

SPEAKING Telephoning INSTRUCTIONS

In the holidays you are going to England and you would like to book a B&B from exercise 11. Take it in turns to ring them up and make a booking, using the role-cards below. In a formal phone call it is important to be **polite** and **businesslike**.

As a customer:

- ask how much they charge for their various types of rooms (twin, double, single).
- tell them you would like to book two rooms – one double or twin, and one single, if they are available.
- tell them you would like the rooms to be en-suite.
- book for a period of your own choice (in a B&B this is usually not more than a couple of days).
- ask if they require a deposit.
- ask what form of payment they require (cash, bank transfer, credit card)
- ask if they need any written confirmation.
- tell them what time you expect to arrive (between such and such an hour in the morning , afternoon, evening).
- ask them if they recommend any local restaurants or pubs in the area and if they would book a table for you at a suitable time of night.

As the proprietor:

- choose a suitable name for the location.
- ask all the customer's details (name, address, tel. nr, e-mail address). Make them spell these out.
- tell them all your rooms are en-suite, except one, which has a private bathroom, but is cheaper. Say how much exactly you charge for each. (Prices may vary between £25 and £60 per person).
- enquire when they will arrive (approximately).
- tell them you would like them to confirm in writing (either by e-mail, by fax or in a letter).
- recommend a local pub and offer to book a table for them. Inform them that the pub only allows children into the restaurant's area.
- give them directions as to how to get to their destination. Spell at least two names of streets on the way and offer to send these directions either by post, fax or e-mail.

USEFUL LANGUAGE: WETEN DAT

Predicted vocabulary you may need:

- to charge (e.g. £45) per room
- a twin room (= a room with two separate beds)
- a double room (= a room with one large bed for two people)
- en-suite facilities (= bedroom with bathroom)
- private bathroom (= bathroom for your use only, but in a separate room)

Possible phrases:

Can I speak to...?

Yes, speaking.

This is... **I am calling** from...in Belgium.

Would it be possible to ..., please?

I'll **put you through** (to my wife...)

I would like to book..., please.

Shall I spell my name/address for you ?

My phone / **mobile** number is

Hold on, please.

Can I ask you if....(e.g. you **take/accept credit cards**)?

Do you want me to **confirm** this (by **e-mail**, by fax , in a letter)?

I look forward to meeting/staying with you!

NOTE: 'Look forward to' + GERUND (= -ing)

WETEN HOE / WAAR / WANNEER / WAAROM

Possible openings :

- 1 Your phone number, e.g. 852544.
- 2 Your name, e.g. Ronald Carter – How can I help you?
- 3 The name of your house, B&B, guesthouse etc, e.g. Home Farm – good afternoon.
(Note: The morning lasts until 1 p.m.; the afternoon until 6 p.m.)
- 4 Hello! (with friendly intonation) (Note: This is the least efficient, however.)

How to say telephone numbers:

In longer numbers, like phone numbers, bank account numbers, credit card numbers, etc, the digits are pronounced one by one.

The 'o' in a number is pronounced as the letter 'o' or as 'zero'.

STRATEGIEËN: WETEN HOE

- 1 Before you pick up the phone, **take notes** about the essential information you need to get across and the enquiries you need to make.
- 2 Consult **a dictionary**, if you are uncertain about some words, expressions you are going to use
- 3 Ask them to repeat if you didn't understand properly:
'Sorry – Could you say that again, please?' or: 'I beg your pardon'

HOW TO EVALUATE, using integration of vocabulary, grammar and speaking

A EVALAUTION CRITERIA:

1. Range of vocabulary, with special focus on newly learnt words and phrases.
2. Accuracy of grammar, with special focus on constructions with the gerund, would like to, the formation of questions
3. Fluency, with special focus on numbers and spelling names out loud.
4. Appropriateness: were all the instructions followed and was the correct register used?

B EVALUATION CHART

[illegible]