

## Lesson 58: Talking on the Phone

By Xandra

### 1. Dialogue

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

Chikako: Good morning. I'd like to inquire about sending a parcel to Japan.

Bryan: I'll **connect you to** the shipping department. Hold on please.

*After a while...*

Bryan: I'm sorry to have kept you waiting. It seems that the person in-charge is on his lunch break.  
Would you like to leave your name and number?

Chikako: Maybe you can answer my question. I just want to know if I can send wine and cheese to Japan.

Bryan: As long as the cheese is in a sealed pack, it can be shipped door-to-door. As for the wine, there's a special way of packing the bottles. I strongly recommend that you let us pack the items.

Chikako: In that case, I should bring the stuff to you. What time do you close the shop?

Bryan: We're open until 9:00PM.

Chikako: I see. May I know who this is?

Bryan: My name is Bryan. I'll be the first person you'll see when you come by.

Chikako: Thank you for your help, Bryan. I will see you in a while.

### 2. Today's Phrase

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

1. I shall **connect your call to** the billing department. Please hold the line.
2. A: Hello. Can you please **connect me to** the sales department?
3. A: Mr. Nakamura, you have a call from Mr. Jones. Should I tell him that you're busy? B: No.  
**Connect him to** the conference line.

\* connect someone to ... / 人を...に繋ぐ

### 3. Your Task

*On the phone, you are inquiring about a studio apartment for rent. Introduce yourself properly to the landlord (=your tutor) and ask about the vacant apartment. The landlord is going to ask for your name, nationality, your purpose for staying in the U.S. and how long you're planning to stay. He/she will then advise you to inspect the apartments soon.*

### 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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