

FUMC ESL 10-14-2013 High Intermediate Lesson

Telephones: In your group, read the statements and questions. Tell what the underlined words mean. Ask each group member to answer the questions.

1. Get out your cell phone. Is it different than others in your group?
2. Does everyone in the group have a smartphone?
3. Does everyone have a touchscreen or do some people have phones with buttons?
4. What is your ringtone? How do you set your ringtone?
5. How do you turn the volume up? Do you like your cellphone volume on "loud"?
6. Do you answer cellphone calls when you are in a restaurant, or on a bus?
7. Do you get frustrated when you get a busy signal for a long time? What do you do?
8. Listen for the dial tone before you dial.
9. How quickly do you call back when a person leaves a message?
10. Do you have call forwarding on your home phone?
11. Do you get mad when people put you on hold?
12. How many contacts do you have on your phone?
13. Who do you call more often, family or friends?
14. Do you make many international calls?
15. What is the area code for Austin?
16. Is your home phone unlisted?
17. Why would you want an unlisted number?
18. Do you check caller id before answering?
19. Do you usually have a weak signal inside buildings?
20. What do you dial for directory assistance?
21. What do you dial for emergencies?

Practice these conversations with a partner.

Ralph: I'd like to speak to Phil Anderson.

Receptionist: Who's calling please?

Ralph: My name is Ralph Warren.

Receptionist: I'll see if Mr. Anderson is in, Mr. Warren.

Ralph: Thank you.

Receptionist: Mr. Warren, I'm sorry, but Mr. Anderson is with a client. Would you like to leave a message? I can connect you with his voicemail box.

Ralph: No, thanks. I want to speak to him in person. I'll call back this afternoon.

Receptionist: Mr. Warren, our office will be closed this afternoon. Are you sure you wouldn't like to leave a message.

Ralph: No, it can wait. I'll call him Monday.

1. Who did Ralph want to speak to?
2. Why couldn't Ralph speak to him?
3. Why didn't Ralph leave a message?
4. What did Ralph mean when he said, "it can wait"?

Operator: 911, what is your emergency?

Carol: There was a head on collision.

Operator: State your location, please.

Carol: I am at the intersection of Lamar and Greenleaf.


Operator: Are there any injuries?

Carol: Yes, several people look injured. One woman is unconscious.

Operator: Thank you. Please stay on the line. I'll send an emergency response team.

1. Who did Carol call?
2. What did Carol say had happened?
3. Were there injuries?
4. One woman was _____.
5. What does "stay on the line" mean?

Read this phone bill and answer the questions that follow.

 ESL Communications						
Bill date- 06/13/03			Date due- 06/27/03			
For (828) 222-2222			Questions? Call Customer Service at 1-800-ESLPHONE			
Long Distance Charges:						
DATE	TIME	PLACE CALLED	AREA CODE	NUMBER	MIN	AMOUNT
05/15	1:50 PM	Charlotte, NC	704	555-5555	3	1.93
05/27	8:03 AM	Raleigh, NC	919	333-4321	20	6.43
06/08	9:07 PM	Greensboro, NC	336	999-2003	21	4.86
Total Long Distance Charges						13.22
Local Service Charge						23.14
Long Distance Charges						13.22
Emergency 911 Surcharge						.50
411 Information Surcharge						.50
State Tax						.93
Federal Tax						.57
Total Amount Due					38.86	

1. When is this bill due?
2. What is the total charge for long distance phone calls?
3. Who can you call if you have questions about your bill?
4. What is the customer service number?
5. How much does local service cost? _____ Total surcharges? _____
6. The total of federal and state taxes is _____.
7. On May 27, this customer called Charlotte, NC. The call lasted _____ minutes. The amount charged for this call was _____. The time of the call was _____.
8. The call to Greensboro, NC, on June 8 lasted _____ minutes. The amount charged for this call was _____. The time of the call was _____.
9. Why do you think the call to Greensboro was cheaper than the call to Charlotte?

