

**ภาษาอังกฤษ**

**ม. ปดย**

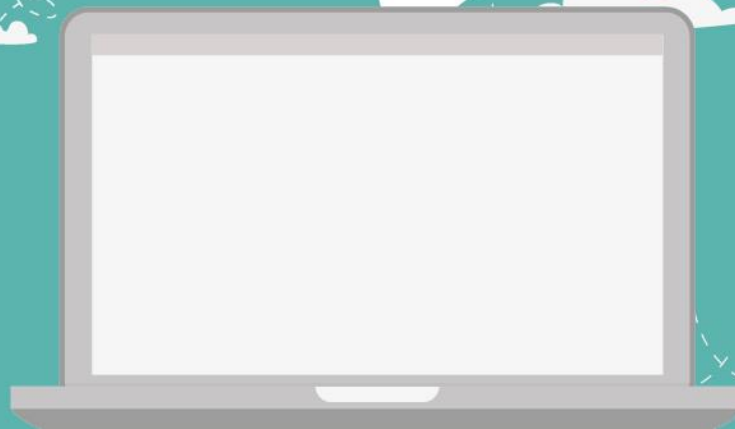
**On the Phone**

**ครูพี่ออม**

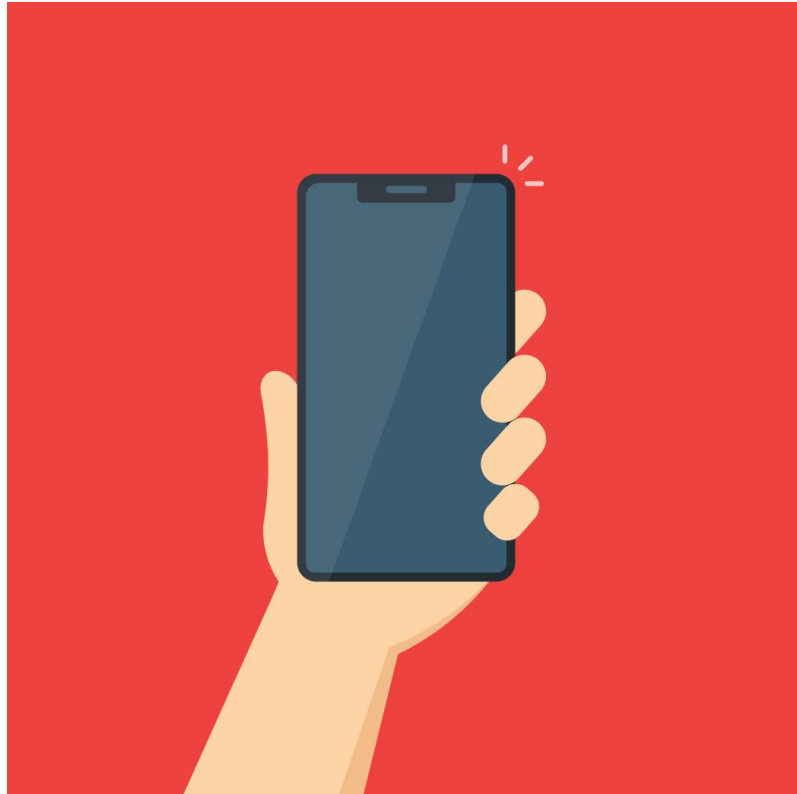
**A**

**B**

**C**



# On the Phone



- 1. 'On' and 'Over'**
- 2. Vocabulary about Phone**
- 3. How to Make a Call?**
- 4. How to Answer Phone Call?**
- 5. Get the Wrong Number**

# On the Phone

## 1. 'On' and 'Over'



# On the Phone



**On the Phone**  
**Vs**  
**Over the Phone**

# On the Phone

**“On the phone”**

**= Someone is using a telephone.**

“Don’t interrupt your sister while she is on the phone.”

[while she is using the phone]

“Can you turn down the TV? I am on the phone.”

“He was on the phone when I arrived at his house.”

# On the Phone

**“On the phone”**

|                     |                         |
|---------------------|-------------------------|
| <b>On the phone</b> | <b>On the screen</b>    |
| <b>On TV</b>        | <b>On the Internet</b>  |
| <b>On the radio</b> | <b>On iPad</b>          |
| <b>On Spotify</b>   | <b>On the app store</b> |

# On the Phone

## “Over the phone”

= **Something is done using the phone as a way to do it.**

She told him that bad news over the phone.

[she used the phone to tell him the news rather than telling him in a letter or in person]

I pay my bills over the phone so I don't have to write checks.

We ordered food over the phone before driving to pick it up.

# On the Phone

## 2. Vocabulary about Phone





# On the Phone

## 2. Vocabulary about Phone

|           |                     |           |
|-----------|---------------------|-----------|
| Dial      | Telephone Directory | Area code |
| Spell     | Repeat              | Ring      |
| Hold on   | Hang up             | Speak up  |
| Pay phone | Telephone booth     | Pick up   |
| Line      | Answerphone         | Robocall  |

# On the Phone

## 2. Vocabulary about Phone

| Voicemail   | Text            | Return       |
|-------------|-----------------|--------------|
| Call        | Call back       | Call through |
| Busy signal | Conference call | Enquiries    |
| Cell phone  | Caller          | Receiver     |

# On the Phone



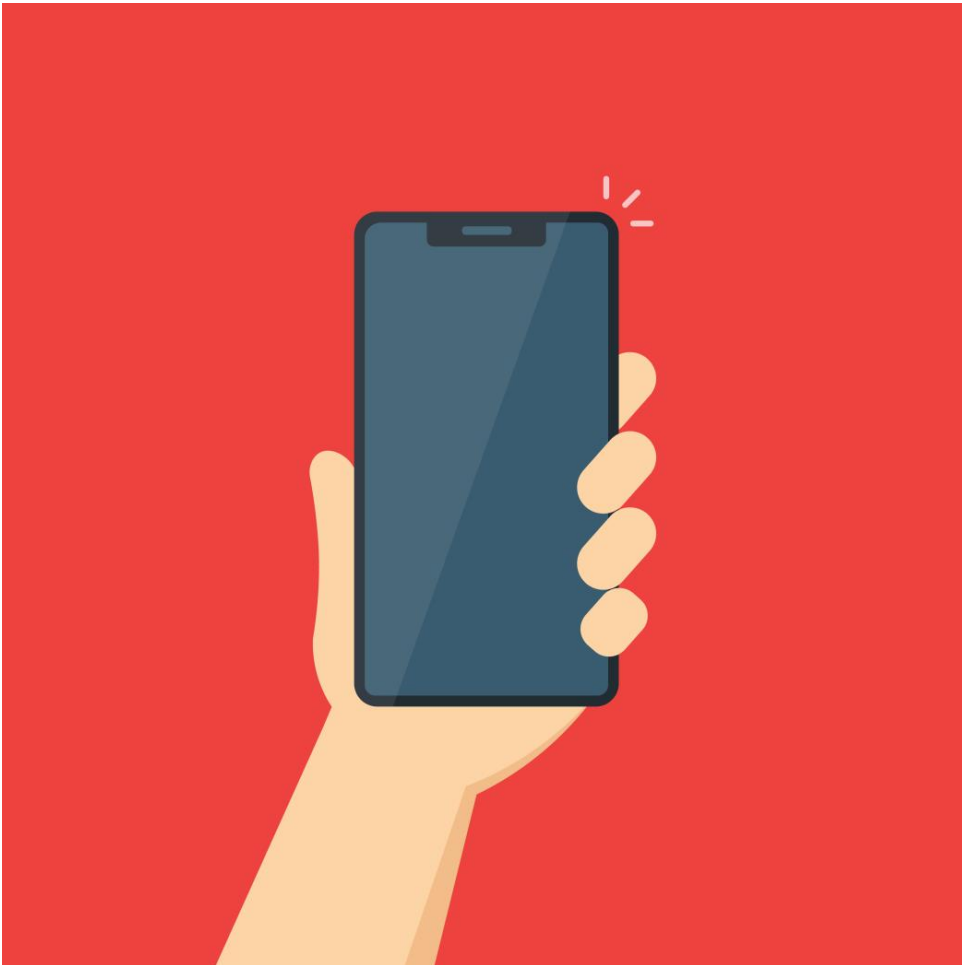
1. To contact the customer service, you have to \_\_\_\_\_ "0" for the operator first.  
a. answer      b. pick up      c. dial      d. hang up
2. If your friend leaves you a message on voicemail, you have to \_\_\_\_\_ it.  
a. ignore      b. answer      c. text to      d. listen to
3. Wait a minute. I really have to take this \_\_\_\_\_.  
a. ring      b. call      c. missed call      d. wrong number
4. We don't like to speak on the phone because \_\_\_\_\_ each other is cheaper.  
a. calling      b. dialing      c. in person      d. texting



## On the Phone

5. You'll need coins or a phone card if you want to use a \_\_\_\_\_.
- a. cell phone   b. smartphone   c. pay phone   d. telephone directory
6. A phone call in which three or more people can speak to each other is a/an \_\_\_\_\_.
- a. answerphone   b. robocall   c. busy signal to   d. conference call
7. I'm in the meeting with my boss right now. Can you \_\_\_\_\_ later?
- a. call back   b. return   c. call through   d. hold on
8. Maria's not here just now. Would you like her to \_\_\_\_\_ your call?
- a. call back   b. return   c. take   d. pick up

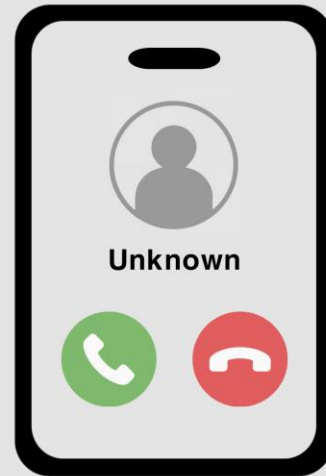
# On the Phone



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# On the Phone

## 3. How to Make a Call?



# On the Phone

## 3. How to Make a Call?

### Need some information

- Could you please give me some information on ... n ...?
- I'd like the information about ... n ...?
- Could you tell me .....
- I'm calling about .....n.....\
- Could you please give me some information on the scholarship?
- I'd like the information about the research submission date.
- Could you tell me why it was rejected?
- I'm calling about my flight booking.

# On the Phone

## 3. How to Make a Call?



### Ask for something

- I'm calling to ... V ...
- I'd like to ..... V.....
- May/ Can/ Could I ....., please?
- I'm calling to cancel my purchase.
- I'd like to speak to Mr. Zhang, please.
- May I talk to Mr. Zhang, please?

**Informal version:** Is Zhang there?



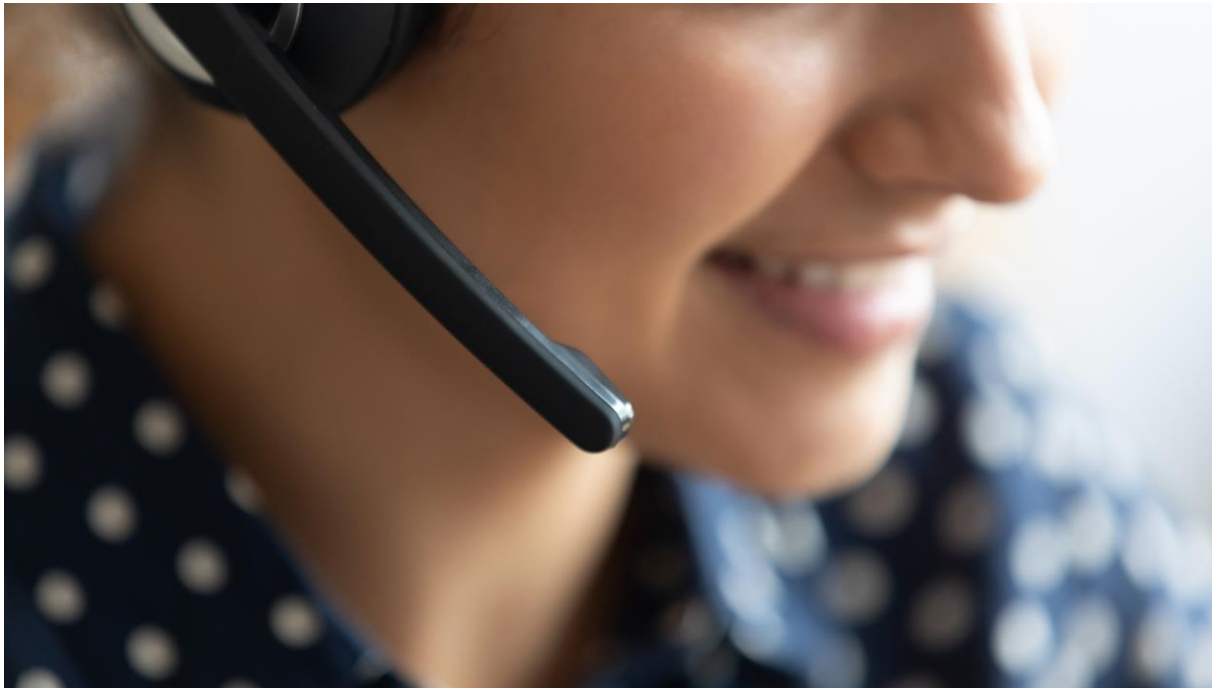
# On the Phone

## 4. How to Answer Phone Call?



# On the Phone

## 4. How to Answer Phone Call?



**Receptionist**

**Customer Service Agent**

**Secretary/ Assistant**

**Operator**

**Phone Agent**

# On the Phone

## ไปเรียกให้/โอนสายให้



### I will get someone:

- One moment, please. I'll get him for you.
- Just a sec. I'll get him.
- Please hold on. I'm telling him now you call.

# On the Phone

## ไปเรียกให้/โอนสายให้



### Put someone through:

- Could you hold you line for a minute? I'll put you through.
- Let me put you through. Please hold on a second.
- Just a moment, please. I'm putting you through.

# On the Phone

## ถามปลายสายว่าใคร



### May I have your name?:

- He's engaged right now. May I ask who's calling?
- He's busy at the moment. Can I have your name, please?
- He's not at the office. Who's speaking?
- He's not in. Who's this? I'll tell him once he's back.

# On the Phone

## เสนอความช่วยเหลือ



**Do you want to ....?:**

- Do you want to leave a message?
- Do you want me to take a message?
- Do you want him to return your call?

# On the Phone

## พจนานุกรม



### Can you repeat that?:

- What's the number to call back?
- Can you spell that, please?
- Could you please repeat that for me?
- Could you please speak up a bit?

# On the Phone

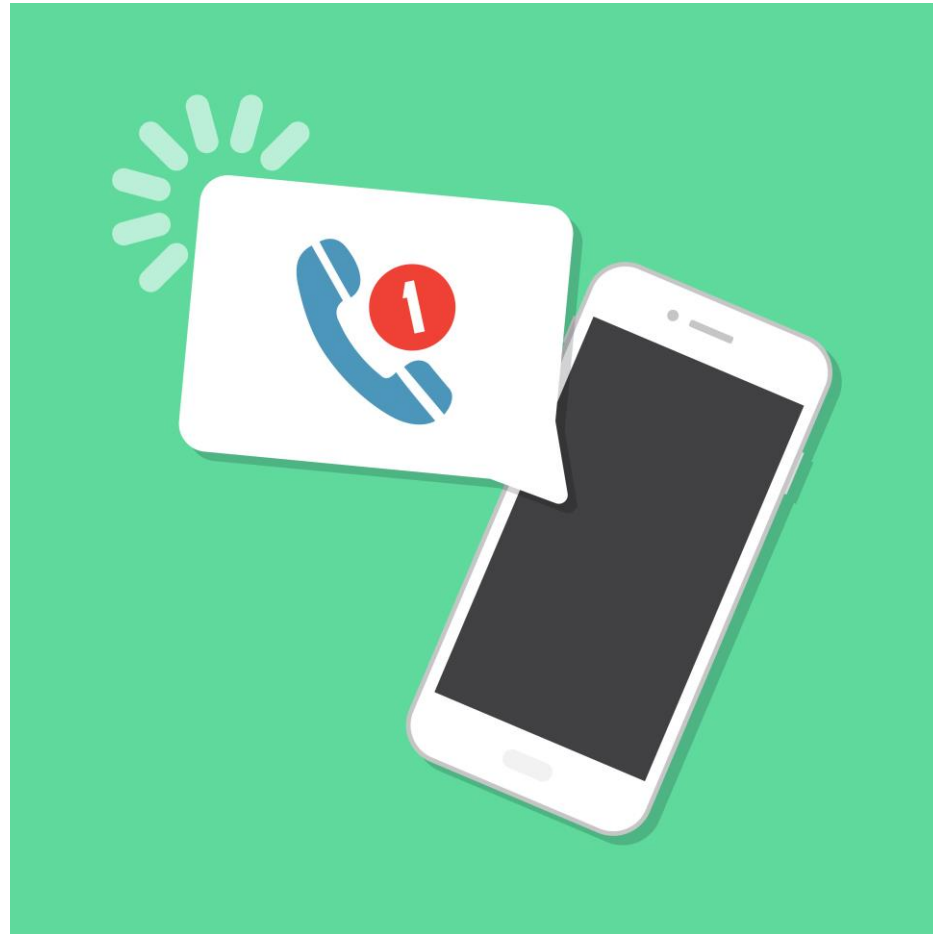


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- 5. Get the Wrong Number**



# On the Phone

## 5. Get the Wrong Number



# On the Phone



**Missed call**

**Vs**

**Wrong Number**

# On the Phone

## 5. Get the Wrong Number



- Sorry, what number did you dial?
- I think you've dialed the wrong number.
- I'm afraid you got the wrong number.
- Oh sorry, I've made a mistake.
- I'm so sorry, I've dialed the wrong number.

# On the Phone



~~1. 'On' and 'Over'~~

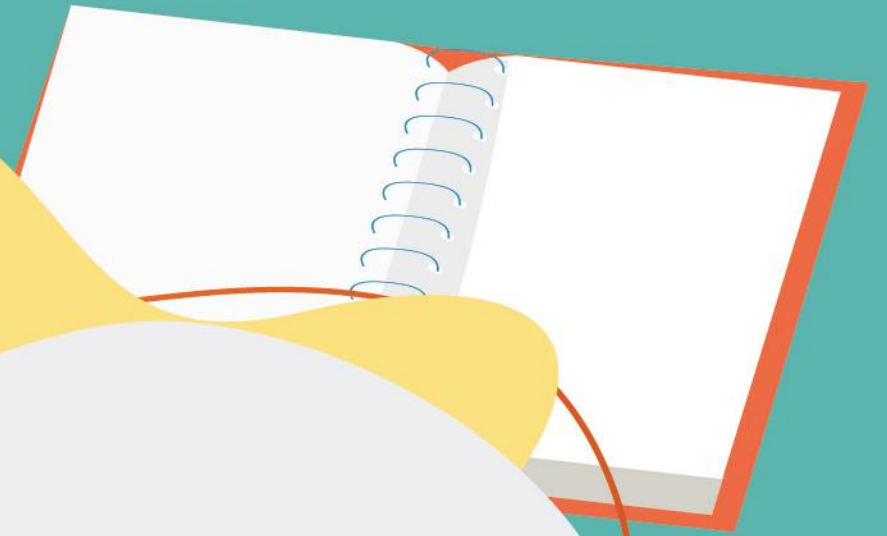
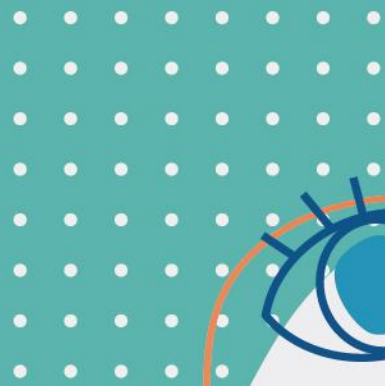
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# Exercise



## Exercise

You can't understand what someone is saying at work or on the phone. How do you ask someone to repeat himself or herself in a polite way?

- a. What did you say?
- b. Could you please speak over and over?
- c. Could you please tell one more time?
- d. Could you please repeat that?

Receptionist: Can I \_\_\_\_\_ a message for you?

- a. have
- b. leave
- c. Take
- d. memo
- e. listened to

# Exercise

You have to take a message. What do you write down? What information do you ask for?

- a. The caller's name and the purpose of calling
- b. The caller's name and his email
- c. The caller's name and his accomplishment
- d. The caller's address and his solution



## Exercise

- \_\_\_ **A** Amanda: Alright. What's you mom's number?
- \_\_\_ **B** Chris: I'm fine. Is your sister there?
- \_\_\_ **C** Amanda: Oh, she just went out. Would you like to leave a message?
- \_\_\_ **D** Chris: Hello, this is Chris. How've you been Amanda?
- \_\_\_ **E** Amanda: Sure. I'll tell her.
- \_\_\_ **F** Amanda: So, that's 0-8-8-1-1-1-1-0-0. Got it.
- \_\_\_ **G** Amanda: I'm great, thank you. What about you?
- \_\_\_ **H** Chris: Perfect. Please tell her to call me back then.
- \_\_\_ **I** Chris: It's 0-8-8-1-1-1-1-0-0.
- \_\_\_ **J** Amanda: Hello, Amanda's speaking.
- \_\_\_ **K** Chris: But please dial my mom's number. My phone will be dead soon.