

Have you ever... had a difficult phone call?

11. Phone call



Film 2



Jamall! Jamall!

Hello.



Hello. I'm calling from Parkfield School. Can I speak to Mariam Ahmed's mother or father please?

Mariam? Err...



Yes. I'm phoning about the permission slip for a school trip at the end of term? We need permission from the parent or guardian to let her go on the trip. Would that be you?



Err...

Film 3

Yes. I'm phoning about the permission slip for a school trip at the end of term? We need permission from the parent or guardian to let her go on the trip. Would that be you?



Sorry. My English is not so good. What do you want?

I'm from the school. I'm phoning about a school trip, for Mariam.



A school trip? I see.

Yes. We're going to the science museum. We need you to sign a permission slip so that Mariam can go to the museum at the end of term...



Please, slow down. Could you say that again?

Can you sign the paper for Mariam?



You want me to sign the paper?



Yes. Then Mariam can go to the museum.



Oh. OK. I can do that today. Thank you for telling me.

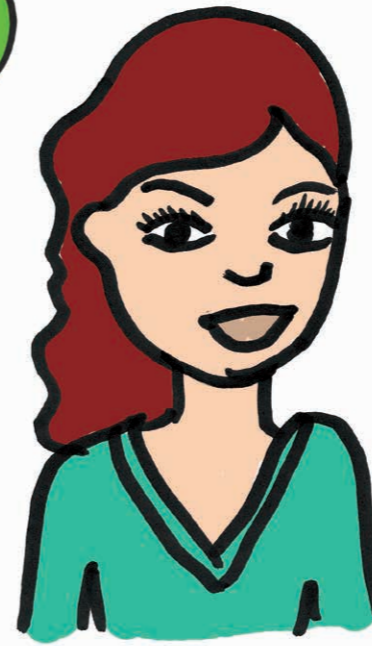


11. Phone call

Have you ever...
had a difficult
phone call?



A



Jane from Greenway School
the school
Mrs Khan
tell you about the parents'
evening

B



- A Hello, this is _____.
- B Sorry. Could you say that again?
- A I am calling from _____.
- B Who do you want to talk to?
- A I want to talk to _____.
- B What do you want?
- A I want to _____.