

Телефонна розмова

- **Завдання 1**
- **Знайдіть відповідність колонки А з колонкою Б . (1 б)**

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• receiver	роз'єднати
• dial a number	бути на лінії
• ring /call	залишити повідомлення
• call back	телефонна трубка
• disconnect	підняти трубку
• subscriber	терміновий дзвінок
• leave a message	телефонний довідник
• hold on	передзвонити
• emergency call	набирати номер
• pick up the receiver	дзвінок
• telephone directory	абонент

Завдання 2

Перекладіть текст українською мовою письмово. (1б)

- **Telephone techniques.**
- Identify yourself by giving your name and your position in the company.
- Make sure you are talking to the right person. Say right away you are calling about. Be brief and don't waste time. If it's bad line say that you'll call back at once . Then start the call again.
- Speak slowly and clearly but in a friendly voice . Smile when you are speaking.
- Don't be funny – you may be misunderstood.
- Don't use technical words or abbreviation, because the other person may not understand these as well as you do.
- Give important information, like figures , names, quantities and so on slowly and carefully.
- Don't interrupt the other person even if you think you know what he or she is going to say, let them finish what they want to say.
- Don't phone during the other person's lunch time – find out what time it is in the other country before you call.
- Note down all the important information you're given by the other person.

Завдання 3

Заповніть діалог відповідними фразами . (1

б)

- *Could you give him a message ?*
- *Can you spell that please?*
- *I'm sorry he is away this week*
- *Could you ask him to call me.*
- *Who's calling please?*
- *Could you give me your number?*
- *Hold the line please*
- *...could I have your name again?*
- *Could I speak to... ?*

Діалог

- Receptionist: Good morning. Softwear Center .How can I help you?
- Caller: Hello. (1).....Tim Newton , please?
- Receptionst: (2)
- Caller: It's Felix Brown.
- Receptionist : Thank you. (3)
- Oh, wait.I've got a note here about Mr. Newton.(4).....
- Caller: Oh,no! (5).....
- Receptionist: Yes, certainly
- Caller: (6)next Monday?
- Receptionist : Yes, of course. I am sorry , (7)
- Caller: It's Brown.
- Receptionist: (8).....
- Caller: It's B-r-o-w-n
- Receptionist: (9).....
- Caller: 0-1-3-4-7-6, double 9
- Receptionist: Right. Mr. Felix Brown on 0-1-3-4-7-6 double 9
- Caller : That's it. Thanks very much. Good bye.
- Receptionist : Good bye.

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Завдання 4 (2 б)

Вставте пропущені слова у речення та перекладіть їх

ПИСЬМОВО.

*be over, call back , cut off , get through , give up ,hang on , look up ,
pick up , put through , hang up.*

- The phone ringing. Why don't youthe receiver?
- I'm afraid she isn't available at the moment . Can youlater.
- Can youtheir number in directory , please.?
- I'm afraid she's with a client, shall Iyou.....to her secretary?
- Hello? Are you still there? I think we werefor a moment.
- Mr. Green never seems to be in his office . I've been trying toto him all morning.
- Could you.....for a moment? I'll just find out for you.
- If the telephonist says 'Thank you so much for calling ' and plays me that awful electronic music again, I'll
- If you get wrong number , It's polite to say, "I am sorry, I 've dialed the wrong number ' before you.....
- If an American telephonists asks 'Are you through?', she wants to know if your call.....