

1.3 I'D LIKE TO ENQUIRE

FUNCTION | polite enquiries VOCABULARY | adverts LEARN TO | manage enquiries

VOCABULARY | adverts

1A Look at the adverts A–E. Which two would interest you most?

A Olympia Sports Centre

FREE INTRODUCTORY OFFER. Print the flyer on the right, fill in your details and present it at the gym to sign up for a FREE training session with a certified trainer, worth €30. Offer ends 30th January.

B EXCEL SCHOOL OF ENGLISH

Advanced course in business English
Real business scenarios including telephoning, presentations, meetings and negotiations.
Limited enrolment – guarantee your place with a €50 deposit (non-refundable). Phone 0472 981634 to enrol.

C The Bengal Tiger Restaurant
42 The High Street.
Tel: 0472 777421

Two-for-one deal.
Come any weekday and bring a friend. Offer extends till May 24th only. Phone to reserve a table.

D Keira Knightley ☆
to star on stage in *Twilight 2*.

Pre-book on our hotline from November 16th.

Group discount for matinee performances.

Limited run March 16th to July 1st.
Phone 0100 900 200 for tickets.

E SnipSnip Hair Salon ✂
6 WEST GREEN ROAD

Free hairstyling by diploma students working under the supervision of a trainer. Come to SnipSnip this Saturday from 10a.m. Styling will be offered on a **first come first served** basis.

B Work in pairs and match meanings 1–8 with the words/phrases in bold from the adverts.

- If you go, your friend can come for free! **Two-for-one deal**
- An afternoon show
- You need to pay part of the cost now, but this money can't be returned.
- You can't book a place, just get there early!
- Put your name on a list for a course
- It's only on for a short time
- Write your name, etc. on a form
- There's a maximum number for this course.

C Which of the words/phrases can be used to talk about a concert, a cookery course, a sale in a shop and a hotel booking?

FUNCTION | polite enquiries

2A ▶ 1.9 Listen to the phone conversation and answer the questions.

- Who is the woman phoning?
- Why is she phoning?
- What does she need to do?
- What does the receptionist do?

B Complete the sentences. Then listen again and check.

- I _____ like to _____ about a course.
- I _____ wondering _____ it _____ be _____ for _____ to change to that group.
- Can _____ tell _____ why I have to do it in person?
- Would _____ be any _____ of doing the level test on the phone?
- Do you _____ me _____ what it involves?
- I'd be really _____ if you _____ hold a place for me till Saturday morning.
- Would you mind _____ that in an email for me?
- _____ you tell me _____ the school opens?

C ▶ 1.10 Listen and mark the intonation at the end of each enquiry. Does it go down and up ↗ or just down ↘? Then listen again and repeat.

I'd like to enquire about a course.

▶ page 128 LANGUAGEBANK

3A Make the enquiries more polite using the words in brackets.

- Which one do I need to catch to get there by noon? (Could / tell)
- Can I use your two-for-one deal on a Friday night? (wondering / possible)
- Tell me about your policy for returned tickets. (like / enquire)
- I want a window seat. (Would / chance)
- Tell me about withdrawal charges. (Would / mind)
- How much experience do your student hairdressers have? (mind / asking)
- Explain that again, from the bit about downloading the software. (I / grateful)
- Where exactly would the cheaper apartment be? (Can / tell)

B Work in pairs. In which situations could you make the enquiries above?



LEARN TO | manage enquiries

4A Work in pairs. Read phrases 1–6 from the phone conversation. Who do you think is speaking, the receptionist (R) or the caller (C)?

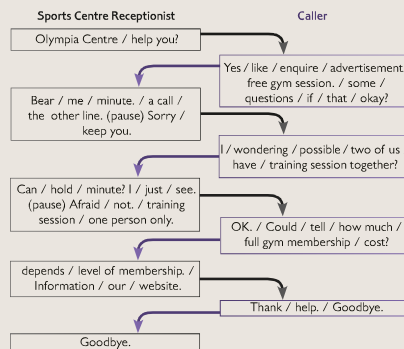
- Bear with me a minute.
- Sorry to keep you.
- Sorry to be difficult, it's just that ...
- I'd really appreciate your help.
- Can you hold on a minute? I'll just see.
- I've got one more question, if I'm not keeping you.

B Look at the audio script on page 164 and check your answers.

C Work in pairs and find:

- two phrases showing the caller thinks she may be causing a problem.
- one polite phrase from the receptionist meaning *please be patient*.

5 Work in pairs and role-play a phone conversation to a sports centre. Use the flow chart to help.



SPEAKING

6A Work in pairs. Student A: look at Situation 1. Student B: turn to page 158.

Situation 1 – Student A (Customer)

You booked a flight online, but you entered the wrong date for the return flight by mistake. Complete your information:

From _____ to _____ on _____

Returning on _____ (you put _____ by mistake).

Phone customer service and try to change the booking. To prepare, make notes on two or three enquiries you will make and predict what the customer service person might say.

B Work in pairs. Student A: Look at Situation 2. Student B: turn to page 158.

Situation 2 – Student A (Service person)

You work at the front desk of a hotel and handle reservations. Complete the information:

Name of hotel _____

Cost of upgrading to a better room _____

A customer calls to check a booking and possibly upgrade to a better room. When the customer calls make sure you:

- ask what the customer's name is.
- don't find the booking immediately ... only after a delay.

speakout TIP

Before making a phone enquiry, note what you want to say and what the other person might ask you. This can help your confidence, especially in formal situations.