerned..., If it
were up to me..., I suppose..., I suspect
that..., I'm pretty sure that..., It is fairly
certain that..., I'm convinced that..., I
honestly feel that, I strongly believe
that..., Without a doubt,...

Disagreeing:

I don't think that..., Don't you think it would be better..., I don't agree, I'd prefer..., Shouldn't we consider..., But what about..., I'm afraid I don't agree..., Frankly, I doubt if..., Let's face it, The truth of the matter is..., The problem with your point of view is that...

Giving Reasons and offering explanations: To start with, The reason why..., That's why..., For this reason..., That's the reason why..., Many people think..., Considering..., Allowing for the fact that..., When you consider that...

Перекладіть українською мовою.

Receiver, dial a number, ring /call, call back,
disconnect, subscriber, leave a message,
hold on, emergency call, pick up the
receiver, telephone directory

абонент

Перекладіть англійською мовою.

роз'єднати, бути на лінії, залишити
повідомлення, телефонна трубка,
підняти трубку, терміновий дзвінок,
телефонний довідник
передзвонити, набирати номер,
дзвінок, абонент

Key language and phrases used in telephone English:

<u>Introducing yourself</u> This is Ken. Ken speaking	<u>Asking who is on the telephone</u> Excuse me, who is this? Can I ask who is calling, please?
<u>Asking for Someone</u> Can I have extension 321? (extensions are internal numbers at a company) Could I speak to...? (Can I - more informal / May I - more formal) Is Jack in? (informal idiom meaning: Is Jack in the office?)	<u>Connecting Someone</u> I'll put you through (put through - phrasal verb meaning 'connect') Can you hold the line? Can you hold on a moment?
<u>How to reply when someone is not available</u> I'm afraid ... is not available at the moment The line is busy... (when the extension requested is being used) Mr Jackson isn't in... Mr Jackson is out at the moment...	<u>Taking a Message</u> Could (Can, May) I take a message? Could (Can, May) I tell him who is calling? Would you like to leave a message?

Прочитайте та перекладіть:

Operator: Hello, Frank and Brothers, How can I help you?

Peter: This is Peter Jackson. Can I have extension 3421?

Operator: Certainly, hold on a minute, I'll put you through...

Frank: Bob Peterson's office, Frank speaking.

Peter: This is Peter Jackson calling, is Bob in?

Frank: I'm afraid he's out at the moment. Can I take a message?

Peter: Yes, Could you ask him to call me at 212 456-8965. I need to talk to him about the Nuovo line, it's urgent.

Frank: Could you repeat the number please?

Peter: Yes, that's 212 456-8965, and this is Peter Jackson.

Frank: Thank you Mr Jackson, I'll make sure Bob gets this asap.

Peter: Thanks, bye.

Frank: Bye.

Складіть речення зі словами

Receiver, dial a number, ring, call, call back,
disconnect, subscriber, leave a message, hold
on, emergency call, pick up the receiver,
telephone directory

**Перекладіть речення українською.
Дайте відповіді на запитання
англійською мовою.**

1. Could you give him a message ?
2. Can you spell that please?
3. I'm sorry he is away this week
4. Could you ask him to call me.
5. Who's calling please?
6. Could you give me your number?
7. Hold the line please
8. ...could I have your name again?
9. Could I speak to... ?

Складіть діалог за однією з поданих нижче тем:

- ***Real life situations*** - Businesses are always interested in telling you about their products. Find a product you are interested in and research it over the telephone. You can ...
 - call a store to find out the prices and specifications.
 - ring the company representative to find out details on how the product works.
 - telephone a consumer agency to find out if the product has any defects.
 - call customer service to find out about replacement parts, etc.

Завдання

- діалог перевірю під час аудиторного заняття (+2 бали до оцінки на занятті)
- виконуйте блок СРС №5 (8 балів)