

Worksheet

The story so far

Katie is working at a job she doesn't really like and things are not going well with her boyfriend, Mark. Katie's cousin Sal has asked her to go and stay with her in California. Katie has to make a decision: stay in England, or go to California.



Listening

1. Work in groups. Look at the following list of common jobs that young people in the UK do when they finish school or university.

What do you think of these jobs? Put them in order from *BEST* (1) to *WORST* (5).

Working in a shop Selling things over the phone Working in an office
Working in a fast food restaurant Working as a waiter/waitress in a bar or café

What are some common jobs for young people in your country?

2. Listen to the episode and answer the questions.

- Which of the jobs in 1 does Katie do?
- How many people does she talk to?
- What does she do at the end of the day? How does she feel?

3. Listen again and number the phrases in the order you hear them.

- Can I call back later?
- I can't take your call right now but leave a message and I'll call right back.
- I'm sorry sir, but there's no need to be so rude!
- It's really not a good time for me right now.
- We have some excellent offers this month.
- Will you just stop phoning me?

Worksheet

Language: Answering the phone

4. There are several ways to answer the phone in English. Have a look at the following and decide if they are more suitable for home or work situations. Write *H* for 'home' and *W* for 'work'.



- a) Hello?
- b) Good morning / afternoon / evening.
- c) Bristol 97582, Isabel speaking.
- d) Hi!
- e) Hello this is Mateu speaking, how can I help you?
- f) Yep!

5. How do you answer the phone in your language? What would be the direct translation into English?

Discussion

Answer the questions.

1. Do you think that the manager was right to fire Katie?
2. Do you ever receive phone calls from sales representatives? What are they usually trying to sell you?
What do you usually say?
3. How do you think Mark is going to react to Katie's decision to go to visit Sal in California?

Transcript

CUSTOMER 1: Hello 752319.

KATIE: Good morning, my name's Katie and I'm phoning from 'Speedy Net'. Do you have an Internet connection at home?

CUSTOMER 1: Hello, um, yes I do have Internet thanks.

KATIE: Would you be interested in changing to Speedy Net Connection? We have some excellent offers this month.

CUSTOMER 1: No thanks, I'm happy with what I've got. Thanks, bye.

KATIE: Ok, fine.

CUSTOMER 2: Hello?

KATIE: Hello. My name's Katie and I'm phoning from 'Speedy Net'. Do you have an Internet connection at home?

CUSTOMER 2: Yes, I do thanks, and it's really not a good time for me right now.

KATIE: Ok, yes, I can hear you're busy. Can I call back later?

CUSTOMER 2: No, please don't. I don't want to change my Internet server thanks. Bye!

KATIE: Hello. My name's Katie and I'm phoning from 'Speedy Net'. Do you have an Internet connection at home?

CUSTOMER 3: Listen, I'm sick of you lot! I don't want the Internet... I don't want new windows... I don't want cable TV... I don't want any of it. Will you just stop phoning me?

KATIE: I'm sorry sir, but there's no need to be so rude....

CUSTOMER 3: But it's every day! You lot phone me up trying to sell me things I don't even want... I'm sick of it!

KATIE: Well, you're not the only one! Ahhhh!

MANAGER: Katie can I speak to you in my office please? I think you know why!

SAL: Hi, it's Sal. I can't take your call right now but leave a message and I'll call right back.

KATIE: Sal? It's Katie. You're right. I'm fed up. I'm coming to California!



Answers

Listening

2. a) She sells things over the telephone.
b) Three customers and the manager.
c) She calls Sal and says she's coming to LA. She feels fed up and upset.
3. 1) We have some excellent offers this month.
2) It's really not a good time for me right now.
3) Can I call back later?
4) Will you just stop phoning me?
5) I'm sorry sir, but there's no need to be so rude!
6) I can't take your call right now but leave a message and I'll call right back.



Language: Answering the phone

4. a) H
b) W
c) H (this is quite an old-fashioned way to answer the phone, popular with older people!)
d) H
e) W
f) H