



10 TELEPHONING



Look at the photo. Answer the questions.

- 1** What are these people doing?
- 2** Does you ever have to do this?
- 3** What kind of phone do you have now? Do you like it?

UNIT GOALS

- 1** Use formal and informal language on the phone
- 2** Talk about phone etiquette
- 3** Discuss plans and opinions
- 4** Describe your personal phone habits

In the country of Djibouti, migrants from Somalia search for a phone signal in order to call home.

LESSON **A** USING THE TELEPHONE



1 **VIDEO** A Conference Call in Real Life

- A** What are the challenges of holding a conference call with people in many different places? Discuss with a partner.
- B** Read about the challenges of conference calls below. Then watch and check off the ones you see in the video.

The challenges of conference calls

- | | |
|--|--|
| <input type="checkbox"/> Some people are late in joining the call. | <input type="checkbox"/> People talk at the same time. |
| <input type="checkbox"/> The conversation can be awkward. | <input type="checkbox"/> No one leads the call. |
| <input type="checkbox"/> The calls are too expensive. | <input type="checkbox"/> You can't hear well. |
| <input type="checkbox"/> There are too many outside interruptions. | <input type="checkbox"/> Some people leave the call early. |
- C** Do you think conference calls are useful? Why or why not? Discuss with a partner.

Word Bank


A *conference call* or *teleconference* is a telephone meeting for people in different locations. Each person *joins the meeting* by calling in on a separate phone, entering an *access code*, and saying their name.

2 VOCABULARY


Word Bank
<p>Phrases with <i>phone</i> answer the phone ↔ hang up the phone turn on your phone ↔ turn off your phone mute / silence your phone be on the phone / talk on the phone borrow / use someone's phone</p>
<p>Phrases with <i>call</i> call someone / make a call call someone back / return a call get a call from someone screen your calls</p>
<p>Phrases with <i>message</i> get a (text / phone) message ↔ leave a message¹ / send a message² check your (text / phone) messages take a message</p>



¹You *leave* a (voice) message on the phone. ²You *send* text messages.

- A** Look at the Word Bank. Use a dictionary to look up any words you don't know.
- B** Use the Word Bank to complete the dialogs below. Use the correct form of the verb. In some cases, more than one answer may be possible.
- A:** Emily just called. She's running five minutes late.
B: Really? But the movie is starting in five minutes!
A: Let's _____ her a text message. Now, what should we tell her?
 - A:** Hello, is Mr. Choi there?
B: He is, but he's _____ the phone right now.
A: Oh, OK. Can I _____ a message for him?
 - A:** Your phone is ringing. Are you going to _____ it?
B: No, I'm not. I'm _____ my calls.
A: I see. Who are you trying to avoid?
 - A:** Can I _____ your phone for a second?
B: Sure. Here you go.
A: Thanks. I have to _____ a couple of calls right away.
 - A:** Your phone is beeping. I think you need to _____ your text messages.
B: You're right. Wow! I just _____ 13 new messages!
A: Really? Who are they from?
- C**  Work with a partner. Choose one of the dialogs in **B**. Add two more lines to it. Then perform your dialog for another pair.


3 LISTENING

A  **Pronunciation: Stress in clarification questions.** Listen to the dialog. Notice the intonation of B's sentence. Why does B stress the underlined number? **CD 2 Track 26**

A: My number is 555-6749.

B: 555-6749?

A: Yes. 6-7-4-9.

B  **Pronunciation: Stress in clarification questions.** Listen and complete the dialogs. **CD 2 Track 27**

1. A: My Skype username is nancy_p12.

B: Did you say _____?

A: No, p12. That's p as in "Paul."

2. A: My username is @photoguy.

B: _____?


A: That's correct.

3. A: My email address is joym@sf.edu.

B: Was that _____ at sf.edu?

A: No, it's joy m as in "Mary."

C  Practice the dialogs in **B** with a partner. Then use your own information and practice again.

D  Read the sentences below. Then listen to six dialogs. In each dialog, what could be said next? Choose the best response. **CD 2 Track 28**

1. a. OK, I'll check my messages.

b. No, thanks. I'll call back later.

c. Yes, I left a message.

2. a. Please leave me a message, and I'll call you back.

b. Would you like to leave a message?

c. May I ask who's calling?

3. a. When is a good time to call?

b. OK, I'll return your call.

c. Thanks, I will.

4. a. No, he sent me a text message.

b. He can't come to class today.

c. I don't know. He hung up.

5. a. Are you screening your calls?

b. Check your text messages.

c. Hang up and call me back.

6. a. You can make a call.

b. Don't forget to silence your phone.

c. Can I borrow your phone?

E  Listen and check your answers. **CD 2 Track 29**

F  What does the voicemail greeting on your cell phone say? Say it to a partner in English.




i How to say these symbols:

@ = at

_ = underscore

= hashtag

4 SPEAKING


A  Celia and Lisa are chatting when their phone call is interrupted. Listen to the conversations. Which one is more formal? **CD 2 Track 30**

LISA: Hello?
CELIA: Lisa? Hi. It's Celia.
LISA: Oh, hey, Celia. How are you doing?
CELIA: Pretty good. So, are you ready for the big test tomorrow?
LISA: Almost, but I have one question... (phone beeps) Oh, Celia... can you hang on? I've got another call coming in.
CELIA: Yeah, no problem.
LISA: Hello?
PROF. LARSON: Yes, hello. May I speak to Lisa Sanchez, please?


LISA: Speaking.
PROF. LARSON: Lisa, this is Professor Larson. You left me a message earlier today. You had a question about tomorrow's exam.
LISA: Oh, right. Professor Larson, could you hold for a moment?
PROF. LARSON: Of course.
LISA: Hello, Celia? Can I call you back? I have to take the other call.
CELIA: Sure. Talk to you later.

B  Practice the conversation in **A** with two classmates. Use your own names in the conversation.

SPEAKING STRATEGY

C  Make the conversation below more formal by changing the underlined words. Use the Useful Expressions to help you. Then practice it with a partner.

A: Hello?
B: Hi. Is Kurt there? _____
A: Who's calling? _____
B: This is Martin.
A: OK, hang on. _____
B: Sure.
A: Sorry, he's not in.
Can I take a message? _____
B: No, thanks. I'll call back later.

D  Create two phone conversations with your partner. One should be informal. The other should be more formal.

E  Perform your conversations for another pair. Can they guess which one is more formal?

Useful Expressions	
Using the Telephone	
Asking for someone and responding	Hi, Lisa? / Hi. Is Lisa there? Hello. May / Could / Can I speak to Lisa, please? [formal] This is Lisa. / Speaking.
Asking for identification of caller	Who's calling? May I ask who's calling? [formal]
Asking someone to wait	Hang on. / Can you hang on (for a moment / second)? Would / Could you hold (for a moment / second)? [formal]
Taking a message	Can I take a message? May I take a message? [formal] Would you like to leave a message? [formal]

5 GRAMMAR

A Turn to page 214. Complete the exercises. Then do **B–D** below.

Asking for Permission						Responses
Would	it be OK	if	I	used	your phone?	Certainly. / Of course. / Sure, no problem. <i>(I'm) sorry, but...</i>
Would	you mind					No, not at all. / No, go ahead. <i>(I'm) sorry, but...</i>
Do	you mind	if	I	use	your phone?	No, not at all. / No, go ahead. <i>(I'm) sorry, but...</i>
May / Could / Can			I	use	your phone?	Certainly. / Of course. / Sure, no problem. <i>(I'm) sorry, but...</i>

B Look at the photo. The passenger is asking the flight attendant for permission. Use the words in parentheses to complete the questions.



- (move to another seat)
Would you _____?
- (have a vegetarian meal)
May _____?
- (use the restroom now)
Would it _____?
- (turn on my laptop now)
Can _____?

C Read each situation. Use the verbs in parentheses to ask permission.

- Your friend is doing his or her homework. You have finished your homework, and you want to watch TV. Ask permission informally. (turn on)


- You're invited to a party on Saturday night. You want your friend to go, too. Ask the host's permission a little formally. (bring)

- You were sick yesterday and missed an important test in class. You want to take it this Friday. Ask your teacher's permission formally. (take)

- Your teacher doesn't allow phones in class. You are waiting for an important text and need to leave your phone on silent. Ask your teacher's permission formally. (check)

D With a partner, take turns asking and answering the questions in **C**. Refuse (say *no* to) one request and give a reason why.

6 COMMUNICATION

A  Get into groups of three: Student A, Student B, and Student C. Read the instructions.

Student A: Choose one piece of good news from the list below.

- I bought a new car! I got an “A” on my exam! I’ve got two tickets to a concert!
 I found your lost wallet! I got a new job! your idea: _____

Student B: Have a piece of paper and a pen ready to write down a message.

Student C: Choose a reason you are busy from the list below.

- You’re taking a nap. You’re out with friends.
 You’re at the library. your idea: _____

B  Work with your group. Follow the steps below.

Step 1: Student A has some good news for Student C, but Student B answers the phone. Student B explains why Student C is busy and takes Student A’s message.

- A:** Hello. May I speak to Bianca, please?
B: I’m sorry, she’s taking a nap. Can I take a message?
A: Yes. This is Ernesto. Would you tell her I found her wallet?
B: Sure, no problem. What’s your number?
A: It’s...

Step 2: Student B writes down the message and gives the information to Student C.

● :: WHILE YOU WERE OUT :: ●

Ernesto called.

Time: 3:30

Message: He found your wallet.

Phone number: 555-9733

i Remember! How to make a request

Can / Could / Will / Would you answer the phone?

OK. / Sure, no problem. / I’d be glad to.

Would you mind answering the phone?

No, not at all. / No, I’d be glad to.

Step 3: Student C calls Student A back to find out about the good news. Ask at least two questions.

- C:** Hi, Ernesto. It’s Bianca.
A: Hi, Bianca. I have some good news. I found your wallet.
C: That’s great! Where did you find it?
A: In the school cafeteria.
C: Thanks a lot, Ernesto. Could you bring it to school tomorrow?

C  Switch roles so everyone gets a chance to play each role.

LESSON **B** ALWAYS CONNECTED



It is polite to step aside if you need to use your phone in a busy place.

1 VOCABULARY

- A** Read the quiz. Pay attention to the words and in **blue**. Use your dictionary to help you. Talk about the meanings of the words with a partner. Then complete the chart with a word or phrase in **blue**.

Word	Opposite
add / post	delete
ban	
polite	
raise your voice	
respond	ignore
thoughtless	
turn down (the music)	
turn down (a request)	


If you *respond* to a question, you answer it. The opposite is *ignore*.

- B** Take the quiz. Check (✓) your answers.
- C** Explain your answers in **B** to a partner.

Phone Etiquette: How polite are you?

- You're on a date. You get a text from a friend. What do you do?
 - Check it and **respond** right away.
 - Ignore** the message. Answering it now would be **rude**.
 - My idea: _____
- The person next to you on the bus is listening to loud music. What do you do?
 - Ask him to **turn down** the music. You don't want to hear it!
 - Put on your headphones and **turn up** your music loud, too.
 - My idea: _____
- I think we should...
 - ban** phones in crowded places like subways and airplanes. No one should be able to use them.
 - allow** phones everywhere. I should always be able to use my phone.
 - My idea: _____
- When talking on my phone in public, I usually...
 - raise my voice** so the caller can hear me clearly.
 - lower my voice**. I don't want others to hear my conversation.
 - My idea: _____
- You want to post some funny photos of your friend online, but the photos might be embarrassing. What do you do?
 - Show your friend the photos first. It's the **thoughtful** thing to do.
 - Post the photos. If he doesn't like them, you can **delete** them.
 - My idea: _____
- You just started a new job, and your boss sends you a friend request on social media. What do you do?
 - Accept** the request. He must like me!
 - Turn down** the request. I don't want people at work seeing my personal information.
 - My idea: _____

2 LISTENING

- A**  **Listen for gist.** Read the sentences below. Then listen to three different conversations and choose the best answer for each sentence. **CD 2 Track 31**

Conversation 1

1. The speakers are in a _____.
- a. classroom b. restaurant c. movie theater

Conversation 2

2. The speakers are _____ a party.
- a. taking photos at b. posting pictures from c. looking at photos from

Conversation 3

3. The speakers are waiting for their friend Manny. Manny is _____.
- a. late for a party b. still at school c. talking on his phone

- B**  **Listen for details; Infer information.** Listen again and choose the best answer. **CD 2 Track 31**

Conversation 1

1. The man is asking the girl to _____.
- a. turn off her phone b. lower her voice c. turn down her music
2. The girl _____.
- a. apologizes and agrees b. ignores the man c. gets angry with the man

Conversation 2

3. The girl thinks the photo of her is _____.
- a. thoughtful b. silly c. terrible
4. The girl decides to _____.
- a. ignore people's comments b. tell Connor to delete the photos c. both a and b

Conversation 3

5. The guy texts Manny, and Manny _____.
- a. responds right away b. ignores the text c. calls the guy
6. The girl thinks Manny is _____.
- a. polite b. angry c. thoughtless

- C**  Answer the questions with a partner.


1. In each conversation, what happened? Use your answers in **A** and **B** to help you explain.
2. Have any of these things ever happened to you?

Word Bank

If a person does something *at the last minute*, he or she does it at the latest time possible.

In the first conversation, the girl was... and the man asked her to...

3 READING

A  **Read for the gist.** Read the title and first paragraph on the next page. Tell a partner: What does the new law do?

B **Read for opinions.** Read the article. Then complete the sentences below. Why does each person have this opinion about cell phones and driving? Write a reason.

1. Simon thinks **some** / **all** cell phone use should be **allowed** / **banned**.
Reason: _____

2. Alexis thinks **some** / **all** cell phone use should be **allowed** / **banned**.
Reason: _____

3. Ann thinks **some** / **all** cell phone use should be **allowed** / **banned**.
Reason: _____

C **Infer meaning.** Find these expressions in the reading:

come on, I mean, look


Match each expression with its meaning.

Use this expression to...

1. say you disagree with something

2. make something you've just said clearer


3. introduce an important point

D  **Summarize and evaluate; Exemplify.** Work in a group of three. Follow the steps below.

1. Each person should take one person's comment and read it aloud. Try to read with feeling.
2. Role-play a conversation among the three people. Talk about the law and your opinion about it. Try to make the others agree with you.
3. Whose opinion(s) from the reading do you agree with? Why?

PHONE-FREE ON THE ROAD?



A person is riding a dark-colored motorcycle. The person's hands are on the handlebars, and they appear to be holding a phone. The background is blurred, suggesting motion.

A new law bans all cell phone use while you are driving—including talking on the phone and texting. The fine¹ for breaking the law² is high, but many drivers are ignoring the ban. What do you think about this problem?

Simon R. Peru

Look, I've got a phone, and I'm glad to have it. But come on! Talking on the phone, checking social media, or texting while you're driving is crazy. And yet, I see people doing things like this every day. Using your phone and driving at the same time causes accidents. There have been many studies to prove this. My question is, where are the police? They don't seem to care, so it's easy for drivers to ignore the law. When people are afraid of getting a large fine, phone use in the car will stop. Everyone needs to learn that when you drive, you should turn off your phone. It's very simple!

Alexis C. Greece

Ok, I agree—texting while driving is hazardous. But can we really ban all phone use in cars? For example, yesterday I was driving home, and I saw an accident on the road. I called and reported it. Did I stop driving to make the call? No. But did I help someone? Yes. We need to talk more about this new law. I just don't think the answer to the problem is so simple.

Ann T. China

I don't think we can ban all phone use in cars—especially if you use a hands-free device³ while driving, like I do. Sometimes my friend is in the car with me. I talk to her while I'm driving. Is that dangerous? I mean, isn't talking on the phone the same as talking to a passenger? In my opinion, they are the same, and so I think we should be able to chat on the phone while we're driving.

¹A *fine* is money you pay when you break a law.

²If you *break a law*, you do something illegal.

³A *hands-free device* allows you to use your phone in the car without touching it or looking at it.

4 GRAMMAR

A Turn to page 215. Complete the exercises. Then do **B** and **C** below.


Verb + Infinitive vs. Verb + Gerund	
I need <u>to buy</u> a new phone.	Certain verbs can be followed by an <u>infinitive</u> : <i>agree, decide, hope, learn, need, plan, seem, want, would like</i>
I avoid <u>talking</u> on the phone when I'm driving.	Certain verbs can be followed by a <u>gerund</u> : <i>appreciate, avoid, dislike, enjoy, feel like, keep</i>
I tried <u>to call</u> / <u>calling</u> you earlier.	Certain verbs can be followed by an infinitive or a gerund: <i>begin, can't stand, hate, like, love, prefer, start, try</i>

B How do you feel about the activities below? Write sentences in your notebook, using the verbs in the box.

avoid can't stand / hate enjoy like (not) mind need prefer

Example: I hate talking on the phone. I prefer to text people.

- | | |
|-----------------------------------|---|
| 1. talk on the phone | 5. post weird photos of myself online |
| 2. respond to texts late at night | 6. say mean things on social media |
| 3. walk and text at the same time | 7. play games on my phone |
| 4. take selfies in public | 8. accept friend requests from strangers online |



C  Work in a small group. Compare your answers in **B**.

I can't stand when people take selfies in public.

Really? I think it's fun.




5 WRITING

- A**  Read the question and the paragraph. Then discuss with a partner: What is the writer's opinion? What examples does she give to explain her opinion?
- B** List all the ways you use your phone in a day. Then use your notes and the sample to write a paragraph that answers the question. Use at least two verbs from the grammar chart.
- C**  Exchange papers with a partner.
1. Answer the questions in the direction line in **A**. Circle any mistakes in your partner's paper.
 2. Return the paper to your partner. Make corrections to your own paragraph.
 3. Are you and your partner similar or different? Why do you think people spend so much time on their phones?

Question: *Do you spend a lot of time on your phone? Why or why not?*

Yes, I spend a lot of time on my phone. For example, when I wake up, I check my phone and I respond to texts right away. Then I check social media. When I have breakfast, I can't stand just eating. I prefer to watch a video or play a game. Even at the bus stop, I dislike just waiting. I usually call a friend or browse the Internet. At night, I avoid doing my homework by using my phone. I text my friends or listen to music. My mom tried to ban phones from 7:00 to 10:00 PM in our house, but it didn't work. We are all addicted to our phones!

6 COMMUNICATION

- A**  Work in a group of four. Felipe is 11 years old. He wants a phone. Each group member should choose one person below. Read only the information for your part.

Word Bank

If you are *addicted* to something, you can't stop doing it



Felipe Dias

I want to get a phone. All my friends have one. I need one to text my friends, watch videos, and play games. And without a phone, I don't know what my friends are doing.



Mrs. Dias

I don't mind getting Felipe a phone. He has so many after-school activities, and I worry about him. I can't stand wondering where he is. I want to be able to text or call him if I have to.





Mr. Dias

I've avoided getting Felipe a phone. I know he wants one, but I prefer to wait another year. Do you know how many adults are addicted to their phones? I mean, at his age, Felipe should be playing sports, not staring at a screen.



Felipe's school principal

Cell phones are convenient, but too much phone use can be bad for children's brains. Also, there are lots of problems these days with Internet bullying at school, and phones make this easy. Texting in class is also a problem. I don't think kids should bring phones to school.

- B**  Role-play a discussion among the four people. Each person should explain his or her opinion. Bring in your own ideas, too. Try to make the other people agree with you.
- C**  Should Felipe get a phone? Why or why not? What is your group's final decision? Tell the class.

Come on, Dad. I need a phone. All my friends have one!

Look, Felipe, you don't need to have a cell phone.