DEFINE SISTEME UNIT 04 ON THE PHONE

WORD LIST

angry: kızgın
any more: artık
appointment: rande

appointment: randevu as soon as possible: en

kısa sürede

book a ticket: bilet ayırtmak bored: sıkılmış

break into: bir yere zorla girmek

confirm: onaylamak connect: bağlantı kurmak

cons: dezavantaj contact with smb / keep in touch with smb: birisiyle

iletişim kurmak

continue / go on: devam

etmek

cool: havalı crazy: çılgın

customer service: müşteri

hizmetleri

date of birth: doğum tarihi dial the number: numarayı

tuşlamak

disabled: engelli donate: bağış yapmak embarrassed: utanmış extension: dahili numara

emergency: acil essential: gerekli, önemli face to face interaction /

communication: yüz yüze iletisim

homeless: evsiz important: önemli

improve: geliştirmek incident: kötü olay, vaka

introduce: tanıtmak invent: icat etmek

issue: konu, olay letter: mektup

make a phone call: telefon görüşmesi yapmak

memo: kısa not municipality: belediye neighbourhood: mahalle old - fashioned: eski moda

people in need: ihtiyaç sahibi insanlar

pros: avantaj
provide: sağlamak
reservation: rezervasyon

safety: güvenlik scared: korkmuş sleepy: uykulu

smart phone: akıllı telefon stranger: yabancı such as: gibi surprised: şaşırmış

talk face-to-face: yüz yüze

konuşmak

text a message: mesaj gönder-

mek

the best way: en iyi yol

through the balcony: balkondan use social network: sosyal

medyayı kullanmak useful: faydalı

USEFUL EXPRESSIONS

Who is the inviter?
Davet eden kim?
Who receives the invitation?
Davet kime yapılmış?
Hang on a minute.
Bir dakika bekleyin.
I'll get back in a minute.
Bir dakikaya size döneceğim.
Bob speaking.
Ben Bob.
Is James there?
James orada mı?
I'll get him.
Çağırıyorum.
May I speak to Bill?

May I speak to Bill?
Bill ile konuşabilir miyim?
He isn't available at the moment.

Şu anda müsait değil. Would you like to leave a message?

Mesaj bırakmak ister misiniz? Could you tell him to...?

... yapmasını söyler misiniz?

This is Ali calling. Ben Ali. I can't hear well.

İyi duyamıyorum. It's a bad line. Hat kötü.

Is Ceyda in? Ceyda orada mı?

She has gone out. Dışarı çıktı.

Don't hang up the phone. Telefonu kapatmayın.

l'Il put you through. Sizi aktarıyorum. Could you speak louder /

slowly?
Yüksek sesle / Yavaş konuşur

musunuz?

I'll talk to you soon.

Seni kısa sürede arayacağım.

I'm sorry to hear that. Bunu duyduğuma üzüldüm. Take care. Kendine iyi bak. Calm down, please. Lütfen sakin olun. I'm terribly sorry.

Çok üzgünüm.

What do you think about...? ... hakkında ne düşünüyorsun?

As a result, ... Sonuç olarak ... Have a nice day. İyi günler.

I'll check it.
Kontrol ediyorum.

Could I have your name? Isminizi alabilir miyim? May I help you? Yardım edebilir miyim?

How do you spell your name?

Isminiz nasıl söyleniyor? How do you communicate with your buddies?

Arkadaşlarınla nasıl iletişim kurarsın?

I think ...

Bence ...

I guess ...

Sanıyorum ki ...
I suppose / hope ...

Umuyorum ki ... / Sanırım

I believe ... İnanıyorum ki ... You're welcome.

You're welcome.
Rica ederim.

What did you say? Ne dediniz?

Who is calling?
Kim arryor?

What are your future plans?

Gelecekle ilgili planların neler?

See you later, then.
O hâlde sonra görüşürüz.

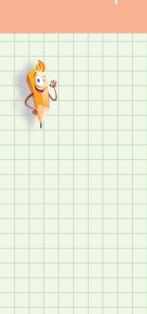
How is it going?
Nasıl gidiyor?

The line is engaged. Hat meşgul.











happy











pick up the phone









dial the number





bored



hang up the phone



CHANGES IN COMMUNICATION

smart



telephone



2010s

smart phone





Match the expressions with the pictures.

1. text a message 2. talk face-to-face 3. make a phone call

4.

leave a memo

5.

write a letter

a.



b.



C.



d.



e.



STATING DECISIONS AT THE TIME OF SPEAKING

✓ When we make a decision at the time of speaking, we use will. (Konuşma anında alınan kararlardan söz ederken will kullanırız.) will = 'll

I'll call back later. (Daha sonra tekrar ararım.)

I'll meet you there. (Orada görüşürüz.)

I won't leave a message. (Mesaj bırakmayacağım.)

I will pick you up. (Ben seni alırım.)

I'll take a memo. (Not aliyorum.)

I'll get back to you in an hour. (Bir saat içerisinde size geri dönerim.)



The match starts at 7.00.

OK. I will be there on time.





The phone is ringing.



Could you tell Tom to meet me at 2?

OK. I'll pick it up.



Alright. I'll take a memo.



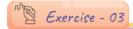




Exercise - 02

Circle the correct option.

- a. A: Hi, Jane! We are meeting with friends tomorrow. Will you join us?
 - B: That's good news. I will / can't join.
- b. A: Dear! I am washing the dishes. Can you pick up the phone?
 - B: OK. I can't. / will.
- c. A: Sorry, I have an important exam tomorrow.
 - B: Okay. We will meet up later / now then.
- **d. A:** Sorry. Tom isn't at home.
 - B: | will call back later / can wait then.
- e. A: I forgot my wallet at home and I don't have any money with me.
 - B: Don't worry, I also forgot my wallet. / I will lend you some.



Answer the questions.

- a. A: What will you do this afternoon?
 - B: I am not sure. I think (stay at home)
- **b. A:** The phone is ringing.
 - **B:** I (pick up)
- c. A: Sorry. Mr Anderson isn't avaliable now. Can I take your message?
 - B: Thank you. I later. (call back)
- d. A: We are having a party on the weekend. Would you like to join us?
 - **B:** Sorry, I can't. I have a terrible headache.
- A: I hope you (get well soon)
- e. A: Is Mr. Jackson in?
 - B: Hold on a minute. I (put through)

FOLLOWING PHONE CONVERSATIONS - I

✓ When we want to talk to someone on the phone, we use the following expressions. (Telefonda biriyle görüşmek istediğimizde aşağıdaki ifadeleri kullanırız.)

Hello. This is Jane. Is Bill in? (Merhaba. Ben Jane. Bill orada mı?)

Could / Can / May I speak to Jack? (Jack ile görüsebilir miyim?)

Is Ted there?

Could I talk to Esin?
(Esin ile görüşebilir miyim?)

Can you put me through to Erkan Şahin? (Beni Erkan Şahin'e bağlayabilir misiniz?)



Good morning. This is Arda calling.
May I speak to Mr. Smith?

✓ When we want to learn the name of the person, we use the following expressions. (Arayan kişinin ismini öğrenmek için asağıdaki ifadeleri kullanırız.)

Can / May / Could I get your name? (İsminizi alabilir miyim?)

May I ask who is calling? (Kimin aradığını sorabilir miyim?)

Who is calling? (Kim ariyor?)

How do you spell your name? (İsminiz nasıl kodlanıyor?)



Mr. Smith isn't in.

May I ask who is calling?

✓ When the person you call isn't there, the following expressions can be used. (Aradığımız kişi orada değil ise aşağıdaki ifadeler kullanılabilir.)

I'm afraid, he isn't in / here. (Üzgünüm, burada değil.) I'm sorry, he isn't available. (Üzgünüm, müsait değil.)

He's out for lunch. (Öğle yemeği için dışarıda.)

He's busy now. (Şu anda meşgul.)

He has a meeting. (Toplantisi var.)



I'm sorry, Mr. Smith is not available now.





FOLLOWING PHONE CONVERSATIONS - II

✓ When the person tries to connect us, the following expressions can be used. (Karşımızdaki kişi bizi aradığımız kişiye bağlamaya çalışırken aşağıdaki ifadeler kullanılabilir.)

I'll get him / her. (Çağırayım.)

I'll put you through. (Aktarıyorum.)

Let me check. (Kontrol edeyim.)



May I speak to Jason?

Hold on. I'll put you through.



✓ When we want the person on the phone to wait, the following expressions can be used. (Telefon-daki kişinin beklemesini istediğimizde aşağıdaki ifadeler kullanılabilir.)

Could / Can you hold on a moment, please? (Bir dakika bekler misiniz lütfen?)

Don't hang up the phone. (Telefonu kapatmayın.)

Can you wait a minute?
(Bir dakika bekleyebilir misiniz?)

Hold the line, please. (Lütfen hatta kalınız.)



May I speak to Mr. Spencer?

Hold on a minute, I'll put you through.



✓ When we can't hear or understand the person on the phone, the following expressions can be used. (Telefondaki kişiyi duyamadığımızda veya anlayamadığımızda aşağıdaki ifadeler kullanılabilir.)

I can't hear well. (İyi duyamıyorum.) It's a bad line. (Hat kötü.)

Can / Could you speak louder / slowly? (Yüksek sesle / Yavaş konuşur musunuz?)

Can / Could you repeat that? (Tekrar edebilir misiniz?)

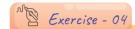
Can / Could you say that again? (Tekrar söyleyebilir misiniz?)



This is Bob Speaking.
Is Jim in?

I can't hear well. Can you repeat?





Put the words into the correct order.

- a. I / May / please / to / speak / Mr. Brown / ?
- **b.** I / available / am / isn't / sorry / now / Mrs. Green / .

do / name / How / spell / your / you / ?

d. calling / This / Linda / Bob / in / is / Is /?

e. ask / is / I / calling / who / Could /?

.....

SE Exercise - 05

Circle the correct phrases.

- a. May I call / talk to Jason, please?
- b. I'm afraid, he isn't busy / available.
- c. Could I ask who / what is calling?
- d. I'm sorry, she has a meeting / lunch.
- e. A: Good morning. Is Mr. Jackson out / in?
 - B: Hang on. I'll put you through / dial the number.

- f. A: Is Lucy there?
 - **B:** Hold on. / Hang up the phone. I'll connect you.
- g. A: Can I talk to Arda?
 - **B:** Wait a minute. I'll **get / send** him.
- h. Jack isn't in. I'll take a phone / memo for him.

SE Exercise - 06

Put the expressions into the correct places.

he isn't available now

I'll call back later

Sam Brown speaking

Is Mr. Smith there

- a. Sam: How can I help you?
- **b. Leo:**?
- c. Sam: I'm afraid Would you like to leave a message?
- d. Leo: No, thanks.





FOLLOWING PHONE CONVERSATIONS - III

✓ When we want to leave and get a message, the following expressions can be used. (Mesaj almak) ve bırakmak için, aşağıdaki ifadeler kullanılabilir.)

Would you like to leave a message? (Mesaj bırakmak ister misiniz?)

Do you want to leave a message? (Mesaj bırakmak ister misiniz?)

Can I take your message? (Mesajınızı alabilir miyim?)

Can / Could you tell her / him to ...? (Ona ... yapmasını iletir misiniz?)

No, thanks. I'll call back later. (Hayır, teşekkürler. Ben sonra ararım.)



Mr. Çelik isn't available. Would you like to leave a message?

Can you tell him to call me, please?





Exercise - 07

Match the parts of the sentences.

- Could I speak

 - Hold on, I'll
- I'm sorry, it's
- Can you tell her
- Can you repeat? I can't

- put you through.
- to meet me at 2.00?
- hear you well.
- to Carol, please?
- a bad line.



Exercise - 08

Circle the correct expressions.

- a. A: Could I speak to John, please?
 - B: Sorry, he isn't available now. / I'll put you through.
- b. A: Is Tom in?
 - **B:** One minute, please. I'll **phone you later / get him**.
- c. Mr. Anderson isn't available at the moment. Can I go out / get your name?
- **d.** I can't hear you. It is a **good / bad** line.
- e. A: Hello! Is Terry there?
 - B: Hold on / Pick up. I'll check.





NED - 1

bad line

	当 Exe	ercise - UT						
Put the words into the correct places.								
a.	Steve	: Good morning. Is Mr. Smith?	available					
	Tina	: I'm sorry, he is now.	message					
		Would you like to leave a?	call back					
	Steve	: No, thanks. I'll later.						
b.	Linda	: Can you to Mrs. Parker?	engaged					
	Secret	ary: Hold on I'm sorry, the line is						
	Linda	: OK. I'll call back later.	put me through					
c.	Sally	: I'd like to a room for 2 nights, please.	could					
	Helen	: Sure people is it for?	Could					
	Sally	: 2. Me and my husband.	book					
	Helen	: I get your name?						
	Sally	: Sally Brown.	how many					
	Helen	: Can you it, please?	looking forward					
	Sally	: S-A-L-L-Y-B-R-O-W-N.	looking lolward					
	Helen	: That's OK. We're to seeing you, Mrs. Brown.	spell					
	Sally	: Thank you.						
d.	Linda	: Good morning. Is Bob?						
	Peter	: I can't I think it's a Can you repeat?						
	Linda	: Can I talk to Bob, please?						
	Peter	: l'Il call him.						

hold on

there



hear well





Put the phone conversations into the correct order.











Read the text.

Communication is a basic need for human beings. Since the earlier times, people have used many means of communication such as smog, messenger birds, telegraph and telephone. Using smart phones is the latest and the most popular means of keeping in touch with our family and friends. They are easy to carry and you can connect to the Internet everywhere. You can call anyone anywhere you want. However, they are expensive. Spending too much time on smart phones can cause addiction and it can disturb your concentration. So, we should be careful while using our phones.

a. Write the names of communication methods.

1.



.....

2.

Pros of smart phones

.....



.....

3.



4.

Cons of smart phones



b. Write pros and cons of smart phones according to the text above.

c. Answer the questions.

- 1. What did humans use for communication in earlier times?
- 2. What is the most common means of communication today?
- 3. Why should people use smart phones carefully?







Exercise - 12

Choose the correct option.

a. Ali : May I speak to Eric?

Nancy: Sorry, he is not in now. ----?

: No, thanks.

A) Do you want to dial the number

B) Do you want to leave a message

: Hi! Is Rita there? b. Julia

Mother: I am not sure. ----, please. I'll check.

A) Hold on

B) Pick up

c. Eric : Do you have any plans for the weekend?

Bob : ---. Can you say that again?

Eric : Do you have any plans for the weekend?

A) Sorry. It's a bad line

B) That's a good idea

d. Mary : Can I talk to James?

Liz : He isn't here now. Would you like to

leave a message?

: Oh, yes. ----. Mary

A) Please, tell him that the party will be on Friday

B) That would be great but I can't come

e. Mert : ----?

> : I'm afraid he is not at home at the Sue

> > moment.

A) Is Tom in

B) Call him, please

k. Ted

: Hello! Can I speak to Elena, please?

: Hi, Elena. This is Kate.

: May I speak to Eric?

: I am sorry, she isn't at home.

: I am sorry, she isn't. Do you have a

: I love using social networking sites.

: OK. I'll call back later.

: Sorry. ----?

: This is Jane.

A) Could I ask who is calling B) Can I leave a message

A) Can you tell your name

Sally: Hello. Is Linda at home?

note for her?

Sally: No, thanks. ---.

A) I think you are her mother

B) Can I speak to Tina

B) I will call her later

g. Kate

h. Jane

i. Jack

Lisa

Jack

Rita

Tom

Jane

Elena

Kate

A) Speaking

B) Not really

Carol : I text messages and sometimes call

them.

A) How often do you meet your friends

B) How do you contact with your buddies

f. Mark : Hello! This is Mark. ----?

Leo : Hang on a minute. I'll get her.

A) Can I speak to Linda

B) Will you take a memo

I. Sam : Hello! Sam speaking. Is Jason in?

Peter : ---. I guess it's a bad line.

: Can I talk to Jason, please? Sam

A) I'm sorry to hear that

B) I can't hear you well







Dave : Good morning. I want to book a

table for ten for tonight.

Mrs. Andrews: Sure. What time will you come?

Dave : At about 8.30.

Mrs. Andrews: OK. May I get your name and

phone number?

Dave : Dave Willson. 950312437.

Mrs. Andrews: Thank you, Mr. Willson.

Which of the following is the conversation above about?

- A) Reservation
- B) Complaint
- C) Appointment
- D) Shopping order

2. Tina's Preferences





Which of the following is CORRECT according to the pictures above?

- A) Tina is fond of writing letters.
- B) Tina never uses technology for communication.
- C) Tina prefers texting messages.
- D) Tina hardly ever sends messages.

 People used different ways to communicate. Abbasids used messenger birds to send messages from distant places.

Which picture is described in the sentence text above?

A)



B)



C)



D)



- 4. I. Would you like to leave a message?
 - II. Sure, I'm taking a note.
 - III. I'm afraid, Tom isn't in.
 - IV. Could you tell him to call me?

What's the CORRECT order of the dialogue above?

- A) III I IV II
- B) IV I II III
- C) III IV I II
- D) IV II III I
- Smart phones make communication easy but they have lots of cons. (I) They are really expensive. (II) They cause addiction. (III) They disturb concentration. (IV) They have fast Internet connection.

Which of the following is NOT suitable to the text above?

- A) I
- B) II
- C) III
- D) IV

6.

?

Most of the people use smart phones all over the world. They are easy to carry. We can keep in touch with people anywhere and anytime. They may be a rescue for emergency.

What is the best title for the text above?

- A) Types of Smart Phones
- B) Price of Smart Phones
- C) Cons of Smart Phones
- D) Pros of Smart Phones

Answer the questions 7-8 according to the text below.



In 1876, Alexander Graham Bell invented the first telephone. In 1896, Marconi invented the radio, but the range was only 1.6 km. John

Logie Baird invented the television in 1927. It was black and white. The invention of the mobile phone took a while. In 1973, Martin Cooper invented the first mobile phone. The most important invention, the Internet, came to our lives in 1983.

7. The text above is about ----.

- A) Martin Cooper
- B) the Internet
- C) communication
- D) scientists

8. According to the text, the latest development is

- A) the mobile phone
- B) the Internet
- C) telephone
- D) television

9.



Which of the following completes the dialogue above?

- A) I can hear you well
- B) I will put you through
- C) I'm sorry to hear that
- D) I have gone out

10.



According to the messages above, who refuses the invitation above?

- A) Chris
- B) Laura

C) Bill

D) Nancy







1.

Ways of Communication				
Smoke signals	1800 BC			
Telegraph	1838			
Messenger birds	1150			
First telephone	1896			

According to the table above, which is the oldest way of communication?

A)



B)



C)



D)



2.





Jane : I booked a room on 22nd April.

Receptionist: Hold on, please. I'll check... OK.

What's the problem?

Jane : It should be a double room. But

there's only one single bed here.

Receptionist: I'm terribly sorry. I'll find you

another room immediately.

Which of the following is the conversation above?

- A) Appointment at a hotel
- B) Hotel reservation
- C) Hotel advertisement
- D) Complaint about a hotel

3. Dave : May I talk to Larry Brown?

Secretary: Hold on, please. I'll check... I'm afraid ----.

Can you call back later?

Dave : OK. Thanks.

Which of the following completes the dialogue above?

- A) the line is engaged
- B) he isn't busy now
- C) I can take your message
- D) he can't speak louder

Answer the questions 4–5 according to the text below.



The United Nation Refugee Agency created an application for the smart phone users. The application uses real-life experiences to raise awareness about the problems of the

refugees. There are examples why the refugees abandoned their countries; war, persecution, terror and poverty. You will face with how difficult the life is for refugees while playing the game. You have to make tough decisions to survive.

4. According to the text above, United Nation created the application to ----.

- A) earn money to help the refugees
- B) draw attention to the problems that refugees face
- C) show why the refugees wanted to have a hard life
- D) entertain the children who likes strategy games

According to the text above, one of the reasons for being a refugee is ----.

- A) the United Nations
- B) environment
- C) good life standards
- D) persecution