

SHRI BANKATSWAMI MAHAVIDYALAYA, BEED

**REMEDIAL COACHING CLASSES
FOR SC/ST/OBC
&
MINORITY STUDENTS**

Reference Study material for the Students

Subject - ENGLISH

Meeting People Exchanging Greeting And Taking Leave

It is important to know how to use English to greet people politely when we meet them and to end the conversation when we take leave of them. The way this is done is slightly different in formal situations (when you are talking to a person whom you do not know very well, to a very senior person, to your teacher or your boss, for example) and in informal situations (when the person you are speaking to is a friend or a relative.)

Listen to a formal dialogue between two persons and follow the dialogue in the book. You can use the words in bold when you need to greet someone in English or to end a conversation.

DILOGUE 1 (FORMAL)

(Gita Naidu and Madhu Kumar meet at the post office. They stay in the same colony, but do not know each other very well. It's three o'clock in the afternoon.)

Madhu : **Good afternoon.** Mrs Naidu.

Gita : **Good afternoon,** Mr. Kumar. **How are you?**

Madhu : **I'm very well, thank you. And how're you,** Mrs. Naidu?

Gita : **I'm fine, thanks.** I came to buy some stamps and inland letters.

Madhu : I must send this card to my friend. It's her birthday next week. **Have a nice day,** Mrs. Naidu.

Gita : **Thanks, and you too. Bye!**

Madhu : **Goodbye!**

ACTIVITY 1

Listen to the dialogue again and repeat each line.

Useful points to remember

1. Specific

The two persons in the dialogue you listened to are neighbors, but they do not know each other very well. So, (a) they address each other by their titles, not by their first names : Mrs. Naidu, not Gita, and never Mrs. Gita, and (b) they say Good afternoon to greet each other, not Hello or Hi.

2. General

When we talk, we usually say I'm..., It's, How're... instead of I am ..., It is..., How are....

We usually say Good morning up to twelve o'clock midday, Good afternoon between midday and five o'clock in the evening, and Good evening after five. We never say Good night to greet a person.

Make sure to say Bye or Goodbye like the speakers you heard on the CD, with the voice moving from low to high.

ACTIVITY 2

Take turns to enact the roles of Mr. Kumar and Mrs Naidu with a partner.

Listen to an informal dialogue between two persons and follow the dialogue in the book.

DILOGUE 2(INFORMAL)

(Lakshman and Srinivas are good friends. They meet outside a restaurant after a month.)

Srinivas : **Hello, Lakshman !**

Lakshman : **Hi, Seenu ! I haven't seen you for a long time. Where were you?**

Srinivas : **I was busy in** school practising for Sports Day. I was in the races.

Lakshman : How wonderful! You must've won many prizes.

Srinivas : Not many. Only Three.

Lakshman : That's great, Seenu. Congratulations!

Srinivas : Thanks. **And what have you been doing? Come, let's** have some coffee. **We haven't met in a long time.**

Lakshman : **Wish I could have stayed, but** I'm really late for college. Let's meet on Sunday.

Srinivas : We'll do that. **Bye, bye!**

Lakshman : **See you!**

Useful points to remember

1. Specific

Lakshman and Srinivas know each other very well. So:

Srinivas addresses Lakshman by his first name.

Sometimes we call our friends by their pet names, just as Lakshman addresses Srinivas by his pet name, Seenu.

They say Hello and Hi to greet each other, not Good morning or Good afternoon.

They say Thanks instead of Thank you.

2. General

When speaking, we say:

haven't for have not

that's for that is

we're for we are

Introducing Yourself

This unit will help you learn how to say who you are after greeting someone who does not know you. You will also learn how to respond to introductions. There are different ways of doing this depending on whether the situation is a formal or an informal one.

a. Introducing yourself to someone

Listen to the following dialogue and follow it in the book, noting which parts of it are spoken with more force than the others.

DIALOGUE 1(FORMAL)

(Prakash Reddy is a new teacher. He introduces himself to the headmistress, Nina Shetty. Time : Morning.)

Prakash Reddy : **Good Morning, Mrs Shetty. I'm Prakash Reddy. I'm the new history teacher reporting for duty.**

Mrs Nina Shetty : **Good Morning, Prakash. (I'm) pleased to meet. Welcome to the National School. We're glad to have you.**

Prakash Reddy: **Thank you. I'm looking forward to working here.**

ACTIVITY 1

Listen again to the above dialogue and repeat each sentence aloud.

Listen to the following dialogue and follow it in the book, noting which parts of it are spoken with more force than the others.

DILOGUE 2 (INFORMAL)

(John is at a party. He introduces himself to Ahmed, his brother's friend.)

Johan : **Hello. I'm Johan . I'm Joseph's brother.**

Ahmed : Hello, Johan! **Nice to meet you.**

John : **Nice meeting you too.**

ACTIVITY 2

Listen again to the above dialogue and repeat each sentence aloud.

b. Two strangers introducing themselves to each other.

Listen to the following dialogue and follow it in the book, noting which parts of it are spoken with more force than the others.

DIALOGUE 3(FORMAL)

(Two scientists meet at a seminar. Time : afternoon)

Dr. Swamy : **Good afternoon ! I'm** Narayana Swamy
from REC, Warangal.

Dr. Rao : **Pleased to meet you, Dr. Swamy. I'm**
Srinivas Rao **from** Nehru Technical
University.

Dr. Swamy : **I'm so glad to meet you.** Will you be
presenting a paper today?

Dr. Rao : Yes, it's a report on my latest project.

Dr. Swamy : **That's interesting.** I'm looking forward
to your paper.

Dr. Rao ; Thank you.

Introducing People to Others

This is closely related to what you learned in unit 2. In this unit, you will practice how to use English to introduce two persons who are strangers to each other. Again, the language you will use to do this will differ depending on whether the situation is a formal or an informal one.

Listen to the following dialogue and follow it in the book, noting which parts of it are spoken with more force than the others.

DIALOGUE 1 (FORMAL)

(Mrs Nina Shetty introduces Mr. Prakash Reddy to Mr. Akash Yadav, the English teacher.)

Mrs. Shetty : Akash, **I'd like to introduce** Mr. Prakash Reddy to you. He's the new history teacher.

Akash Yadav : **Hello, Prakash. Glad to meet you.** I'm Akash Yadav. I teach English.

Prakash Reddy : **Nice to meet you too.**

ACTIVITY 1

Listen again to the above dialogue and repeat each sentence aloud.

Listen to the following dialogue and follow it in the book, noting which parts of it are spoken with more force than the others.

DIALOGUE 2 (FORMAL)

(Vijay, who is with his sister Kamala, Meets his colleague Sagar at the railway station. He introduces the two.)

Vijay : **Hi, Sagar.** Going home to Guntur, are you?

Sagar : **Hi.** Yes, I'm taking the Chennai Express.

Vijay : Sagar, **meet** my sister Kamala. Kamala, **this is** my colleague Sagar. **He's** just become the head of our accounts department.

Kamala : **That's nice. Pleased to meet you,** Sagar.

Sagar : **Nice to meet you too.**

ACTIVITY 2

Listen again to the above dialogue and repeat each sentence aloud.

Now, listen to some more dialogues and follow them in the book.

DIALOGUE 3 (FORMAL)

(Dr Rekha Gupta and Mr Sriram Kumar are guests at the annual day function of a college. They do not know each other, but both of them know the principal, Dr Kiran Murthy. Dr Murthy introduces Dr Gupta to Mr Kumar)

Dr Murthy : (to Mr Kumar) **Mr Kumar, meet Dr Rekha Gupta.** She's the new member on our Board of Governors. (to Dr Gupta) **Dr Gupta, (this is) Mr Sriram Kumar, the secretary.**

Mr Kumar : **Good morning, (Dr Gupta). I'm pleased to meet you.**

Dr Gupta : **Good morning. I'm pleased to meet you too.**

Mr Kumar : We're glad you agreed to be on the board.

Dr Gupta : It was kind of you to ask me.

DIALOGUE 4 (FORMAL)

(Mrs Nina Shetty, the principal of a school, introduce Mr Prakash Reddy and Mr Akash Yadav to each other.)

- Nina Shetty* : (to Prakash Reddy) Prakash, **here's** Mr Akash Yadav. **He** teaches English. (to Akash Yadav) Akash, **I'd like to introduce** Mr Prakash Reddy to you. **He's** the new history teacher.
- Akash Yadav* : **Hello, Prakash. Glad to meet you.**
- Prakash Reddy* : **Nice to meet you too.**

DIALOGUE 5 (FORMAL)

(Shashi introduces her professor Dr Prakasam to her friend, Amit Dutta, who has been admitted to the first year BA class.)

- Shashi* : Amit, **I'd like you to meet** my professor, Dr Prakasam. Sir, **this is** my friend, Amit Dutta. **He's** taken the BA English course.
- Dr Prakasam* : **Pleased to meet you, Amit.**
- Amit* : **I'd heard so much about you, sir. I was eager to meet you.**
- Dr Prakasam* : **Thank you. That's kind of you. I hope you enjoy** your studies here.
- Amit* : **I'm looking forward to** attending your classes, sir.
- Dr Prakasam* : **I'll see you** in class tomorrow then.
- Amit* : Yes, sir. I'll be there.

Look at some other expressions you can use to introduce people to one another.

I'd like you to meet.....

Have you met ?

Do you know each other ?

Let me introduce

May I introduce (formal)

It gives me great pleasure to introduce (to an audience at a public function)

Useful points to remember

In formal situations :

- * A woman is introduced to a man.
- * If the persons being introduced are both either women or men, then the older person is usually introduced to the younger.
- * At the work place, the senior person is introduced to the junior.

Answering The Telephone And Asking For Someone

The telephone is very much a part of our lives today. In this unit you will learn to use English to make a telephone call, answer the telephone, greet the person at the other end of the line, ask for someone and respond when someone else makes such a request. You will also see how the language of formal telephone calls is a little different from that of informal calls.

Listen carefully to the formal telephone conversations below and follow them in the book.

DIALOGUE 1 (FORMAL)

(The phone rings in the office of EduBooks Publishing Company.)

Receptionist : **Good afternoon. EduBooks Publishing Company.**

Caller : **Could I speak to the sales manager, please.**

Receptionist : **Could I tell him who's calling, please.**

Caller : **My name's Nitya Menon. I am calling from the Women's College library.**

Receptionist : **Thank you, ma'am. I'll put you through to Mr Abdullah, the sales manager.**

Caller : **Thank you.**

DIALOGUE 2 (FORMAL)

(The phone rings in Suman's home.)

Suman : **Hello. Suman Bhushan.**

Caller : **Hello. Could I speak to Mr Prem Bhushan, Please ?**

- Suman* : **May I know who's calling ?**
- Caller* : **I'm Srinath, his colleague.**
- Suman* : **Hold the line, please. Mr Bhushan will talk to you in a moment.**
- Caller* : **Thank you.**

DIALOGUE 3 (FORMAL)

(The phone rings in Ms Samul's home. Santosh takes the call.)

- Santosh* : **Hello, this is 27613625.**
- Caller* : **Is that Ms Karuna Samuel's residence ?**
- Santosh* : **Yes. Would you like to speak to her ?**
- Caller* : **Yes, please.**
- Santosh* : **Could you hold on a minute, please. I'll call her.**
- Caller* : **Thanks.**

Listen carefully to two informal telephone conversations below and follow them in the book.

DIALOGUE 4 (INFORMAL)

(The phone rings in Sitara's home.)

- Sitara* : **Hello.**
- Caller* : **Hi, Sitara, This is Arun.**
- Sitara* : **Hi, Arun. What's up ?** (informal way of saying, What's happening?)
- Caller* : **Nothing much.** Remember, we have a meeting tomorrow morning.
- Sitara* : **Thanks for reminding me, Arun. It's**

about the editorial for the school
magazine, isn't it ?

Caller : Yes. Just wanted to make sure you'll
be there.

Sitara : I will. Don't worry.

Caller : **Bye, then.**

Sitara : **Bye, Arun.**

DIALOGUE 5 (INFORMAL)

(The phone rings in Anil's home.)

Anil : **Hello. 27462132**

Caller : **Hey, Anil. It's me, Kiran.**

Anil : **Hi, Kiran. Great to hear you.** Where've
you been all these days ?

Caller : I was at the cricket coaching camp.

Anil : Good for you. How did it go ?

Caller : Great. Let's meet this evening. I'll tell you
all about it.

Anil : Yes, let's I'll meet you at the canteen.

Caller : **Right. Bye.**

Anil : **Bye.**

Useful points to remember

- * At the beginning of a telephone conversation :
 - the person who answers the call says Hello and gives either the phone number or a name.
 - the person who calls identifies herself/ himself.

- * In the middle of the conversation:

-in formal conversations, the persons speaking on the telephone exchange information, keeping the dialogue brief and to the point.

-in informal conversations, they may talk to each other a little

longer and also exchange news.

* To end/ close the conversation :

-they may say Bye or Thank you/ Thanks or That's all right / That's okay, depending on the context.

* Notice that the voice of the speakers moves from low to high :

- When they say Hello.

- When they make polite requests, as in
Could I talk to Mr Surendra, please.
Hold the line, please.

- When they ask questions politely, as in May I know who's calling ?
Would you like to speak to her ?

* You have learned to use shortened forms such as I'll, I'm, we're, don't and can't while speaking. But remember that at the end of a sentence :

- you cannot use shortened forms like I'll, he's and we're.

For example :

A: Raju, will you come to the temple tomorrow?

B: Sure, I will. (**not** I'll)

- you can, however, use negative shortened forms such as can't, don't and won't. For example:

A: Rashmi, could you help me with my homework, please.

B: I'm sorry, Asif, I can't. I have a test tomorrow.

* While talking on the telephone, people sometimes use :

-verbless sentences, for e.g. Nothing much, Great, Good for you.

-incomplete sentences, for e.g. Just wanted to make sure (instead of I just wanted to make sure) and Let's (instead of Let's meet this evening.)

ACTIVITY 1

Listen carefully to the sample dialogues again and repeat each line aloud for practice.

PAIR WORK

ACTIVITY 2

Complete the telephone conversations below with suitable lines spoken by the persons answering the calls. Compare your dialogues with those that you will hear on CD and enact them with your partner.

a. A:

B: Could I speak to Dr Johnson, please.

A:

B: I'm Mini Anand from Advanced Techno Solutions.

A:, ma'am. I'll

B: Thank you.

b. A:

B: Hi! Is that Sudha? Mary here. Can I speak to Lata, please.

A:

B: Sure, I'll hold the line. Thanks.

c. A:

B: Hello, auntie. This is Sandeep. How're you?

A: I'm, When ?

B: I got back yesterday. Thought I'll drop in and see you and uncle

this evening.

A: That'll this evening.

B: Okay, I'll be there by five. Bye!

A :

Taking And Leaving Messages

Sometimes, when we answer a phone call or make one, the person who is needed is either not available or is busy and cannot take the call at that time. In such a situation, the caller can leave a message. This unit will help you learn how to take and leave telephone messages. The sample dialogues below are set in formal as well as informal contexts.

DIALOGUE 1 (FORMAL)

(The phone rings in Mr Ansari's home.)

- Mrs Ansari* : **Hello.**
- Caller* : **Hello, I'm Jeevan Prasad. Could I speak to Mr Ansari, please.**
- Mrs Ansari* : **He's gone out. Can I take a message ?**
- Caller* ; **Yes. Please tell Mr Ansari I called. And could you ask him to call me back at 48723434, please. It's urgent.**
- Mrs Ansari* : **Could you repeat the number please, Mrs Prasad.**
- Caller* : **48-72-34-34. Have you got that now ?**
- Mrs Ansari* : **Yes. 48-72-34-34. I'll tell Mr Ansari that you called.**
- Caller* : **Thank you.**
- Mrs Ansari* : **You're welcome.**

DIALOGUE 2 (FORMAL)

(The phone rings in the Medak Girls Government Junior College.)

- Secretary* : **Good morning.** Girls Government Junior College, Medak.
- Caller* : **Good morning. Could I speak to** Professor Raman, **please.**
- Secretary* : Professor Raman is on leave. **May I know who's calling ?**
- Caller* : **I'm Jabbar Ali, from Mehabubia College. Could I leave a message, please.**
- Secretary* : **Just a minute, sir.(pause) Yes?**
- Caller* : **Please tell** him that the meeting to be held on 15th April has been postponed to 4 th May.
- Secretary* : **Anything else, sir ?**
- Caller* : **You can ask him to call me** if he needs any more information. **My number is 28453536.**
- Secretary* : 28453536. **I certainly will,** Dr Ali.
- Caller* : **Thank you.**
- Secretary* : **You're welcome, sir.**

DIALOGUE 3 (FORMAL)

(The phone rings in the CSI Hospital.)

- Secretary* : **Hello. Good afternoon.** CSI Hospital.
- Caller* : **Good afternoon, I'd like to speak to** Dr Nandita Desai, **please.**

Secretary : **Dr Desai's** in the operation theater, sir. **I can **
take a message.

Caller : **Thank you. Could you tell her** Rajesh Rao
called, please.

Secretary : **I'll do that, sir. Would you like to leave your**
phone number ?

Caller : **Dr Desai has my number. Thank you.**

Secretary : **You're welcome.**

DIALOGUE 4 (INFORMAL)

Bharat : **Hello.**

Caller : **Hello. I'm Rani. is Rekha there?**

Bharat : **Hi, Rani. I'm Bharat, Rekha's brother. She's**
gone to the music class. I'll tell her you called.

Caller : **Thanks, Bharat. Please tell her I'll talk to her**
in the evening.

Bharat : **Okay.**

Caller : **Thanks. Bye.**

Bharat : **Bye.**

DIALOGUE 5 (INFORMAL)

(The phone rings in Vasu's home.)

Vasu : **Hello.**

Caller : **Hello. Suresh mama? Priya here.**

Vasu : **Hi, Priya. This is Vasu. Father's gone to**
the market. Anything important ?

- Caller* : **No, not really. Just tell him that** I've got the book he wanted. I'll bring it when I come on Sunday.
- Vasu* : **Right. I'll tell him that.**
- Caller* : **Thanks, Vasu.** And how're your examx going ?
- Vasu* : All right. I have the last one tomorrow.
- Caller* : Good luck. I'll see you on Sunday then.
- Vasu* : Yes. **Bye.**
- Caller* : **Bye, bye.**

Useful points to remeber

During informal phone calls:

- * We do not usually use fixed expressions of politeness, such as
 - Can I speak to Rekha, please.
 - May I know who's calling / speaking ?
 - Would you like to leave a message ?
 - Would you like me to take a message ?
 - Could I leave a message, please.
- * We often use the name of the person we are talking to, to sound friendly:
 - Hi, Rani.
 - Thanks, Bharat.

ACTIVITY 1

Listen again to the telephone conversations carefully and repeat each line aloud for practice.

PAIR WORK

ACTIVITY 2

Work in pairs. Enact the sample dialogues above twice, so that each of you plays the roles of the persons making the calls and taking them.

Making Inquiries On The Phone

You often need to use the telephone to get some information or make an inquiry to find out, for example, the time of arrival of a train or the last date for the sale of application forms or whether classes will be held on a particular day. In doing this, you have to be clear, brief and polite. This will make it easy for you to get the information you want. The unit will help you learn how to use English to make inquiries.

Listen to the dialogues below and follow them in your book.

DIALOGUE 1

(The phone rings in a railway inquiry office.)

- Railway inquiry* : **Good afternoon.** Railway inquiry.
- Caller* : **Could you tell me when the Rajdhani Express to Delhi leaves, please.**
- Railway inquiry* : **At 7.10 in the morning, ma'am.**
- Caller* : **Is it a daily train ?**
- Railway inquiry* : **No, ma'am. It runs five days a week. Monday To Friday.**

Caller : **Thank you very much.**

Railway inquiry : **My pleasure, ma'am.**

DIALOGUE 2

(The phone rings in the office of Yatri Nivas. The receptionist takes the call.)

Receptionist : **Good morning. Yatri Nivas.**

Caller : **What time does the Volvo Shirdi, please?**

Receptionist : **There are two coaches to Shirdi every Friday
One at 16 hundred hours and the other at 18
hundred hours.***

Caller : **Could you reserve ten seats on the 6 p.m.
coach, please.**

Receptionist : **In whose name should I make the booking,
sir ?**

Caller : **It's for Lakshman Reddy and family.**

Receptionist : **Yes, sir. I'll repeat that. Ten seats for Mr
Lakshamn
Reddy and family on the 6 o'clock Volvo.**

Caller : **That's right. Thank you.**

Receptionist : **You're welcome, sir.**

* Note that the 12-hour system of expressing time uses the numerals 1-12 followed by a.m.(from midnight until before noon) and p.m.(from noon until before midnight). Thus, 12a.m. represents midnight, and 12p.m. noon. Under the 24-hour system of expressing time, usually used by people, for e.g., in the travel and tourism industries, the hours are numbered from 0000 hours (spoken as zero zero zero zero hours) for midnight to 2359 hours (spoken as twenty-three fifty-nine hours) for 11.59 p.m.

DIALOGUE 3

(The phone rings in the APSRTC inquiry office.)

- APSRTC inquiry* : **Hello.** APSRTC inquiry.
- caller* : **Good morning. Could you tell me what the fare to Vijayawada would be, please. I'd like to travel by the 12 noon Express.**
- APSRTC inquiry* : **I'ts Rs.4000.**
- Caller* : **Pardon ? Could you repeat that, please.**
- APSRTC* : **The fare is rupees four hundred.**
- Caller* : **Thank you very much.**
- APSRTC* : **You're welcome, ma'am.**

DIALOGUE 4

(The phone rings in the Government Science College.)

- Office assistant* : **Hello.** GSC.
- Caller* : **Good afternoon. Could you tell me when you'll begin issuing application forms for the BA first year course, please.**
- Officer assistant* : **From** Thursday, 20th April.
- Caller* : **What would be the price of a form ?**
- Officer assistant* : **Fifty rupees, ma'am.**
- Caller* : **What're your timings for the sale of the forms, please ?**
- Officer assistant* : **Ten to four every day, from Monday to Friday.**

Caller : **I would also like know the last date for the issue of the forms, please.**

Officer assistant : 12th May, ma'am.

ACTIVITY 1

Listen to the dialogues above again and repeat the lines spoken by the person making inquiries.

PAIR WORK

ACTIVITY 2

Enact the dialogues with a partner. Take turns so that each of you gets a chance to play the roles of the person answering the call and the person making inquiries.

Note that inquiries over the phone are usually similar to those that we make directly at an inquiry office or across a counter. Look at some questions that can be used to make inquiries.

Calling For Help In An Emergency

One of the times when we need to use the telephone is in case of an emergency - to ask for urgent help. Thus, we may have to ask for an ambulance or call the police, a fire station or a flood relief centre. This unit will help you learn to say when you call a helpline.

Listen to the dialogue below on CD and follow it in the book.

DIALOGUE 1

(CALLING FOR AN AMBULANCE)

(The phone rings at 108.)

Ambulance service : **Hello, ambulance service.**

Caller : I'm Rajesh Kumar **calling from** a public booth.
There's been an accident at the crossroads
Near Sangeet cinema **in** Secunderabad. A
motorcyclist is hurt badly. He's bleeding.

Ambulance service : Don't move him. **Just make him comfortable.**
We'll be there soon.

Caller : **Thank you.**

DIALOGUE 2

(CALLING FOR A FIRE ENGINE)

(The phone rings at 101.)

Fire service : **Hello. Fire station.**

Caller : **My names's** Ramani Devraj. **A fire has**
broken out at the Ansari Shopping complex,
Mall,Road.**Please send the fire engines soon.**

Fire service : **They're already on their way,** ma'am. **They**
should be there anytime now.

Caller : **Thank you.**

DIALOGUE 3

(CALLING THE POLICE)

(The phone rings at 100.)

Police helpline : **Hello, police helpline.**

Caller : **There's been a burglary** next door. The door
is broken. The owners are out of town.

Helpline : **Your name, please ?**

Coller : Srinivasulu Naidu.

Helpline : **Address and phone number ?**

Caller : **It's 121 - 10 -36, Kalkatiya Nagar, Secunderabad. The house is behind the 27145306.**

Helpline : **I'll repeat that, sir. Address 121-10-36. Kalkatiya Nagar, Secunderabad, behind St John's church. Phone 27145306.**

Caller : **That's right.**

Helpline : **Please don't touch anything. We'll be there in five minutes.**

Caller : **Thank you.**

DIALOGUE 4

(CALLING THE SENIOR CITIZENS HELPLINE)

(Phone rings at 1090.)

S.C.helpline : **Hello, senior citizens helpline. Can I help you, please. (or May I help you, please.)**

Caller : **Yes, please. I'm Ameena Husain. My grandmother has fallen from her bed, and I am alone in the house with her.**

Helpline : **Don't worry. We'll be with you in a minute.**

Caller : **Thank you.**

Helpline : **Your address, please ?**

Caller : **16-3-740 Fateh Sultan Lane.**

Caller : **Fateh Sultan Lane. F-A-T-E-H S-U-L-T-A-N Lane. It's Nampally.**

Helpline : **I've got it, thanks. Relax and wait for us. Bye.**

Useful points to remember

- * People you are talking to may use incomplete question forms when you are in a hurry. For e.g.
 - Your name, please ? instead of What's your name ?
 - Address and phone number ? instead of What's your name and phone number?
- * When you call someone in an emergency, you have to say your name, address and phone number slowly and clearly.
- * Sometimes you may have to spell out certain words, for example F-A-T-E-H S-U-L-T-A-N, because the person at the other end of the line may not have heard it correctly. You may also need to make a letter in a word clear by giving another word in which it appears, for e.g. 'F' as in 'fish'.
- * Note that when the speakers in the dialogues want to say something slowly and clearly or they want to draw attention to some words, they say it with extra force, for e.g. Hundred and twenty one dash ten dash thirty six Kakatiya Nagar.

ACTIVITY 1

Listen to the dialogues again and repeat the lines spoken by the caller.

PAIR WORK

ACTIVITY 2

Work in pairs. Enact the above dialogues, taking turns to play the roles of the caller and the helpline service.

Getting People's Attention And Interrupting

It sometimes happens that we have to politely get people's attention before we can speak to them. Also, sometimes when we need to speak urgently to a person who is busy doing something or talking to someone else, we have interrupt - again, politely. These are important skills that every speaker of English will need to learn and practice, and this unit will help you do so.

Listen carefully to the following dialogues on CD and follow them in the book.

DIALOGUE 1 (FORMAL)

(Jayaram wants to get the attention of his science teacher, who is in the staff room correcting examination scripts.)

Jayaram : **Excuse me, ma'am. I know (that) you're busy, but may I speak to you for a moment ?**

Teacher : **Yes, Jayaram ? What can I do for you?**

Jayaram : It's about the chart for the science exhibition. Can I make one with pictures what a healthy diet should include ?

Teacher : I think that's a good idea, Jayaram. The chart will look attractive with pictures.

Jayaram : Thank you, ma'am. **Sorry to have bothered you.**

Teacher : **That's all right, Jayaram.**

DIALOGUE 2 (FORMAL)

(Manjula needs to give the principal, who is in a staff meeting, a message. She stands at the door of the staff room to get his attention.)

Principal (noticing Manula at the door) : Yes, Manula, what is it ?

Majula : Sir, **sorry to interrupt, but** someone's come to see you. He's from the Board of Intermediate Education.

Principal : Thank you, Manjula. Please tell him I'll be coming in a minute. He could wait in my office.

Manjula : Yes, sir.

DIALOGUE 3 (FORMAL)

(Roopa interrupts two strangers talking to each other at a bus stop.)

Roopa : **Pardon me, but** could you tell me which Bus goes to the railway station from here?

Stranger : 47 B.

Roopa : Thanks. **I'm sorry I interrupted your conversation.**

Stranger : **That's okay.**

DIALOGUE 4 (INFORMAL)

(Veena is among her friends. Something occurs to her suddenly and she butts into the conversation to ask a question.)

Veena : **Just a minute.** Does anyone know if Mrs Sharma is leaving for Allahabad tomorrow ?

Naresh : I think she is.

Veena : Thanks. I need to send a packet for Sunder with her. **Sorry, what were we talking about ?** Oh, yes, the movie...

DIALOGUE 5

(INFORMAL)

(Suresh walks up to his friends who are chatting over coffee in the canteen.)

Suresh : **Sorry, am I interrupting?** I came to ask if some of you could come to college on Sunday. We need people to help us decorate the place for the Independence Day celebrations.

Tony : **Sure**, we can come. What time ?

Suresh : About ten, let's say. **I think you were in the middle of something. Sorry I disturbed you.**

Leena : **It was nothing important.** Come and join us for ,coffee.

Suresh : Thanks. I'd love to.

Useful points to remember

- * When trying to someone's attention, it is polite to wait until the person looks at you.
- * One way of getting someone's attention or interrupting someone to say something to them without causing offence is to begin with an apology (Sorry / Sorry to bother you/ Excuse me) followed by but and your reason for wanting to speak to the person. Your tone should indicate that you feel sorry about interrupting.
- * When someone tries to get your attention or interrupts when you are busy or engaged in conversation with others, it is polite to respond with words that sound friendly and encouraging (for example, That's all right / No problem / Sure). Here are some other expressions you can use to interrupt or get someone's attention and to respond when someone else does so.

ACTIVITY 1

Listen to the sample dialogues again and repeat each line for practice.

PAIR WORK

ACTIVITY 2

Enact dialogues 1-5 with your partner, taking turns to play the role of the person trying to get someone's attention / interrupting as well as that of the person responding to the interruption.

Giving Instructions And Seeking Clarifications

This unit deals with the language you will use in order to give instructions clearly. The unit will also tell you how to ask someone to make clear something that they said and that you did not understand, or to repeat themselves if you did not hear them clearly the first time. The language you use to do this must be polite or else you are likely to offend the person.

To learn how to give instructions, listen carefully to the dialogues below on CD and follow them in the book.

DIALOGUE 1

(An art teacher tells his students how to make a kite.)

Teacher : **Let's learn to make** a kite today. **We'll need** a plastic bag, two sticks, a reel of cord, scotch tape and a pair of scissors.

Satish : **Excuse me, sir. What's cord, please ?**

Teacher : It's the thick thread we use to fly kites, Satish. Okay ? Then, shall we continue ? Now, **follow my instructions carefully. First, cut** a square sheet out of the plastic bag. **Then, make** a large round hole in the centre of the sheet. **Next, make** a cross with the two sticks and tie them together tightly with the cord. **Now, tie** four pieces of cord of the same length to each corner of the frame **and, attach** the plastic sheet firmly to the frame with scotch tape. **Then tie** the

loose ends of the pieces of cord together to the reel. **Add** two tails to the bottom of the kite for balance. **Now**, the kite is ready. **Is that clear to everyone?**

Student : Yes, sir. Thank you.

DIALOGUE 2

(Renu instructs her brother, Jeevan, on how to make tea.)

Jeevan : Renu, can you teach me to make tea ?

Renu : Don't worry. **I'll teach you step by step. You can't go wrong.** Let's begin. **Step 1, put** one and a half cups of water into a small pan.

Jeevan : That will make two cups of tea, won't it ?

Renu : Right - it will, when you add the milk.
Now,
step2, light the stove **and** a teaspoonful of tea leaves to it **and let it** simmer for a minute.

Jeevan : Will one teaspoonful of tea leaves do ?

Renu : Yes, the tea will become too strong and bitter if we add more. **Next, step 3. Strain** the tea **and add** half a cup of milk, and sugar to taste. One spoon per cup should do unless you want it sweeter.
Now, the tea's ready.

Jeevan : Hey, that's simple. Thanks, Renu.

Renu : Anytime, Jeevan.

DIALOGUE 3

(A mathematics teacher gives his students instructions on how to draw a figure.)

Teacher : Follow my instructions carefully and draw the diagram. **First, start with** a point somewhere in the middle of the page. **Second**, with the help of a scale / ruler, **mark off** 5 centimetres on either side of the point **and draw** a vertical line measuring 10 centimetres. Did you understand ?

Student : Yes, sir ?

Teacher : Good. **Finally, draw** four lines joining the ends of the two lines and touching each other at the corners. Can you describe the diagram you've drawn ?

Raju : It's a square, sir.

Teacher : You're right, Raju.

Useful points to remeber

When giving instructions, use:

- * short, clear sentences
- * connecting words to show the order in which the instructions have to be followed, for example *first/firstly, second / secondly*, then, next, lastly...
- * imperatvie sentence such as Cut a square, Make a cross, Tie the loose ends ..., each beginning with a verb in the form it appears in a dictionary (for e.g.cut, make, tie, attach).

ACTIVITY 1

Listen to dialogues 1-3 again and repeat each line for practice.

PAIR WORK

ACTIVITY 2

Enact the sample dialogues with your partner, taking turns to play the role of the person giving instructions.