

Faculty of Economics and Tourism
Department of International Business Management

Business English Plus: 309 3303

Week: 3

Unit 3: On the phone

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I. Listening

➤ Listen and check (✓) the expressions you hear.

call 1 call 2 call 3

- | | | | |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| 1) Can he call you back? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) Could you repeat it, please? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3) Speaking. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4) I will put you through | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5) Can I take a message? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6) Can I leave a message? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7) I will call you back later. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8) How can I help you? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9) He is talking on another line. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10) I will give him the message as soon as possible. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

II. Grammar

The present continuous

➤ Structure: **Subject + the verb to be + V_{1+ing} + object/complement**

Ex:

- 1) I am working in my office.
- 2) Our teachers are having a meeting.
- 3) Bounmy is preparing dinner.

➤ We use the **present continuous** to talk about things that **are happening now**, while we use the **present simple** to talk about things that **often happen**.

Ex:

The present simple

- 1) Hiroshi usually works late.
- 2) Hiroshi and Greg often have lunch together.
- 3) Anocha writes an email every morning.

The present continuous

- But this evening he is not working late because it is his wife birthday.
- Today they are having lunch in the cafeteria with a client.
- Right now she is writing an email to her boss.

➤ Put the verbs in the correct form of the present tense (10 minutes)

- 1) Greg *usually works* (usually / work) in London, but *this month he is working* (this / month / work) in Osaka.
- 2) A: Can I speak to Mr. Young? I ...*am calling*...(call) about the new course.
B: No, sorry. He...*is talking*...(talk) to another student at the moment. Can you call back later?
- 3) A: Listen,...*your phone is ringing*...(ring / your phone).
B: Yes, I...*am expecting*...(expect) a call from my parents. They...*always call*...(always / call) me on Sundays.

- 4) Mai...*usually leaves*...(usually / leave) the office at five o'clock. Now it is five o'clock, but Mai...*is not leaving*...(not leave) the office. She...*is staying*...(stay) longer today.
- 5) ...*They are attending*...(they / attend) the conference in Hawaii this week?
- 6) A: What...*are you working*...(you / work) on at the moment?
B: I...*am preparing*...(prepare) a presentation for the next lesson.
- 7) Christine is on business trip in Osaka. She...*is enjoying*...(enjoy) the trip. She...*always enjoy*...(always / enjoy) her trip to Osaka.

III. Speaking

➤ Talking about cell phones

Students work in pairs, discuss the importance of each of the functions of a cell phone. Use these questions to ask your partner: **What functions are most important and less important to you in a cell phone? Why?** After that, a few students volunteer and report what their partners said to the class. (15 minutes)

battery life	music camera	quality of display	colour size
games	screening TV	Internet	text messages

IV. Reading

A new development in the world of cell phones

Samsung is developing a flexible smartphone that you can roll up like a piece of paper. This is possible. Thanks to a wonder material called "graphene".

Graphene is a very light but a very strong material made from graphite-and graphite is something we all know-it is the grey stuff in our pencils!

Graphene was discovered in 2004. It is such an amazing material that two scientists who discovered it got the Nobel Prize for Physics in 2010.

Smartphone users touch their screens hundreds of times a day, so the screens have to be very strong. And smartphones must also be light, so you do not notice them in your pocket. Graphene is much stronger and lighter than the material we are using at the moment to make smartphone screens. It is so much, much cheaper.

Samsung is not the only company that is working on projects with this attractive new material. Both Nokia and IBM are looking at different uses for graphene. So let the future begin!

➤ Scanning for detail

Find out about graphene. Are the statements correct? If not, correct them.

- 1) It is the material we have in pencils...*Not correct. The material we have in pencils is graphite...*
- 2) Samsung discovered it...*Not correct. Two scientists discovered it...*
- 3) It was discovered in 2010... *Not correct. It was discovered in 2004...*
- 4) It is attractive because it is light and flexible...*Correct...*

- 5) It is very strong but very expensive...*Not correct. It is cheaper than the material we are using at the moment...*
- 6) You can only use it for smart phone screens...*Not correct. Nokia and IBM are looking at different uses...*

V. Vocabularies

1) Back	ກັບ	9) Through	ຜ່ານ/ສິ່ງຕໍ່
2) Call	ໂທ	10) Address	ທີ່ຢູ່
3) Help	ຊ່ວຍ	11) Company name	ຊື່ບໍລິສັດ
4) Leave	ອອກ	12) Email address	ທີ່ຢູ່ອີເມວລ໌
5) Line	ສາຍ	13) First and last names	ຊື່ ແລະ ນາມສະກຸນ
6) Message	ຂໍ້ຄວາມ	14) Logo	ໂລໂກ
7) Possible	ເປັນໄປໄດ້	15) Job title	ຕຳແໜ່ງ
8) Repeat	ຢ້ຳຄືນ	16) Phone number	ເລກໂທຕິດຕໍ່
9) Speak	ເວົ້າ/ລົມ		

End