



Making a call

電話をかける

OBJECTIVES

To reach a specific person
特定の人に連絡をとる

To give your name and company
自社名と自分の名前を伝える

To connect a caller
電話をつなぐ

EXERCISE 1

Role-play : Teacher » Karl / Student » Marisa (Switch roles after you read the dialogue)
役割 (講師 » Karl / 生徒 » Marisa) にあわせて文章を読みましょう! ダイアログを読んだ後は役割を交代しましょう。

Marisa Hello, **This is Marisa Silvera with Terramoto Software.**
I'm trying to reach Claire Petty, the personnel manager.
Is this the right department?

Karl Yes, it is. How may I help you?

Marisa I'd like to talk to Ms. Petty
about our company's new payroll accounting software package.

Karl A software package? Is Claire expecting your call, Ms. Silvera?

Marisa Yes, we were introduced at the Human Resources Technology Expo
last week in Toronto.
She gave me her business card and asked me to get in touch.

Karl OK, please hold the line. **I'll put you through to Claire now.**

EXERCISE 2 Fill in the blanks and read the dialogue.
空欄を埋めて、ダイアログを読みましょう!

Marisa Hello, This is Marisa Silvera with Terramoto Software.
I'm _____ Claire Petty, the personnel manager.
Is this the right department?

Karl Yes, it is. _____?

Marisa I'd like to talk to Ms. Petty
about our company's new payroll accounting software package.

Karl A software package? Is Claire _____ your _____, Ms. Silvera?

Marisa Yes, we _____ at the Human Resources Technology Expo
last week in Toronto.
She gave me her business card and asked me to _____.

Karl OK, please _____. I'll _____ Claire now.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» When did Marisa meet Claire Petty?

Answer 1

- a. This morning
- b. Yesterday
- c. A week ago
- d. Last month

Question 2

» What is the reason for Marisa's call?

Answer 2

- a. To discuss a computer program
- b. To invite Ms. Petty to an event
- c. To request a late payment
- d. To order some business cards

EXERCISE 3

Practice speaking using the following scenarios.
それぞれの状況に沿って、スピーキングを練習しましょう!

Talk 1

You are Kelly Martin, and you work for Zippy Shipping. Call MDO Manufacturing (your teacher) and ask for Bob King in the purchasing department.

Talk 2

Call the general affairs department of Palmer Packaging (your teacher).
You want to reach Lois Chang, the office manager. Use your real name and company.

Talk 3

Answer the phone and talk to the caller (your teacher).
The caller wants to speak to Harvey Winters, the training manager.
Ask for the caller's name and connect the caller to the right person.

WORDS & PHRASES | 単・熟語表現の紹介

- » reach / 連絡する
- » the right department / 正しい部署
- » would like to do / ~したい (want to do より丁寧な表現)
- » expect a call / 電話を待つ、電話をもらうことになっている
- » be introduced / 知り合う
- » get in touch / 連絡をとる
- » hold the line / 電話を切らずに待つ
- » put A through to B / (電話で) A を B につなぐ

HOMEWORK

Writing 1

You need to send a package to Ms. Hawthorne at Global Investments.
Write a note to your co-worker ask if Ms.
Hawthorne is in the personnel department.

Writing 2

Write an e-mail to a customer, Mr. Stanley Li from Consolidated Trading in Hong Kong.
You will be in Hong Kong next week for a trade show.
Ask if you can visit and give a short demonstration of your company's
new accounting software.