

# Course: Intermediate

## Level 2

Day №1

# ***What can you say about the pictures?***



**Day 1:**  
**Calling 411 for a phone number**

*Dialogue 1: Requesting a personal number*

*Dialogue 2: Requesting a commercial number*

*Dialogue 3: When the operator confuses  
the name*

*Dialogue 4: When you requested an  
unlisted number*



## Dialogue 1: Requesting a personal number

A: 411. Can I help you?

B: Please give me Mr. James Ward Lee's phone number.

A: Would you spell the name for me, please?

B: His first name is James. His middle name is Ward, W-A-R-D. And his last name is Lee, L-E-E.

A: What city, please?

B: Redmond

A: OK. The number is, area code 425, 881-2378.



Notes:

## Dialogue 2: Requesting a commercial number

A: 411. How may I help you?

B: I would like the number of Uncle John's Pizza.

A: What city, please?

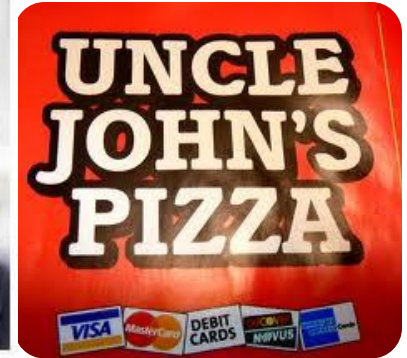
B: Dublin, Ohio.

A: Uncle John's Pizza. We have 12 numbers listed as Uncle John's Pizza.

B: I want the number of the one located at Westside Avenue.

A: Westside Avenue. That would be 1234-5678.

B: Thanks!



Notes:

### ***Dialogue 3: When the operator confuses the name***

A: 411. What can I do for you?

B: I'd like to get a phone number.

A: What city, please?

B: Las Vegas. And the name is Anne Brown.

A: We have 36 Ann Browns in Las Vegas.

B: Ah! Her middle name is Mary.

A: Ann Mary Brown. I'm sorry, sir. We don't have a phone number by that name.

B: Oh! Her first name is spelled with "Anne" at the end. Would you check again?



Notes:

## ***Dialogue 4: When you requested an unlisted number***

A: Good day, sir.

B: I'd like to get a phone number of Tread Stone, New York.

A: I'm sorry, sir. How would that be spelled?

B: T-R-E-A-D Stone. And it's New York, New York.

A: Tread Stone, New York. I'm really sorry, sir. But it's not listed.

B: Then would you check for Tread Stone Corporation?

A: I'm really sorry. That's not listed, either.

B: Okay. Thanks, anyway.



Notes:

Let's practice.

Complete the following:

1.) Please give me \_\_\_\_\_

2.) I would like the \_\_\_\_\_

3.) I'd like to get a phone number \_\_\_\_\_

Use these words in sentences:

personal number

commercial number

unlisted number





## Answer these questions:

Do you also call the directory assistance to ask for numbers?

If yes, what numbers do you usually ask for?

If not, how do you get the numbers you need?



***Thank you for  
today!***

***I'm looking forward to  
seeing you again!***