

## Lesson 58: Talking on the Phone

By Xandra

### 1. Dialogue

First, repeat after your tutor. Then, practice each role.

Allan, the operator: Thank you for calling ABC Telecoms. This is Allan. How may I help you?

Eiko: Hello. I just received my phone bill. I have some complaints about the charges. Who should I talk to about this?

Allan: That matter should be taken up with the billing department. Hold on while I connect your call.

After a few seconds...

Ben: Billing department. This is Ben speaking.

Eiko: I have some questions about my phone bill. It seems I'm being charged for phone calls made to Europe. I'd like **to have the charges removed** from my bill.

Ben: Do you mean you didn't make those phone calls?

Eiko: I wish I had someone to call in Europe. I'm a housewife living in the country side. I use my phone to tell my kids that I'm ready to pick them up. That's pretty much my social life.

Ben: I see. Could you please give me your name and your mobile number? I'll check your phone records on my computer and I'll see what I can do about it.

### 2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. Where did you **have your hair dyed**? It looks good.
2. Let's **have the house renovated**. It needs a lot of repairs.
3. Jack is **having his car fixed**. It broke down yesterday.

\* to have something done / (物・事) を～して貰う。

### 3. Your Task

You work for a pizza shop. Someone (=your tutor) calls and orders pizza. In a business-like manner, take the customer's name and address. You also have to take his order and tell him how much it costs. Before you hang up the phone, inform him/her what time their pizza will arrive. Don't forget to thank the customer too.

### 4. Let's Talk

How are business calls conducted in Japan? Tell your tutor about it.

We usually know who's calling when using a mobile phone.

If the number is not registered on your phone, do you answer it?

Why or why not?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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