

No.

Topic: Making a Phone Call (電話をかける)

Material: Business English (Office Situation)

Objectives:

At the end of the lesson, the students will be able to:

1. Master the vocabularies.
2. Learn to construct grammatically correct sentences.
3. Learn useful expressions in making and answering a phone call.

WARM-UP: MATCHING TYPE

Directions: Match the phrasal verbs in column A with the words in column B to complete some useful telephone phrases. (A の類似語を B から探してください)

A	B
1. give somebody	a. a call
2. call somebody	b. a number
3. dial	c. a text
4. put somebody	d. back
5. send somebody	e. on hold

VOCABULARY

• Phone call (calling)	• Recipient (receiver)
• Dial a number	• Phone number
• Caller	• Dial tone

DIALOGUE

Scenario: Renalyn makes a call to the PEZA office to ask about their PEZA application.

Stephen: PEZA, this is Stephen.

Renalyn: Hi Stephen, this is Renalyn from Spirale Corporation. I'm calling in regards to the PEZA requirements. Do you have a minute to answer a couple of questions?

Stephen: Sure. What can I help you with?

Renalyn: We only have here the 3 copies of our engineers' valid IDs. We still need to get a copy of the architect's valid ID. He might visit tomorrow though. Can I just bring the 3 copies this afternoon and just fax the copy of the last one?

Stephen: Yes, you could. Just come to the office and bring the requirements you have there.

Renalyn: Thank you so much! That could save me a lot of time. Do I still need to notarize these?

Stephen: Yes, Ma'am. All PEZA requirements should be notarized.

Renalyn: Oh, I see. I'll have it notarized today then. Thanks!

Stephen: You're welcome. Do you have any other questions?

Renalyn: No. That's all I had. Thanks for your time.

Stephen: No problem.

Renalyn: Okay, bye.

DIALOGUE BUILDING

Directions: Fill in the blanks with the correct words to complete the dialogue below.

(空欄を上部の単語を使用して完成させて下さい)

good morning
Fujishima

help
continue

ask
Please tell him

appointment
Thank you

1. Hello, _____! May I speak to Mr.Kinabura?
2. This is Mr. Kinabura speaking. How may I _____ you?
3. This is Lei. I just want to _____ if you are still going to _____ your _____ to Mr. _____ ?
4. That's for sure. _____.
5. Ok, Sir. _____.

QUESTION AND ANSWER : 質問に答えて下さい

1. What do you think of Renalyn's way of making a phone call?
2. How do you make phone calls?
3. What are the things you need to consider when making a phone call?