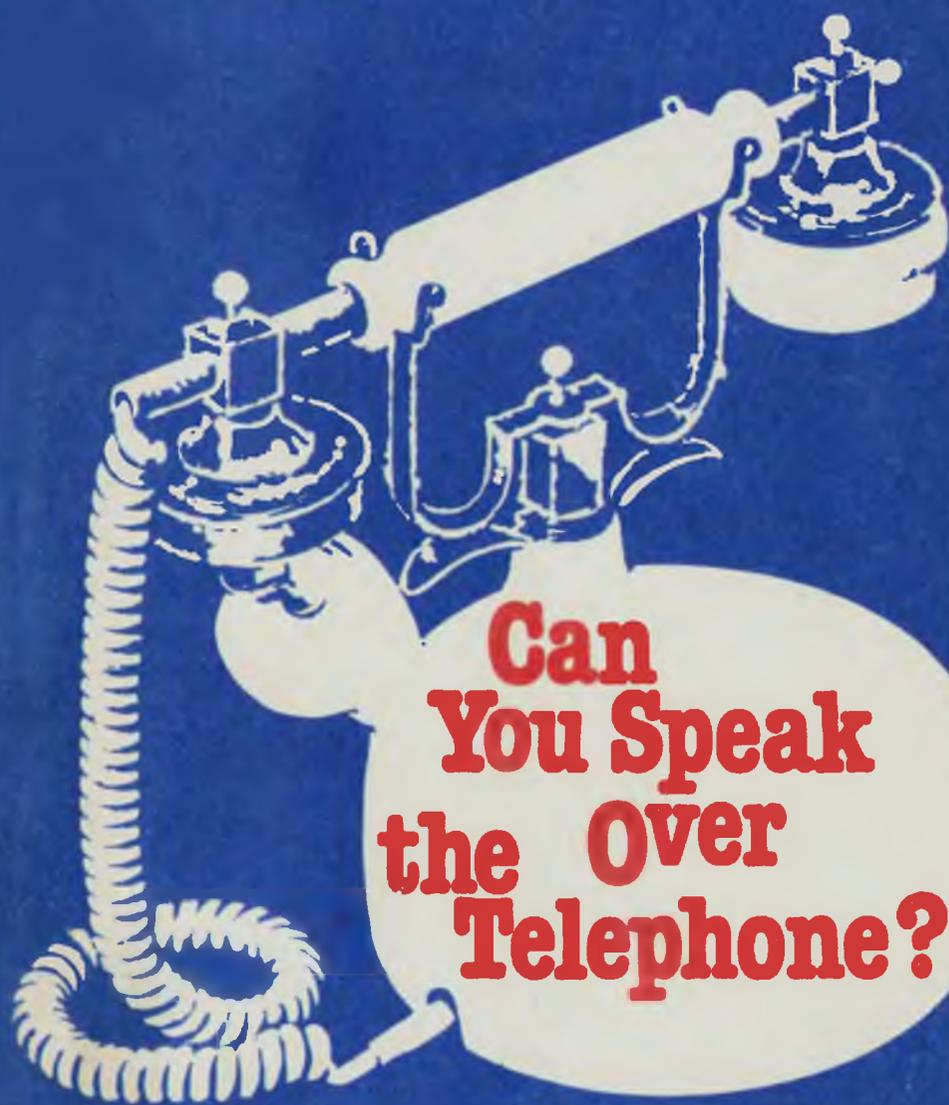


T. G. Shelkova
I. Ya. Melekh



**Can
You Speak
the Over
Telephone?**

Т. Г. ШЕЛКОВА И. Я. МЕЛЕХ

Как вести беседу по телефону

ПРАКТИЧЕСКОЕ ПОСОБИЕ
ПО РАЗГОВОРНОМУ
АНГЛИЙСКОМУ
ЯЗЫКУ

Издание второе,
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Ведение разговора по телефону на иностранном языке требует от обучающегося определенных навыков понимания, восприятия и удержания в памяти услышанного, а также незамедлительной словесной реакции на услышанное. Недостаточное развитие этих навыков является препятствием к тому, чтобы хорошо и уверенно говорить по телефону.

Пособие ставит своей целью помочь учащимся овладеть навыками беседы по телефону, пользоваться общепринятой терминологией

Во второе издание (1-е — 1980 г.) внесены исправления редакционного характера.

Для лиц, самостоятельно совершенствующих свои знания английского языка.

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ПРЕДИСЛОВИЕ

Современная жизнь немыслима без постоянного использования средств коммуникаций, самым доступным из которых является телефон. Мы пользуемся телефоном в служебных и личных целях, разговор по телефону часто заменяет собой переписку, требующую больших усилий и времени.

Ведение разговора на иностранном языке требует от обучающихся определенных навыков понимания и умения вести беседу, которые закладываются и развиваются на протяжении всего периода обучения иностранному языку.

Недостаточное развитие навыка аудирования, т.е. восприятия, понимания и удержания в памяти услышанного, а также навыка незамедлительной словесной реакции на услышанное и является основным недостатком, препятствующим обучающимся хорошо и уверенно разговаривать по телефону.

К этому следует добавить некоторые другие трудности, специфические для разговора по телефону. К ним относятся:

- отсутствие зрительной опоры (беседующий по телефону во время разговора лишен возможности видеть своего собеседника);
- как правило, однократность и необратимость слухового восприятия речи;
- различная быстрота речевого потока говорящего;
- индивидуальные особенности собеседника (плохая дикция, монотонность, невыразительность и дефекты речи);
- незнание «телефонной» терминологии и порядка вызова абонента;
- наличие всякого рода шумов и помех.

При отсутствии навыка разговора по телефону эти факторы создают нервную обстановку, которая, в свою очередь, мешает пониманию речи собеседника и правильному реагированию на нее.

Данное пособие рассчитано на лиц, которые изучают английский язык в целях использования его в практической работе за рубежом или внутри страны при работе с иностранными делегациями, гостями и туристами, приезжающими в Советский Союз. Цель пособия – ознакомить обучающихся с особенностями ведения телефонных разговоров, сообщить и закрепить основную терминологию, необходимую для оформления любого разговора, и помочь

им в развитии навыка ведения самостоятельных бесед по телефону.

В данном пособии телефонная терминология, порядок вызова абонента и в определенной степени форма разговоров даются в соответствии с реалиями, характерными для Великобритании и США.

Правила ведения телефонных разговоров, в основном, одинаковы во всех странах. Авторы хотели бы перечислить наиболее общие правила так называемого «телефонного этикета»:

- всегда говорите ясно, четко и кратко;
- неправильно набрав номер, извинитесь;
- набрав номер и услышав голос собеседника, отрекомендуйтесь, кто вы;
- убедитесь в том, что вы правильно поняли передаваемую вам информацию (даты, время, имена, цифры и т.д.);
- не стесняйтесь переспросить, если вы не все поняли, и при необходимости записать услышанное;
- желательно, чтобы тот, кто набрал номер и начал говорить первым, первым и закончил разговор;
- не забудьте передать третьему лицу то, о чем вас просил собеседник.

Основные разделы пособия и методические рекомендации

Пособие состоит из следующих разделов: Предисловие. I. Правила пользования телефоном. II. Телефонная терминология. III. Тематические телефонные разговоры. IV. Официальные и неофициальные телефонные разговоры. V. Отрывки из художественной литературы, содержащие телефонные разговоры.

Раздел I содержит сведения о том, как надо звонить по телефону, и виды телефонных вызовов. Обучающимся предлагается ознакомиться с текстом по частям, побеседовать на английском языке о каждой прочитанной части в отдельности, изучить словарь и выполнить последующие упражнения.

Раздел II: Телефонная терминология включена в серию небольших диалогов, состоящих из 5 – 6 предложений. Эти диалоги необходимо выучить, наговорить на магнитофонную пленку и воспроизвести.

Раздел III. Тематические телефонные разговоры представляют собой серию диалогов на повседневные темы, характерные при об-

щении с иностранцами. После каждой темы следуют упражнения. Они рассчитаны на развитие навыка разговора по телефону и на закрепление тематической лексики. Как правило, они выполняются обучающимися самостоятельно устно с последующей проверкой во время аудиторных занятий. Часть упражнений выполняется с записью на магнитофонную пленку.

Раздел IV. Данный раздел знакомит обучающихся с языковой спецификой официальных и неофициальных разговоров по телефону. Все диалоги представляют собой оригинальные тексты, взятые из английской и американской учебной литературы. Рекомендуется использовать диалоги этого раздела на продвинутом этапе обучения языку, поскольку они построены на более сложном лексическом и грамматическом материале и содержат много разговорных выражений.

Диалоги предназначаются для развития навыка разговора по телефону на официальные и неофициальные темы, навыка чтения и расширения словарного запаса обучающихся.

Часть упражнений рекомендуется выполнять самостоятельно с записью на магнитофонную пленку. Во время аудиторных занятий проверяется понимание диалогов и умение обучающихся составлять импровизированные диалоги с употреблением усвоенной лексики.

Раздел V. Диалоги этого раздела представляют собой отрывки из художественных произведений современных английских и американских писателей: А. Хейли, И. Шоу, А. Кристи и др. Их следует использовать как завершающий этап при работе над каждой темой из раздела «Тематические телефонные разговоры».

Обязательным условием хорошего понимания иностранной речи и, следовательно, умения разговаривать по телефону является успешное овладение обучающимися **н о р м а т и в н ы м к у р с о м** иностранного языка.

Обучение навыку беседы по телефону можно начинать на ранней стадии овладения языком. На первом этапе это делается путем заучивания обучающимися кратких диалогов, имеющих в пособии, а также отработки диалогов, составляемых учащимися по предлагаемым заданиям.

Затем обучающиеся знакомятся с телефонной терминологией, разучивают и воспроизводят небольшие диалоги, постепенно выборочно переходя к более сложным диалогам официального и неофициального характера.

На продвинутом этапе обучения нужно добиваться того, чтобы

обучающиеся на основе приобретенного навыка и изученной терминологии и лексики самостоятельно составляли диалоги и свободно вели телефонные разговоры на любые предлагаемые темы.

Последовательность работы с техническими средствами обучения

– Фонетическая разметка диалога, чтение всего диалога преподавателем, чтение и запись на магнитофонную пленку отдельных предложений и всего диалога каждым обучающимся в отдельности с последующим воспроизведением и разбором записанного преподавателем.

– Использование магнитофона: запись телефонного диалога на пленку двумя обучающимися и прослушивание записи, контрольная запись диалога в лицах с прослушиванием записи всей группой и тренировочная работа с магнитофоном дома.

– Использование лаборатории устной речи: разбивка обучающихся на собеседующие пары для тренировочной работы с телефонными диалогами без участия преподавателя; этот же вид работы с последующим подключением преподавателя с целью контроля; показательное прослушивание всей группой лучших собеседников.

– Разговор по внутреннему телефону: вызов преподавателем любого из обучающихся и разговор с ним как по заданию, так и на неподготовленную тему; на продвинутом этапе – разговор двух обучающихся из различных учебных групп; контрольный разговор преподавателя с любым из слушателей на неподготовленную тему.

Для того чтобы разговор приобрел более непринужденный и естественный характер, следует рекомендовать обучающимся разговаривать друг с другом на иностранном языке, используя для этого домашние телефоны.

PREFACE

Most of the important characteristics of telephone conversation are of course exactly the same as those of conversation which takes place face to face. There are, however, a number of differences which result from the medium of communication and the restrictions which it imposes. Conversationalists who can see each other are able to place a great amount of reliance on the facilities offered by such things as gesture and the presence of a common extra-linguistic context, to help in communication and the resolution of ambiguity. Telephone conversation, however, lacks these facilities to a large extent and so has a tendency to become rather more explicit than ordinary conversation.

The need for greater explicitness is further increased by the fact that sounds carried by telephone lines become diminished in their qualities of distinctiveness, and many of the small cues which help to maintain ready understanding may get distorted or lost. Thus there is more uncertainty in keeping up the give and take between participants which is so noticeable a part of face to face conversation. Utterances that are unduly long will be avoided and a speaker will tend to leave frequent pauses for his partner to say something and prove that he is still there.

Then, perhaps more often than in ordinary conversation, in telephone conversation there tends to be a set theme – people do not phone each other accidentally in the way that they may meet in the street and the information which is exchanged probably tends to be related more to a single identifiable purpose.

Finally, the highly formulaic nature of both the opening and closing of a telephone conversation may be noted – the range of accepted linguistic devices for carrying out these operations is relatively small as compared with conversation in general, the predictability of what is likely to be said at those points is probably considerably higher and the stylistic distinctiveness of what takes place is at times extremely marked.

I

TELEPHONE INSTRUCTIONS

1. Making a Call

I When you make a call:

1. First check the code¹ (if any) and number.
2. Lift the receiver and listen for dialling tone (a continuous purring).
3. Dial carefully and allow the dial to return freely.
4. Then wait for another tone:
 - Ringing tone (burr-burr) the number is being called. The line is free.
 - Engaged tone (a repeated single note) try again a few minutes later.
 - Number unobtainable tone (steady note) replace the receiver, recheck the code and number, and then redial.
5. At the end of the call, replace the receiver securely.

II When you answer the telephone:

1. Always give your name or the name of the office or your telephone number.
2. If you hear a series of rapid pips, the call is coming from a coin-box telephone. Wait until the pips stop and then give your name or telephone number.

III When you make a call from a coin-box telephone:

1. First drop a coin piece (or pieces) into the slot.
2. Lift the receiver and listen for dialling tone.
3. Dial your number.
4. On hearing ringing tone, which means that the line is free, wait until your call is answered.

IV. When you make a call from an extension phone:

1. Wait for the switchboard operator to say: "Number, please", or "Switchboard operator".
2. Give the number of the person you are calling.

The operator will either repeat your number to make sure she got it right, or just say: "Thank you" and try to put you through.

3. Wait until your call is answered.

2. Subscriber Trunk Dialling (STD)

You may use a telephone operated by a system known as STD (Subscriber Trunk Dialling).

1. STD is quicker and cheaper, so dial as many of your calls as you can.
2. Maintain in your Personal Telephone Directory an up-to-date list of dialling codes and/or number of people you are likely to call. This will save you time in the future.
3. When you dial, don't pause too long between digits.
4. If the number you want is engaged, wait a few minutes before dialling again.
5. Ask for the extension number on calls to a private exchange, this will save you time. If the extension you want is engaged it will usually pay, on an STD call, to clear and try again later.
6. If you hear a recorded announcement telling you that the trunk lines are engaged, replace the receiver and try again later.
7. Answer your telephone promptly, giving your name or the name of the office or telephone number. This saves the time and helps the caller.

3. International Subscriber Dialling (ISD)

You can dial for yourself calls to most places in Europe and North America.

1. First dial the code of the country or the code for the place concerned and then the subscriber's number.
2. If you wish to know the code for a place which is not shown in the Telephone Directory, ask the exchange operator.
3. When dialling to Europe or North America don't pause more than two or three seconds between digits, especially the last few digits. The call may fail if you do. It helps to write down the whole code and number before you dial. You will often hear nothing for a half a minute or a little longer after dialling.
4. Do not replace the receiver before you have given the equipment time to connect the call.

You may sometimes hear a series of very rapid pips. This tells you that the automatic equipment is putting your call through and asks you to hold on.

5. Should you want the operator to get your call, or if you have any difficulty in dialling your number dial the operator and your call will be connected. The three minutes minimum charge applies on all calls made through the operator.

4. Trunk-Calls via Operator

If the number you are calling is not on STD or ISD and you cannot dial the number direct, you have to make your call through the operator. When you book a trunk-call:

1. Give the country, the place concerned and the number you want your call to be connected with.
2. Say what kind of call you want to book.
3. Indicate the duration of your call if possible.
4. Give your name and telephone number.

Trunk-calls can be as follows:

1. *ADC calls*. ADC, which stands for “advise duration and charge”, means that when the call is finished the operator rings you back to tell you how long the call was and how much it cost.
2. *Personal calls*. They are made to a particular person. A fixed charge is made for the service, but you do not pay for the time taken to find the person. If he isn't there, the call is tried again later without further charge.
3. *Station-to-station calls*. They are put through to the number you give.
4. *Transferred-charge calls (or collect calls)*. They are paid for by the person receiving the call rather than the caller.
5. *Government calls (or state calls)*. They are usually put through with a minimum delay. Only governmental offices, embassies and trade missions are entitled to book such calls.

The charge for a trunk-call is based on the duration of the call and the distance between the charging centres.

5. Using a Telephone Directory

Using a telephone directory is a simple procedure for those who live in small towns. Because in larger cities the use of a large directory is somewhat more difficult, knowing the organisation of a city directory may prove helpful.

The following information may be obtained on the front page of most alphabetical directories:

- Number of the fire department, police, or ambulance.
- Business office of the telephone company.
- Telephone repair service.
- Assistance, for help, in making a call.

Information, to obtain numbers not in the directory.

Long distance, to make a long-distance call.

Most directories contain space on the first page in which to write numbers that you call frequently. On the second and third pages you usually find a description of the many services offered by the telephone company, as well as other helpful information such as Speaking Clock, Weather Forecast, Motoring Information Service (for weather and traffic conditions on the roads). The main section of the alphabetical directory is the part that you use most frequently.

NOTE

1. code: a system of figures used to represent telephone numbers of the cities and countries which have been changed to all-figure numbers. A London all-figure number is 01-2222870. 01 is the code to be dialed if you make a call from telephones outside the London Area. But if you make a call in London you must dial only the last seven figures those after the hyphen.

For numbers in New York City dial: 0-01 212 followed by the last 7 digits of the number of the customer you require.

WORDS AND PHRASES

telephone телефон; *e.g.* May I use your telephone? Разрешите позвонить по вашему телефону? Are you on the telephone? У вас есть телефон? He is speaking over the telephone now. Он сейчас говорит по телефону. The telephone is quite dead. Телефон не работает. I can't get him on the phone. Я не могу дозвониться до него.

to telephone (to phone) smb., smth. звонить по телефону кому-л., куда-л. *Syn.* to ring smb. up, to call smb. up, to call smb., to buzz smb. *Am. colloq.*

call телефонный вызов, звонок; *e.g.* There's a call for you. Вам звонят. I'll answer the call. I'll answer the telephone. Я подойду к телефону. **to make a call** звонить по телефону; *e.g.* Where can I make a call? Откуда можно позвонить? *Syn.* to give a call, to give a ring, to give a buzz *Am. colloq.*

receiver телефонная трубка; **to lift the receiver** поднимать телефонную трубку; *Syn.* to take up the receiver, to pick up the receiver; **to replace the receiver** положить телефонную трубку (закончить разговор); *Syn.* to hang up, to ring off

dial диск набора (на телефоне); **to dial (dialled Br., dialed Am.)** набирать (номер); *e.g.* I have dialled the number twice but there is no reply. Я набирал номер дважды, но никто не подходит (не отвечает).

dialling tone продолжительный гудок, означающий, что можно набирать номер; **to listen for dialling tone** ждать гудка

ringing tone редкие гудки, означающие, что линия свободна, ждите ответа

the line is free номер не занят; *Ant. the line is engaged Br., the line is busy Am.*

engaged tone частые гудки, означающие, что линия занята

number unobtainable tone гудок, означающий, что связи нет

a series of rapid pips серия частых сигналов

coin-box telephone телефон-автомат; *Syn. telephone booth, box phone*

extension добавочный номер; **extension phone** телефонный отвод; параллельный телефонный аппарат

switchboard коммутатор; **switchboard operator** телефонистка

trunk-call междугородный телефонный вызов; *Syn. long-distance call Am.*

subscriber абонент

Subscriber Trunk Dialling междугородная автоматическая телефонная связь; *e.g. This city is not on STD. С этим городом нет автоматической телефонной связи.*

Telephone Directory телефонный справочник; *Syn. Telephone Book*

to pause задерживаться, делать паузу

digit цифра

private exchange коммутатор (фирмы, учреждения и т.д.)

to clear разъединять (абонентов); *Syn. to disconnect*

recorded announcement записанное на пленку сообщение или объявление

caller лицо, которое звонит по телефону

International Subscriber Dialling международная автоматическая телефонная связь

to connect *Am.* соединять (абонентов); *Syn. to put a call through Br.; e.g. I'm putting your call through. Я соединяю вас.*

to hold on не класть трубку, ждать

to make a call through the operator позвонить через телефонистку

ADC="advise duration and charge" сообщите продолжительность и стоимость разговора

personal call *Br.* разговор по телефону, заказанный на определенное лицо; *Syn. person-to-person call Am.*

station-to-station call разговор по телефону, заказанный на номер абонента

transferred-charge call разговор по телефону, заказанный за счет вызываемого; *Syn. collect call*

charge плата (за телефонный разговор)

alphabetical directory алфавитный справочник
fire department *Am.* пожарная команда; *Syn.* **fire brigade** *Br.*
police полиция
ambulance скорая помощь
telephone repair service бюро ремонта телефонов

EXERCISES

I *Find equivalents in the texts for these words, word combinations and sentences.*

1. Поднимите телефонную трубку и ждите гудка. 2. Положите трубку. 3. Наберите номер. 4. Опустите монету. 5. Номер не занят. 6. позвонить через коммутатор. 7. телефонистка. 8. Подождите, пока вам не ответят. 9. междугородный телефонный вызов. 10. абонент. 11. междугородная автоматическая телефонная связь. 12. Номер занят. 13. цифра. 14. объявление, записанное на пленку. 15. международная автоматическая телефонная связь. 16. добавочный номер. 17. Позвоните телефонистке, и вас соединят. 18. Не кладите трубку. 19. Закажите междугородный телефонный вызов. 20. разговор по телефону, заказанный на определенное лицо. 21. разговор по телефону, заказанный на номер абонента. 22. разговор по телефону, заказанный за счет вызываемого. 23. пожарная команда. 24. скорая помощь

II *Give the closest Russian equivalents for these word combinations and sentences.*

1. Check the code and number. 2. ringing tone. 3. engaged tone. 4. number unobtainable tone. 5. Replace the receiver securely. 6. Make a call from an extension phone. 7. Wait for the switchboard operator to say. 8. to make sure she got it right. 9. and try to put you through. 10. This will save you time. 11. When you dial, don't pause too long between digits. 12. It will usually pay, on an STD call, to clear and try again later. 13. International Subscriber Dialling. 14. whose telephone numbers are prefixed by the area code. 15. The call may fail. 16. Should you want the operator to get your call, dial the operator. 17. The three minutes minimum charge applies on all calls made through the operator. 18. Say what kind of call you want to book. 19. Indicate the duration of your call. 20. ADC calls. 21. a description of the many services offered by the telephone company.

III *Study the texts carefully and answer these questions.*

1. What should you do if you want to make a call from your telephone?
2. What do you say when you answer the telephone?

3. What do you do when you make a call from a coin-box telephone?
4. How does a person make a call from an extension phone?
5. What should you do to get the best from STD?
6. What are the advantages of Subscriber Trunk Dialling?
7. How do people have to make their calls if the numbers they are calling are not on STD or ISD?
8. What information is to be given when a trunk-call is booked?
9. What trunk-calls can be booked?
10. In what case would you book a personal call?
11. Will you define an ADC call?
12. When do you think collect calls are accepted by subscribers?
13. What is the charge for a trunk-call based on?
14. What information can be obtained from a telephone directory?

II

TELEPHONE PHRASES

1. *A:* Hello!
B: May I speak to Mr Stock, please?
A: Speaking.
B: Good morning, Mr Stock. This is Surikov calling.
A: Good morning, Mr Surikov.
2. *A:* Hello.
B: Could I speak to Mr Ivanov?
A: Who's calling, please?
B: This is Brown from the Foreign Office.
A: Thank you. I'm putting you through.
I: Ivanov speaking.
3. *A:* Soviet Embassy. Good morning.
B: Good morning. Could you put me through to Mr Sokolov?
A: Sorry. The line is engaged. Can you hold on?
B: All right. Thank you.
4. *A:* Five-seven-three; one-nine-oh-four.
B: Good evening. Can I speak to Mr Jones, please?
A: Sorry. Mr Jones is on the other line. Will you wait, please?
B: All right.
A: Sorry to have kept you waiting. I'm putting Mr Jones on the line.
B: Thank you.
5. *A:* Hello.
B: Hello. David Black speaking. May I have a word with Mr Ivanov?
A: I'll see if he is in. (A minute later.) I'm afraid Mr Ivanov is out at the moment.
B: Could you take a message?
A: Yes, of course.
6. *A:* Hello. This is Petrov from the Soviet Trade Delegation. Could you put me through to Mr Russell, please?
B: Hold on a moment, please. Sorry. Mr Russell is not in now and he won't be back until late this afternoon.

A: Would you ask him to call me when he gets back?

B: Certainly.

7. *A:* Hello. May I speak to Mr Roberts?

B: Sorry, sir. Mr Roberts is not available. Is there any message?

A: No, thank you. I'll call back later.

B: Right. Good-bye.

8. *A:* Hello. May I speak with Mr Black for a minute?

B: Hold the line, please.

A: Thank you.

B: Sorry. There is no reply at his number.

9. *A:* Foreign Office. Good afternoon. Can I help you?

B: Good afternoon. I'd like to speak to Mr Tate.

A: What extension, please?

B: I think it's twenty three.

A: Thank you. (After a moment.) You are through.

10. *A:* Good morning.

B: Good morning. May I have extension thirty-two, please?

A: Busy. Will you hold on, please?

B: Yes. Thank you.

11. *A:* Good morning. May I speak to Mr Parsons?

B: Mr Who?

A: Parsons: P-a-r-s-o-n-s.

B: Oh, I see. Mr Parsons. I thought at first you said Marshall. Could you give me your name, please?

A: Yes, Stogov. S – for sugar, T – for Tommy, O – for orange, G – for George, O – for orange, V – for Victor.

B: Thank you, Mr Stogov. Trying to connect you.

12. *A:* Three-four-five; eight-double seven-nine.

B: Can I speak to Mr Scott?

A: I'm afraid you've got the wrong number.

B: Oh, sorry to have troubled you.

A: That's all right.

13. *A:* Hello. I'd like to talk to Mr Smith.

B: I'm afraid you have the wrong number. What number were you calling?

A: I was calling 340-1907.

B: This is 340-1907. But there is no one by the name of Smith here. This is a private residence.

A: I'm sorry to have bothered you.

B: That's quite all right.

14. *A:* I'm sorry. I can't hear what you are saying. Could you speak up, please?
B: Hello, hello... Are you there?
A: Your voice is fading and there's some background noise interfering. Hello, hello... (No reply.) Operator, we had a very bad connection and could scarcely hear each other. Then we were cut off completely. Could you help us?
Operator: Yes, sir. I'll try to do something about it.
15. *A:* International. Good evening.
B: Good evening. I want to book a call to Moscow for 10 p.m. My name is Grachev.
A: Good. What number are you calling from?
B: It's 843-1227.
A: What number do you want in Moscow?
B: 244-40-90.
A: Would you like to make it personal? ·
B: No. I just want a station-to-station call.
A: Thank you.
16. *A:* Number, please.
B: 437-8181. Can I have a personal call to Manchester 645-9302 with ADC, please?
A: Will it be on credit?
B: Yes, it will.
A: Who are you calling?
B: Mr Kapp.
A: Your number, please?
B: 01-193-4005.
17. *A:* I'm terribly sorry that you have been disconnected. I'll try to connect you again. (After a moment.) There seems to be some interruption in our connection with Chicago. I'll call you back as soon as there is another circuit open.
B: Will it take very long?
A: It's hard to say. I'll keep working on your call and ring you as soon as I have your party again. It shouldn't be more than ten or fifteen minutes.
B: Thank you. I'll wait for your call.
18. *A:* Hello. I'm wondering if you could help me. I've been dialling 340-1908 for the past hour but I can't get through.
B: One moment, please. I'll check the line. (After a moment.) You are through now, sir. Go ahead, please.
A: Thank you.

WORDS AND PHRASES

1. **Speaking.** Слушаю.

This is Surikov calling. Говорит Суриков.

2. **Who's calling, please?** Кто говорит (звонит)?

3. **Could you put me through to Mr Sokolov?** Вы не могли бы соединить меня с г-ном Соколовым?

I'm putting you
through.

I'm ringing your
party now.

} Соединяю.

Ivanov speaking. Говорит Иванов.

The line is engaged. Номер занят.

Can you hold on? Вы можете подождать?

4. **Mr Jones is on the other line.** Г-н Джоунз разговаривает по другому телефону.

Sorry to have kept you waiting. Извините, что я заставил вас ждать.

I'm putting Mr Jones on the line. Передаю трубку г-ну Джоунзу.

5. **I'll see if he is in.** Я сейчас посмотрю, у себя ли он.

Mr Ivanov is out at the moment. Г-на Иванова сейчас нет.

Could you take
a message?

Could I leave
a message?

} Вы не могли бы передать
ему мою просьбу?

6. **Hold on a moment, please.** Подождите минутку, пожалуйста.

He won't be back until late this afternoon. Он будет только в конце дня.

7. **Mr Roberts is not available.** Г-на Робертса нет.

Is there any message? Что-нибудь передать ему?

I'll call back later. Я позвоню еще раз позже.

Right. Br. Хорошо.

8. **Hold the line, please.** Не кладите трубку, пожалуйста. (Подождите, пожалуйста.)

There is no reply (answer) at his number. Его номер не отвечает.

9. **What extension, please?** Добавочный, пожалуйста.

You are through. Вас соединили.

10. **May I have extension thirty-two, please.** Соедините меня, пожалуйста, с добавочным 32.

11. **Trying to connect you.** Соединяю.

12. **You've got the wrong number.** Вы ошиблись номером.

Sorry to have troubled (bothered) you. Простите за беспокойство.

13. There is no one by the name of Smith here. Здесь нет никого по фамилии Смит.
 This is a private residence. Это частная квартира.
 I'm sorry to have bothered you. Извините за беспокойство.
 That's quite all right. Пожалуйста.
14. Could you speak up, please. Не могли бы вы говорить громче?
 Are you there? Вы меня слышите?
 Your voice is fading and there's some background noise interfering. Ваш голос исчезает, и появляется какой-то шум.
 We had a very bad connection. Было очень плохо слышно.
 We could scarcely hear each other. Мы почти не слышали друг друга.
 Then we were cut off completely. А затем нас вообще разъединили.
15. I want to book a call to Moscow for 10 p.m. }
 I want to place a call at Moscow for 10 p. m. } Я хочу заказать разговор с Москвой на 10 часов вечера.
 What number are you calling from? С какого номера вы звоните?
 Would you like to make it personal? *Br.* }
 Would you like to make it person-to-person? *Ami.* } Вы хотите вызвать определенное лицо?
 I just want a station-to-station call. Соедините меня просто с абонентом.
16. Will it be on credit? *Br.* }
 Is it a credit card call? *Am.* } Вы заказываете разговор в кредит?
17. I'm terribly sorry that you have been disconnected. Извините, что вас разъединили.
 There seems to be some interruption (interference) in our connection with Chicago. Вероятно, прервалась связь с Чикаго.
 I'll call you back as soon as there is another circuit open. Я вам позвоню, как только освободится другая линия.
 I'll ring you as soon as I have your party again. Я позвоню вам, как только ответит ваш номер.
18. I can't get through. Я не могу дозвониться.
 Go ahead, please. Говорите, пожалуйста.

The Most Common Words Used When Spelling Names on the Phone

A – APPLE	H – HARRY	Q – QUEEN	V – VICTOR
B – BEN	I – INDIA	R – ROGER	W – WARM
C – CHARLY	J – JANE	S – SUGAR	X – X-RAY
D – DONALD	K – KATE	T – TOMMY	Y – YELLOW
E – ENGLAND	L – LONDON	U – UNCLE	Z – ZEBRA
F – FREDDY	M – MOTHER	O – ORANGE	
G – GEORGE	N – NICHOLAS	P – PETER	

EXERCISES

I. Read the flashes of telephone conversations and pay attention to telephone phrases.

II. Rehearse these dialogues in pairs.

III. Find equivalents in these dialogues for the following sentences.

1. Говорит Суриков. 2. Соединяю. 3. Говорит Иванов. 4. Вы не могли бы соединить меня с г-ном Соколовым? 5. Номер занят. 6. Г-н Джоунз разговаривает по другому телефону. 7. Извините, что я заставил вас ждать. 8. Г-на Иванова сейчас нет. 9. Подождите минутку, пожалуйста. 10. Я позвоню еще раз позже. 11. Его номер не отвечает. 12. Добавочный, пожалуйста. 13. Добавочный 32, пожалуйста. 14. Занят. 15. Вы ошиблись номером. 16. Простите за беспокойство. 17. Здесь нет никого по фамилии Смит. 18. Извините за беспокойство. 19. Вы меня слышите? 20. Все время появляется какой-то шум. 21. Мы почти не слышали друг друга. 22. Нас разъединили. 23. Я хочу заказать разговор с Москвой на 9 часов вечера. 24. Вы хотите вызвать определенное лицо? 25. Вы заказываете разговор в кредит? 26. Я вам позвоню, как только ответит ваш номер. 27. Я не могу дозвониться. 28. Говорите, пожалуйста.

IV. Fill in the missing remarks.

1. A: May I speak with Mr Bell?

B: ...

A: Could I leave a message for him?

B: ...

2. A: Is this 347-5166?

B: ...

A: This is Buchnev from the USSR Embassy.

B: ...

3. *A:* Messrs. Smith & Son Ltd. Good morning.
B: ...
A: Sorry. The line is busy.
4. *A:* Sorry. Mr Foot is on the other line. Will you hold on, please?
B: ...
5. *A:* ...
B: I'll call back later.
6. *A:* Sorry to have kept you waiting. Now I'm putting you through.
B: ...
7. *A:* Is there any message?
B: ...
8. *A:* ...
B: Hold on, please. I'll see if he is in.
9. *A:* Sorry. Mr Bradley is not available. Would you like to leave a message?
B: ...
10. *A:* Sorry. There is no reply at his number.
B: ...
11. *A:* May I have extension 75, please?
B: ...
A: Well, yes, if it doesn't take too long.
12. *A:* I'm sorry. I didn't catch your name. Will you spell it, please.
B: ...
13. *A:* You've got the wrong number.
B: ...
A: That's all right.
14. *A:* ...
B: This is 520-4824. But there is no one by the name of Scott here.
15. *A:* Hello, hello... I can't hear what you are saying.
B: ...
16. *A:* Operator, I've been disconnected with my caller. Could you help me?
O: ...
17. *A:* I want to place a call at Leningrad.
O: ...
A: 274-20-18.
O: Is it a credit card call?
A: ...
18. *O:* Would you like to make a person-to-person call?
A: ...

19. *O*: Will you accept a collect call from Mr Dowden?

A: ...

20. *A*: There appears to be some interference in our connection with Moscow. Could you do anything about it?

O: ...

V. *Spell the names on the phone.*

Костиков, Рязанов, Орлов, Ордынский, Соловьев, Бардин, Соколов, Иванов, Дарский, Кружковский, Петров, Бучнев

III

TOPICAL TELEPHONE CONVERSATIONS

A APPOINTMENTS

1. Making an Appointment

Secretary: Two-four-nine; double eight-double two.

Mr Ivanov: I would like to make an appointment with Mr Jeffries. This is Mr Ivanov speaking.

Secretary: Oh, yes, Mr Ivanov. Good morning. I'll get his schedule. Are you there?

Mr Ivanov: Yes.

Secretary: When would you like to come, Mr Ivanov?

Mr Ivanov: Tomorrow, if possible.

Secretary: I'm afraid he's tied up tomorrow. Is it urgent? If it is, perhaps we could fit you in somewhere.

Mr Ivanov: No, it isn't that urgent. Is the day after tomorrow possible?

Secretary: What time would you like to come?

Mr Ivanov: As late as possible in the afternoon.

Secretary: I'm sorry, that afternoon's full too. How is Friday afternoon at five?

Mr Ivanov: Yes, that's perfect, thank you. Good-bye.

2. Making an Appointment

Mr Zonov: Hello. Is this Mr Summerset? This is Mr Zonov speaking.

Mr Summerset: Hello. How are you?

Mr Zonov: Fine, thanks. Pretty busy. How are you, Mr Summerset?

Mr Summerset: O.K. I can't complain.

Mr Zonov: Glad to hear that. There is something I'd like to talk to you about. Can we meet early next week?

Mr Summerset: Sure, with pleasure.

Mr Zonov: Could you come in my office, say, on Monday afternoon?

Mr Summerset: Let me consult my schedule. Yes, I guess it'll be all right. What time do you suggest?

Mr Zonov: Suppose we make it 3.30. Will it suit you?

Mr Summerset: Yes, that's fine.

3. Making an Appointment with a Secretary

Mr Petrov: Hello. May I speak to Mr Ward, please?

Mr Ward: Speaking. Who is it, please?

Mr Petrov: Good morning, Mr Ward. This is Petrov, Mr Gromov's assistant. Mr Gromov had to fly to Chicago on urgent business last night. He could not see you personally and so he asked me to get in touch with you instead and settle the matter you discussed.

Mr Ward: Sure, Mr Petrov. I'll tell you what. Could you come over to my office, say, about 4 o'clock?

Mr Petrov: Yes, that's fine for me, Mr Ward. I'll be there.

Mr Ward: O.K., I'll be expecting you. And I can give you a ride afterwards.

4. Appointment with a Doctor

Mr Nikolaev: Is that Dr Morton's office?

Secretary: Yes, sir.

Mr Nikolaev: This is Nikolaev speaking. Could I have an appointment with the doctor in the middle of next week, please?

Secretary: Just a minute, sir: I'll check his schedule. Will Wednesday be all right?

Mr Nikolaev: Yes, it's fine. What time, please?

Secretary: Wednesday, at 6 p.m.

Mr Nikolaev: Thank you. Good-bye.

Secretary: Thank you, sir. Good-bye.

5. Appointment with a Dentist

Mr Nikolaev: Good morning. Could I speak to Dr Williams' secretary, please?

Secretary: Speaking.

Mr Nikolaev: My name is Nikolaev. I would like to have an appointment with the doctor.

Secretary: Is it something urgent, sir?

Mr Nikolaev: Yes, rather. My son needs a dentist.

Secretary: I see. How old is he?

Mr Nikolaev: He is about eight.

Secretary: Can you bring him tomorrow at eleven?

Mr Nikolaev: That's Thursday, isn't it?

Secretary: Yes, sir.

Mr Nikolaev: That's fine. Thank you very much.

Secretary: Good-bye.

6. Confirming an Appointment

Secretary: Hello. May I speak to Mr Smirnov, please?

Mr Smirnov: Smirnov speaking.

Secretary: Mr Smirnov, this is Mr Abbott's secretary. I'm calling to confirm your appointment with Mr Abbott for next Friday at 4 p.m.

Mr Smirnov: Thank you. I'm looking forward to seeing Mr Abbott next Friday. Will you give him my best regards, please.

Secretary: I will. Good-bye, Mr Smirnov.

Mr Smirnov: Good-bye.

7. Being Unable to Keep an Appointment

Mr Stunns: Hello. Could I speak to Mr Ivanov's secretary, please?

Secretary: Good morning. This is Mr Ivanov's secretary.

Mr Stunns: This is Stunns, of the Ministry of Transportation. I would like to know whether Mr Ivanov has received an invitation to our Annual Meeting?

Secretary: Yes, Mr Stunns, we have received your invitation, thank you.

Mr Stunns: Is Mr Ivanov coming?

Secretary: No, Mr Stunns, he is not. I am sorry but Mr Ivanov left town and he won't be back until next week. Haven't you received our letter informing you that he is not attending the Meeting?

Mr Stunns: No, not yet.

Secretary: We sent it to the Department yesterday afternoon.

Mr Stunns: It's a pity that Mr Ivanov is not able to be present at our Annual Meeting. Give him my best regards when he returns, please.

Secretary: Thank you, I will. Good-bye.

Mr Stunns: Good-bye.

8. Calling the Maintenance Department

M.D.: Maintenance Department.

Customer: I would like to report the fault of my phone to the operator.

M.D.: What's wrong with it? Is it quite dead?

Customer: No, not quite. I can't get a call through. I hear the voice on the other end of the line, but they seem not to hear me. And there is no proper buzz.

M.D.: From where are you talking now?

Customer: From my neighbour's phone.

M.D.: Give me your neighbour's telephone number and your own phone number, please. (Customer tells the maintenance clerk his neighbour's and his own telephone numbers.) Thank you. I'll get in touch with the switchboard, and call you back. (The telephone rings up in five min-

utes.) This is the Maintenance Department. Eight-four-two; double three-double two is out of order. We are sending a repair-man tomorrow morning. Sorry, we cannot do anything now. Good-bye.

EXERCISES

I. *Read these dialogues and pay attention to telephone phrases.*

II. *Reproduce these dialogues as close to the text as possible.*

III. *Practise spelling different names over the telephone.*

IV. *What would you say in reply to these remarks?*

1. This is Mr Slow speaking. I would like to make an appointment with Mr Gorelov. 2. I'm afraid I'll be tied up tomorrow. Could you suggest an alternative date? 3. There's something I'd like to talk to you about. When can we meet? 4. I'm afraid we cannot fit you in today but we could recommend you another dentist. 5. This is Mr Fray's secretary. I'm calling to confirm your appointment with Mr Fray for tomorrow, at 10 a.m. 6. I'm calling to let you know that Mr Bell will not be able to keep the appointment. He is away from London and won't be back until after Wednesday. We are sorry about this.

V. *In what situations would you say the following?*

1. Sorry, we cannot fit you in today. 2. Let me consult my schedule. 3. Could you give me an alternative date? 4. I'm afraid Mr Petrov will not be able to keep the appointment. 5. Could I make an appointment with the dentist? 6. I can give you a lift afterwards. 7. We've made an appointment for Wednesday tentatively. 8. I'm calling to confirm your appointment with my colleagues. 9. We're looking forward to seeing you next Sunday. 10. I'd like to report the fault of my phone. 11. The line is completely dead.

VI. a) *Make an appointment by phone:*

1. with your counterpart; 2. with a doctor; 3. with an engineer from the T.V. repair service; 4. with a dentist; 5. with a friend of yours; 6. with Mr Brody, Sales Manager of a big company.

b) *Confirm the appointment by phone.*

c) *Phone Mr Slow and tell him that you are unable to keep the appointment and give your reason.*

Working in groups of two, read the following dialogues aloud.

Dialogue 1

9. A Visit of Diplomats

The Protocol Department arranged a visit of diplomats accredited at Moscow to the Cardiological Centre of the Ministry of Public Health. Here is a talk between a Soviet official and an Australian diplomat concerning the details of the visit.

Mr Ward: Good morning. This is Ward of the Australian Embassy speaking.

Mr Orlov: Good morning, Mr Ward. Orlov speaking. Can I be of any help to you?

Mr Ward: I am calling to confirm our visit to the Moscow Cardiological Centre. Any changes in the schedule of the visit, Mr Orlov?

Mr Orlov: No changes so far. The visit is arranged for the heads of staff and other members of foreign missions and embassies in Moscow.

Mr Ward: The date and time remain as mentioned in the memo?

Mr Orlov: Yes, next Tuesday, 11 a.m.

Mr Ward: Thank you. Are we supposed to go to the Cardiological Centre on our own?

Mr Orlov: No, Mr Ward, we invite you to come to the Foreign Ministry first, and then we'll proceed to the Centre in buses.

Mr Ward: That's a good idea. Any chance of seeing you, Mr Orlov, at the Ministry?

Mr Orlov: Of course, I'll be accompanying you to the Cardiological Centre.

Mr Ward: Fine. See you next Tuesday, then. Good-bye.

Mr Orlov: Good-bye, Mr Ward.

WORDS AND EXPRESSIONS YOU MAY NEED

to call to confirm звонить по телефону для того, чтобы подтвердить

to arrange a visit организовать посещение

proceed *v* зд. продолжить путь

EXERCISES

I. Summarize the dialogue in a talk of 2-minutes duration.

II. Make arrangements through the Protocol department over the phone about a visit of Soviet diplomats to the English parliament or the US Congress.

Dialogue 2

At the Cardiological Centre

The General-Director of the Centre: Good morning, ladies and gentlemen.

You are welcome to our institution.

A voice: As guests or as patients?

The Director: As guests, of course.

First Secretary of the US Embassy: Will you kindly tell us a few words about your celebrated establishment, sir?

The Director: The Centre was constructed in 1975 with money raised by Soviet people through voluntary work during a Communist Subbotnik.

Second Secretary of the Mexican Embassy: Without any subsidies from the Government?

The Director: No subsidies from the Government. The Centre comprises three institutes of Clinical Cardiology, the Experimental Cardiology and the Institute of Heart Disease Prevention.

The Indian Ambassador: We presume that the medical personnel is staffed with experienced scientists?

The Director: Not only. A quarter of the Centre's scientific staff of 500 are young researchers.

The First Secretary of the Ecuadorian Embassy: All equipment and medicines you are using here is of Soviet manufacture?

The Director: Not necessarily. We have scientific exchange agreements with a number of foreign countries and they supply us with some of their advanced equipment.

Counsellor of the Chinese Embassy: Cardiovascular diseases are known to affect people of all ages, especially the elderly. Do you work out recommendations for the people of this group?

The Director: Yes, we study the causes and focus the attention on heart disease prevention.

Ambassador of Nigeria: From what we see here it's obvious that your Government considers people's health a matter of state importance. Do you share your rich experience in this field with the less developed countries?

The Director: Yes, we do. Apart from the theoretical aspect of research and the results of the experiments which are open to any state, we helped in equipment of hospitals in some countries.

Ambassador of Ecuador: Namely?

The Director: In Ethiopia, Angola, India, to mention only a few.

Ambassador of Madagascar: I think that the Cardiological Centre is a spectacular example of the great attention your Government is paying to public health.

First Secretary of the US Embassy: Somebody asked at the beginning of our visit whether you, sir, welcome us here as your guests or patients. I for one don't mind if I ever have a heart attack to be admitted to your Centre as a patient.

The Director: I am sure you won't have it.

The Ambassador of the People's Republic of Bulgaria: Allow me, sir, on behalf of the diplomatic corps and on my own behalf to express genuine satisfaction with the results of our visit to the Centre. We wish the staff of the Centre further success for the benefit of mankind. Thank you.

The Director: Thank you, ladies and gentlemen. The pleasure is ours. Good-bye.

The guests: Good-bye.

WORDS AND EXPRESSIONS YOU MAY NEED:

money is raised деньги собраны

voluntary work добровольный труд

cardiovascular diseases сердечно-сосудистые заболевания

disease prevention предупреждение болезней

to share rich (positive) experience делиться богатым (положительным) опытом

a spectacular example зр. наглядный пример

genuine satisfaction искреннее удовлетворение

Interpretation dialogue. Working in pairs, read the following conversations:

Two young diplomats, Soviet and American, both members of their respective delegations to the General Assembly of the United Nations, meet in the lobby of the U.N. Secretariat in New York. Among other questions, they talk about the foreign services of their countries and prominent Soviet and American diplomats.

Mr Briggs: So you've crossed the Atlantic to come to New York again, Mr Artov.

Mr Artov: Yes, I have. Among other things separating us is the Atlantic Ocean. You're lucky, Briggs. It takes you only two hours to get to New York, whereas I have to fly here for more than fifteen hours.

Mr Briggs: You can afford it once a year. I wish I could travel to Moscow at my government's expense.

Mr Artov: Who heads the American delegation at this G.A.?

Mr Briggs: This time it is a lady, an old friend of the President.

Mr Artov: Democrat or Republican?

- Mr Briggs:* Republican, of course. She is a professional diplomat. Do you have women-diplomat in your foreign service?
- Mr Artov:* Yes, we have. A woman-diplomat once headed our UN mission to the Geneva headquarters.
- Mr Briggs:* Are there any women-ambassadors?
- Mr Artov:* Not now. Prior and during the war Mrs Alexandra Kollontay was our ambassador in Sweden.
- Mr Briggs:* This is very interesting. Tell me about her.
- Mr Artov:* Mrs Kollontay was the first woman to become an accredited diplomat to a foreign country.
- Mr Briggs:* I guess she was a contemporary of Lenin?
- Mr Artov:* Yes, she was. Kollontay was an active revolutionary in tzarist Russia.
- Mr Briggs:* Did she take part in any international conferences?
- Mr Artov:* She conducted the Soviet-Finnish armistice in 1944.
- Mr Briggs:* We, in the States, too, have a couple of ladies occupying high posts in the State Department. I'm afraid they are not so prominent as Mrs Kollontay.
- Mr Artov:* If I am not mistaken, Mrs Lewis was US ambassador in Italy. Where is she now?
- Mr Briggs:* She has retired already.
- Mr Artov:* Since when?
- Mr Briggs:* Oh, years ago. The American permanent delegation to the UN is headed by a lady now.
- Mr Artov:* Mrs K.?
- Mr Briggs:* Yes, do you know her?
- Mr Artov:* Not personally. She seems to be very active, doesn't she?
- Mr Briggs:* I think the State Department makes her that active. She is a well-educated person, though. She is an official who tries to do her best to carry out orders she gets from above.
- Mr Artov:* I should think so. One of the American newspapers called her "a militant lady".
- Mr Briggs:* Our press writes a lot about her. The other day I read an article in the "Readers' Digest" where she is considered to be "undiplomatic ambassador of the USA".
- Mr Artov:* Not very complimentary. A diplomat should be diplomatic, at least to justify the name.
- Mr Briggs:* The break is over, let's go to the Assembly Hall.
- Mr Artov:* Off we go, Briggs.

EXERCISES

- I. Hold a class discussion on the diplomatic aspect of the activity of the United Nations.

II. State the arguments (if any) for and against the employment of women as professional diplomats.

III. Summarize the conversation of the two diplomats in a talk of 5-minutes duration.

B. INVITATIONS

1. Invitation to a Reception

Operator: Foreign Office. Good morning. Can I help you?

Mr Orlov: I'd like to speak to Mr James Marsh, please. I think it's extension forty-seven.

Operator: Who's calling, please?

Mr Orlov: Mr Orlov.

Operator: Will you hold the line, please?

Mr Orlov: Yes, thank you.

Operator: You are through now, Mr Orlov.

Mr Marsh: Marsh speaking.

Mr Orlov: Good morning, Mr Marsh. Orlov calling.

Mr Marsh: Good morning. How have you been?

Mr Orlov: Very well, thank you. And I hope you are well too.

Mr Marsh: Yes, I'm fine, thank you.

Mr Orlov: I'm calling to invite you and your wife to the reception to be held on the occasion of our great national holiday, the 62nd Anniversary of the Great October Revolution. It will take place on November 7, at 6 p.m.

Mr Marsh: Thank you very much. I'm delighted to accept your invitation.

Mr Orlov: Good. I'll get the invitation card in the mail late this afternoon then. I'm looking forward to seeing you. Good-bye.

Mr Marsh: Bye-bye, Mr Orlov.

2. Extending an Invitation to Lunch

Mr Serov: This is Mr Serov speaking.

Mr Weston: Good afternoon, Mr Serov. This is Weston.

Mr Serov: Hello, Mr Weston. What a surprise! I didn't expect you to be back in London so soon.

Mr Weston: This time I'm here only on a short visit and I'd like very much to meet you. Could you join me for lunch, say, tomorrow?

Mr Serov: Thanks for your kind invitation but I'm afraid I'm booked up for tomorrow. Could you suggest an alternative date?

Mr Weston: Just a second. I'll look at my schedule. Can we make it Friday, then?

Mr Serov: Yes, that'd be splendid.

Mr Weston: I'll be in touch with you and let you know the place and time.

Mr Serov: Thank you for the invitation. Good-bye.

Mr Weston: See you on Friday.

3. Invitation to a Motor Show

Secretary: Hello.

Mr Stock: Good morning. I'd like to speak to Mr Baturin.

Secretary: Who's calling, please?

Mr Stock: This is Mr Stock from Satre Ltd.

Secretary: Will you hold the line, please? I'll see if Mr Baturin's available.

Mr Stock, Mr Baturin is on the other phone. Will you wait or call back?

Mr Stock: I'll wait, thank you.

Secretary: Hello, Mr Stock. I'm sorry to have kept you waiting. I'm putting Mr Baturin on the line now.

Mr Baturin: Good morning, Mr Stock.

Mr Stock: Good morning, Mr Baturin. I believe you know that the International Motor Show at Earls Court is due to open on Wednesday, October 18. We would greatly appreciate it if you could come to Earls Court to attend the official opening. The Lada 1200 Saloon from Satre Motors will make its debut at this show.

Mr Baturin: Thank you very much for your kind invitation. But unfortunately I can't accept it. I have an appointment. I think Mr Ozerov will be able to attend this function if you don't mind.

Mr Stock: Oh, we will be happy to see Mr Ozerov. We are sending a Complimentary Ticket¹ for him by hand.

Mr Baturin: I wish you every success in your business. The Lada is really creating a great deal of interest wherever it is shown. I sincerely hope that selling Soviet cars in this country will be very profitable for you.

Mr Stock: Thank you for your kind wishes. Good-bye.

Mr Baturin: Bye-bye, Mr Stock.

NOTE

1. Complimentary Ticket пригласительный билет

4. Invitation to the Ballet

Mr Hopkins: Hopkins speaking. Good afternoon.

Mr Zotov: Good afternoon. Zotov here. I'm so glad I got through at last. I tried to get you on the phone yesterday but you were out.

Mr Hopkins: Yes, I was away from London and returned this morning.

Mr Zotov: I know you are a ballet admirer. I'd like to invite you to Covent Garden. I guess you know the Bolshoi ballet is now in London and tomorrow they are performing "Spartacus".

Mr Hopkins: Thank you very much. It's very kind of you. I'll gladly accept your invitation to see the fabulous Bolshoi ballet which commands the love and admiration of audiences all over the world.

Mr Zotov: Good. Incidentally the performance starts at 7.30 and runs three hours. Would you like me to call for you?

Mr Hopkins: No, thank you. Don't bother. I'll get there on my own.

Mr Zotov: Then I'll be waiting for you at 7.15 outside the theatre. Good-bye.

Mr Hopkins: Thanks a lot. Good-bye.

5. Declining an Invitation

Mr Smimov: Hello.

Mr Barlow: Hello. I'd like to speak to Mr Smirnov.

Mr Smimov: Speaking.

Mr Barlow: Barlow here. Good morning, Mr Smirnov.

Mr Smimov: Could you speak up, please. Your voice is ever so faint.

Mr Barlow: Hold on a minute, please. I'll try to fix the microphone. Are you there, Mr Smirnov?

Mr Smimov: Oh, yes. I think that's better now.

Mr Barlow: Mr Smirnov, I'm calling to invite you to dinner tomorrow.

Mr Smimov: Thanks a lot. It's very kind of you and I'd be happy to join you but I'm afraid I've got another engagement for tomorrow. I'm very sorry.

Mr Barlow: I'm sorry too, but I do understand I should have invited you a few days ago. One can't really expect people to accept invitations at such short notice, of course. We'll have to make it some other time then. Good-bye.

Mr Smimov: Good-bye, Mr Barlow.

EXERCISES

- I. Read these dialogues and pay attention to telephone phrases.
- II. Reproduce these dialogues as close to the text as possible.
- III. Practise spelling different names over the phone.
- IV. What would you say on the phone in reply to these remarks?

1. Hold on, please. I'll see if Mr Morris is available. 2. How have you been? 3. I wonder if you and your colleagues will join us for lunch on Friday. 4. I'm calling to invite you to Covent Garden. They are performing "Othello" tomorrow. 5. Would you like me to call for you? 6. I'm afraid I will not be able to attend the Annual Meeting which you will hold on Monday. I'm so sorry, really. 7. If you're ever in London we'd love to see you. 8. Why don't you come round and have dinner with us next Thursday? 9. Do let's meet sometime. 10. I wish I could, but I've promised to go with my children to the cinema. 11. Would you care for a game of tennis on Saturday morning? 12. Thanks awfully, but I'm afraid I'm booked up for tomorrow.

V. In what situations would you say the following?

1. Yes, I'd be delighted to accept your invitation. 2. You'll have a chance to meet the rest of my colleagues. 3. Thanks awfully, but I'm afraid I've got a lunch appointment for this time. 4. Yes, that'd be splendid. I'd love to. 5. I'm terribly sorry. I'm booked up for Friday. 6. Good, see you on Sunday, then. 7. I've been wanting to meet you for a long time. 8. When exactly do you suggest I come? 9. It's nice meeting you. 10. I'm so pleased to have met you. 11. I'll get there on my own. 12. I'll call back later. 13. Could I leave a message? 14. I understand we should have invited you a few days ago. 15. Will you speak up, please. 16. Your invitation came at very short notice. 17. Sorry. I'm engaged. 18. That suits me perfectly. 19. It is a credit card call.

VI. a) Extend an invitation by phone:

1. to a reception; 2. to the Bolshoi Theatre; 3. to an International Book Exhibition; 4. to a luncheon; 5. to your place; 6. to a cocktail party

b) Accept or decline the invitation by phone.

Read the dialogues aloud working in groups of two.

Dialogue 1

6. Entertaining Guests

Mr Block: They say that entertaining guests is an essential part of diplomatic activity. Do you share this opinion?

Mr Bulatov: I would rather consider entertaining not an essential but a most important part of diplomatic work. Apart from improving the public image of the country you represent it helps to establish contacts and make friends.

Mr Block: It takes a lot of time and efforts to say nothing of money to arrange a diplomatic reception such as an official dinner, for instance.

- Mr Bulatov:* Yes, it does. But the most difficult job is to make the people you have invited **feel comfortable and at ease.**
- Mr Block:* I suppose it depends on the host.
- Mr Bulatov:* And the hostess, the way she **works out the seating plan and observes the order of precedence.** Ministry officials and foreign diplomats are **touchy people,** you know.
- Mr Block:* Should the common interests and the profession of the invited guests be taken into consideration while arranging the seating plan?
- Mr Bulatov:* If you want your **dinner to proceed smoothly** you ensure it as far as possible. **The conversation among the guests will be more lively,** and most probably there will be no **conflicting situations.**
- Mr Block:* Conversation is an art.
- Mr Bulatov:* You are right. A conversation is not **an interchange of words,** but ideas. Even a dinner conversation should be thoughtful, natural and still light. It is an art which is acquired by experience.
- Mr Block:* Some topics are in themselves unpleasant or are sure to **bring out from some guests dissatisfaction or even anger.**
- Mr Bulatov:* I don't think that there are **taboo subjects** the discussion of which should be avoided.
- Mr Block:* Are there any topics which you wouldn't recommend to **touch upon during an official dinner?**
- Mr Bulatov:* If there are guests whom you don't know well enough, avoid to talk on local or national politics, religion, death and other tragedies.
- Mr Block:* Some people are interested in local scandals, **gossip and divorces.**
- Mr Bulatov:* Exclude them. There are some topics which interest almost everyone and are fairly sure to **go well** in any company. These are books, the theatre and motion pictures, radio and TV programmes, travel-places visited, scientific achievements and so on.
- Mr Block:* In other words **the worth of the topic** depends on the time, the place, and the people you are talking to.
- Mr Bulatov:* You are right, Mr Block.

Dialogue 2 (Telephone Conversation)

Invitation to a Reception

Operator: Foreign Office. Good afternoon. Can I help you?

Mr Klochek: I'd like to speak to Mr Drake, please.

Operator: Who's calling, please?

Mr Klochek: Mr Klochek of the Polish Embassy.

Operator: Wait a minute, please. (Pause.) **You are through now,** Mr Klochek.

Mr Drake: This is Drake speaking.

Mr Klocek: Good afternoon, Mr Drake. Klocek calling.

Mr Drake: Good afternoon, Mr Klocek. **How have you been all this time?**

Mr Klocek: Very well, thank you. And you?

Mr Drake: Fine, thank you. Since my return from Egypt **I have been eager to see you.**

Mr Klocek: You will have a chance. **I'm calling to invite you and your wife to the reception to be held in our Embassy on Friday, March 27, at 6 p.m.**

Mr Drake: What is the occasion?

Mr Klocek: A group of actors from the National Theatre arriving for the performance in this country.

Mr Drake: You mean from the Warsaw Theatre of opera and ballet?

Mr Klocek: Exactly.

Mr Drake: Wonderful. **My wife will be delighted.**

Mr Klocek: I'll get the invitation card in the mail early morning tomorrow. **We are looking forward to seeing you and your wife. Good-bye.**

Mr Drake: Thank you very much, Mr Klocek. Good-bye.

Dialogue 3 (Telephone Conversation)

Invitation to a Dinner

Mr Hunter: Good evening, Mr Won Diem.

Mr Won Diem: Good evening, Mr Hunter. **It's ages I heard from you.**

Mr Hunter: **I've been away for a while. It was a business trip to Thailand.**

Mr Won Diem: I'm glad you phoned me.

Mr Hunter: **The days have been so crowded since my return that there have been few occasions to visit any of my friends.**

Mr Won Diem: I hope to see you some day.

Mr Hunter: That is what I mean. **Will it be possible for you and Mrs Won Diem to have dinner with us at seven o'clock on Friday, the tenth?**

Mr Won Diem: Even if we had other plans for Friday, we should try to cancel them to have the pleasure to see both of you.

Mr Hunter: So this coming Friday, at seven. **We are expecting some other interesting people to come.**

Mr Won Diem: Thank you, Mr Hunter.

Mr Hunter: Good-bye, Mr Won Diem.

Mr Won Diem: Good-bye, Mr Hunter. See you on Friday.

1. an essential part *существенная связь*
to share opinions *делиться мнениями*
to make friends *заводить друзей*
to say nothing (of) *не говоря уже*
touchy people *обидчивые люди*
lively conversation *оживленный разговор*
an interchange of words *обмен словами*
gossip *сплетня*
to touch upon a subject *касаться предмета*
divorce *развод*
2. to be eager *сильно желать чего-л.*
to hold a reception *устраивать прием*
to be delighted *быть очень довольным*
to look forward (to) *ожидать с нетерпением*
3. to be crowded *зд. быть наполненным*
few occasions *редкие случаи*
cancel *v отменять, аннулировать*
cancellation *n отмена, аннулирование*

EXERCISES

- I. *Dramatize the dialogues.*
- II. *Make up small dialogues of your own using the active vocabulary.*
- III. *Have a diplomatic talk with your class-mate about the ways of entertaining guests.*
- IV. *Invite your friends over the phone to a dinner (lunch, tea party, concert, the theatre).*

C. RESERVATIONS

1. Booking a Long-Distance Call

Operator: Hello.

Mr Kozlov: Good afternoon. This is Kozlov, my room number is 523. I want to make a long-distance call, please.

Operator: Where to, sir?

Mr Kozlov: To Washington, to Sovexportfilm. I wish to speak to Mr Karelin.

Operator: Do you know the number, please?

Mr Kozlov: No, I'm afraid I don't. Can you find it out for me?

Operator: Yes, sir. I'll get it from the directory and call you back.
Mr Kozlov: Thank you.
Operator: Mr Kozlov, your Washington number is 357-3452. Would you like me to get it for you?
Mr Kozlov: That would be most kind of you.
Operator: Do you want to make it person-to-person?
Mr Kozlov: Yes, I'd like to.
Operator: I'm sorry, the number is busy. Would you like me to keep trying?
Mr Kozlov: Yes, please. Try it again as soon as possible.
Operator: Yes, sir. I'm afraid there's a half-hour delay on Washington.
Mr Kozlov: O.K. I'll be in my room for a short while, but from two o'clock on I'll be in the restaurant.
Operator: Yes, sir. I'll see that you are paged in the restaurant¹ if the call has not come through by two.
Mr Kozlov: Thank you.

NOTE

1. I'll see that you are paged in the restaurant. Я попрошу, чтобы вас вызвали из ресторана.

2. A Hotel Reservation

Receptionist: Reception desk. Tavistock Hotel. Good morning.
Mr Serov: Good morning. This is Intourist. We'd like to make a reservation for Mr Kozlov.
Receptionist: Could you spell the name, please?
Mr Serov: Yes, certainly. K-o-z-l-o-v.
Receptionist: Thank you. What accommodation do you require?
Mr Serov: A single room, with private bathroom, for three nights from the 7th of October.
Receptionist: Would you hold on a moment, please, I'll see whether we have the accommodation available.
Mr Serov: Thank you.
Receptionist: Yes, I can reserve a single room with bath, from the 7th of October, for three nights. It's an inside room on the fifth floor.
Mr Serov: Would you please see that it's a quiet room?
Receptionist: We will try.
Mr Serov: Thank you. What will the charge be?
Receptionist: 10.50 daily, plus 12% service charge, inclusive of breakfast. Would you please confirm this reservation in writing?
Mr Serov: Yes, I'll write you today.
Receptionist: Thank you. Good-bye.
Mr Serov: Good-bye.

3. A Restaurant Reservation

Manager: Hello. Savoy Restaurant.

Mr Dedov: Good afternoon. This is Dedov from Techmachimport here. We would like to make arrangements with you for a small dinner party for tomorrow night.

Manager: Very good, sir. How many people do you expect?

Mr Dedov: We'll have 20 persons.

Manager: Then I think the Rose Room would be the most appropriate. I suggest one long table, nine on each side, with one at each end. That would leave plenty of space for a little bar to be set up for your drinks.

Mr Dedov: That sounds fine. I like the idea of the little bar.

Manager: What would you like to order for dinner?

Mr Dedov: Well, I was thinking of, say, a four-course affair with wines and champagne.

Manager: Then I'd suggest hors-d'oeuvre or turtle soup, sole or omelette, beef fillet or roast duckling¹. And for dessert ice pudding.

Mr Dedov: Good. It suits my taste admirably.

Manager: And what about the wines?

Mr Dedov: If we are having soup, I think we'll take a dry sherry. For the main course a red wine definitely and then finish up with champagne. That's all. Anyway I think that would be roughly what I have in mind.

Manager: Good. What time do you wish to begin?

Mr Dedov: 7 for 7.30².

Manager: Thank you very much, Mr Dedov. Good-bye.

Mr Dedov: Good-bye.

1 NOTES

1. hors-d'oeuvre or turtle soup, sole or omelette, beef fillet or roast duckling закуска или суп из черепахи, палтус или омлет, говяжье филе или жареная утка
2. 7 for 7.30 с 7 до 7.30 (сбор гостей)

4. Booking a Plane Reservation

Clerk: BEA¹. Good morning.

Mr Bardin: Good morning. My name is Bardin. I'd like to book a seat on the plane to Rome for Monday, the tenth.

Clerk: Yes, sir. Do you want to travel economy class² or first class?

Mr Bardin: I'd like first class.

Clerk: I'll check the time-table for you. Will you hold on, please? There is a flight leaving Heathrow³ at 11.55 on Monday and arriving in Rome at 13.30. It flies non-stop.

Mr Bardin: That suits me. What time do I have to get to the airport?

Clerk: You'll have to be at West London Air Terminal⁴ by 10.20 at the latest. The coach leaves for the airport at 10.30. But if you are going to the airport on your own you must be there before 11.30 and you can pick up your ticket at the airport booking-office.

Mr Bardin: Thank you. Good-bye.

Clerk: Good-bye.

NOTES

1. **BEA:** British European Airways Британская европейская авиатранспортная компания
2. **economy class:** second class
3. **Heathrow:** the biggest airport in London
4. **West London Air Terminal:** central passenger station that serves as a junction with other lines

5. Booking Theatre Seats

Clerk: Hello. National Theatre.

Mr Lazarev: Hello. I'd like to know what's playing¹ tonight?

Clerk: "Long Day's Journey into Night" by O'Neill² starring Laurence Olivier.

Mr Lazarev: I want to reserve two stalls, please.

Clerk: Sorry, sir. All stalls are sold out. Would the dress-circle do?

Mr Lazarev: Are the seats good?

Clerk: First row (Row A), seats 16 and 17, that'll be right in the middle to the left of the central aisle.

Mr Lazarev: How far to the left?

Clerk: The second and third seats, sir.

Mr Lazarev: All right. I guess that will do. My name is Lazarev. I'll call for them some time around seven.

Clerk: Very good, sir. We'll keep your booking till seven then. Good-bye.

Mr Lazarev: Thank you. Bye.

NOTES

1. **what's playing** *Am.* что будет
2. **Eugene O'Neill** (1888-1953): a prominent American playwright; "Long Day's Journey into Night" «Долгий день уходит в ночь»

EXERCISES

I. Read the dialogues and reproduce them paying attention to telephone phrases.

II. Say something in reply to the following remarks and questions.

1. Would you like to make a long-distance call, please? 2. Can you find his phone number for me? 3. Do you want to make a person-to-person call? 4. I'm afraid there will be some delay. 5. Could you spell the name, please? 6. Do I have to confirm my reservation in writing? 7. I would like to make arrangements with you for a birthday party (with the manager of a restaurant). 8. We would like to invite you for our Christmas dinner. 9. Why doesn't this flight suit you? 10. Sorry, I can't give you a definite answer.

III. In what situations would you say the following?

1. cannot get in touch with him. 2. The use of a large telephone directory is somewhat difficult. 3. I'm sorry you don't have single rooms with private bathroom available. 4. I would ask you to see that the apartment is a quiet one. 5. Do you have accommodation with a less service charge? 6. We would like to make arrangements with the restaurant manager for a small dinner party. 7. A flight leaving Heathrow at 11.55 on Monday does not suit me. 8. We would prefer to have our seats in the middle of the fifth row. 9. They've changed the cast and we are returning the tickets to the booking office. 10. At last we have come to the airport. Thank you for the lift.

IV. Reserve by phone:

1. two rooms at the hotel for your colleagues who are coming to New York on Friday; 2. a passage on board the ship bound for Leningrad; 3. two seats on the train to Paris; you want to travel first class; 4. a table at the restaurant; arrange with the manager what you will have for dinner; you will be entertaining your friends; 5. a long-distance call to Madrid; you want to make it personal; ask the operator about the charge rates; 6. a seat on the plane to Moscow after you inquire about flights and make sure that the take-off time is convenient to you; 7. two seats at Covent Garden for a Sunday matinee.

D. INQUIRIES

1. Flight Information

Operator: Good morning. British European Airways.

Mr Sokolov: Good morning. Could you please connect me with someone who can tell me what time the afternoon plane from Moscow will be arriving?

Operator: You want Flight Information. I'll try and put you through. I'm sorry. Flight Information is engaged at the moment. Will you hold on or call back?

Mr Sokolov: I'll hold on, thanks.

Operator: I'm putting you through to Flight Information now.

Clerk: Flight Information. Can I help you?

Mr Sokolov: Could you please tell me if there is any delay on the flight from Moscow this afternoon?

Clerk: Yes, it's due in at 16.35, that's an approximate delay of twenty minutes.

Mr Sokolov: Thank you. Good morning.

2. Calling Train Inquiries

Telephone Operator: British Railways, King's Cross.

Passenger: Train Inquiries, please.

T.I.: Inquiries.

Passenger: Can you give me the times of fast trains to Edinburgh, please, and arrival time? I'd like to get there about 6.00 p.m.

T.I.: Just a minute. Let's see. Week days 8.48 arrive 5.10, 9.30 arrive 5.30, 10.20 arrive 6.30. Do you want any more?

Passenger: No. That's fine, thank you very much. These are week day trains, aren't they?

T.I.: Yes, Monday and Saturday inclusive.

3. Inquiring about Books

Secretary: Consular Department.

Mr Corn: This is Corn speaking. I'm calling you to inquire about some books, please.

Secretary: Yes, what kind of books are you interested in, Mr Corn?

Mr Corn: You see, I'm working on the problem of American-Soviet relations prior to World War II.

Secretary: Mr Corn, this is the Consular Department and we, as a rule, do not deal with such questions. Here, in the city we have a branch office of our book company "Mezhdunarodnaya Kniga". You may approach them if you wish.

Mr Corn: What is their phone number, please?

Secretary: It is seven-seven-four; two-five-nine-three.

Mr Corn: Thank you. Good-bye.

Secretary: Good-bye.

4. Renting a House

Mr Frolov: Good morning. Is this Mr Applebee?

Mr Applebee: Yes, I'm Applebee.

Mr Frolov: I'm Frolov and I'm calling about the house you advertised to rent for the summer months.

Mr Applebee: How many are you in your family, Mr Frolov?

Mr Frolov: Four: my wife, two children and myself. Your house sounds like the sort of place we need for three months – June, July and August.

Mr Applebee: Yes, of course, we have all the conveniences and plenty of rooms to accommodate all of you.

Mr Frolov: How many closets and dressers do you have?

Mr Applebee: A lot.

Mr Frolov: My wife and I would like to see your house, Mr Applebee, but I don't have a car right now. Can we get to you easily some other way? We are on West 86th Street.

Mr Applebee: Yes, of course. Take the 86th Street subway station, and in fifteen minutes you will be here. You have our address, don't you?

Mr Frolov: Yes, I do.

Mr Applebee: How soon would you like to come?

Mr Frolov: Is this Saturday at three o'clock all right?

Mr Applebee: Fine. I'll expect you.

Mr Frolov: Thank you, Mr Applebee. Good-bye.

Mr Applebee: Good-bye.

EXERCISES

I. Read the dialogues and reproduce them paying attention to telephone phrases.

II. Practise the spelling of the following names by phone:

Mr Smith, Miss McKennan, Mrs Sonnenfeld, Mr Kutuzov, Mr Surikov, Mr Schipatchev, Mrs Raskolnikov

III. What would you say in reply to these remarks and questions?

1. There will be a delay on your long-distance call to Paris. Will you wait? 2. Where can we get in touch with you, sir? 3. I've heard you are looking for a nice summer cottage. What sort of place do you need? 4. We have an apartment with all the conveniences. 5. Flight Information. Can I help you? 6. What kind of books are you interested in? 7. There is some delay on the flight from Moscow today. 8. Sorry, Train Inquiries is engaged now. 9. What information would you like to obtain? 10. Whom could we approach to make inquiries about your export of furs to this country?

IV. In what situations would you say the following?

1. Could you put me through to somebody who can tell me the take-off time of the plane to Milan? 2. What time does the coach leave for the airport? 3. I'll go to the airport on my own. 4. Where can I pick up the ticket?

5. "Mezhdunarodnaya Kniga" is concerned with a wide range of records, books, stamps and other goods. 6. I would like to rent an apartment for a year. 7. Will you check my telephone line, operator? It doesn't operate properly. 8. When is Flight 903 due to get to Washington? 9. What is the arrival time of the train from Liverpool? 10. I'm afraid your charge for the summer cottage is too high.

V. Make inquiries by phone:

1. about the take-off time of the plane to Moscow; 2. about the arrival time of the train from Paris; 3. about the goods the company is importing; 4. about the accommodation at the hotel; 5. about books dealing with modern British and American fiction, available at the shop; 6. about the trunk-call which is delayed

5. Visas

Working in groups of two, read aloud the following Telephone Dialogues.

Dialogue 1

Business Visa

Secretary: Consular Department.

Mr Horn: Good morning. This is Horn speaking.

Secretary: Good morning, Mr Horn. **Could I help you?**

Mr Horn: Five days ago I sent you my passport to **obtain a visa** for a **business trip** to the Soviet Union.

Secretary: Wait a minute, Mr Horn. I'll **make some inquiries**. (After two minutes' interval.) Yes, Mr Horn, we have your **completed application form** and your passport. But you did not send us three passport-size photographs.

Mr Horn: I'm afraid I didn't. **The thing is**, I don't have them.

Secretary: Then go to the local photographer and **have the pictures taken**.

Mr Horn: Thank you. If I send the photographs tomorrow, when can I have my passport back?

Secretary: We need at least seven **clear days** to issue a visa. **In your case** we'll do it in three days.

Mr Horn: You are very kind, thank you. Good-bye.

Secretary: Good-bye, Mr Horn.

Dialogue 2

Tourist Visa

Miss Dodge: Good afternoon. Could I speak to somebody from the Soviet Consular Department, please?

Secretary: Good afternoon. Secretary's speaking.

Miss Dodge: My name is Dodge. I am going to visit the Soviet Union as a tourist.

Secretary: You are welcome, Miss Dodge.

Miss Dodge: Should I apply for a visa personally or by post?

Secretary: Any way you wish.

Miss Dodge: What documents should I submit to the Consular Department, please?

Secretary: A completed application form, your passport, three recent passport-size photographs, and a letter from your travel agent.

Miss Dodge: Do I have to get in touch with a travel agency?

Secretary: Yes, Miss Dodge. All individual tourist trips to the Soviet Union are arranged through the "Intourist" Travel agency.

Miss Dodge: Can't I arrange it through the Consular Department?

Secretary: I'm afraid, Miss Dodge, you cannot. It is done for your convenience. The "Intourist" will take care of the tickets and your hotel accommodation in the USSR.

Miss Dodge: Thank you very much. When you are open?

Secretary: Monday through Friday. Our Consular office is closed on Saturdays and Sundays and on all legal holidays.

Miss Dodge: Thank you again, Miss Secretary.

Secretary: You are welcome. Good-bye.

Miss Dodge: Good-bye.

Dialogue 3

An Applicant's Passport is not Available

Mr Stock: Hello, is this the Soviet Consular Department, please?

Secretary: Yes, it is.

Mr Stock: This is Stock speaking. I would like to make some inquiries about the Soviet visa.

Secretary: Have you sent the documents to the Consular Department, Mr Stock?

Mr Stock: Not yet. The matter is, I don't have the passport at present. It is with the Foreign Office.

Secretary: Then I connect you with our Vice-Consul, Mr Stock.

Vice-Consul (after a minute): Speaking.

Mr Stock explains his situation.

Vice-Consul: As a rule, Mr Stock, the Consulate does not issue visas without the applicant's passport.

Mr Stock: This is an urgent business trip to Leningrad, Mr Vice-Consul, and the passport will be available from the Foreign Office within three days, I am sure.

Vice-Consul: In exceptional cases like yours we can issue a visa providing you send us all the necessary documents now, and the passport will be presented later.

Mr Stock: Thank you very much, sir. What documents do I have to supply now, except the passport?

Vice-Consul: A completed application form, three recent passport-size photographs, and a letter from your firm confirming your business trip to the USSR.

Mr Stock: I'll deliver the documents to your Office tomorrow afternoon.

Vice-Consul: And the passport, of course, as soon as you get it from the Foreign Office.

Mr Stock: Sure thing, Mr Vice-Consul. Thank you very much.

Vice-Consul: Good-bye.

Mr Stock: Good-bye.

WORDS AND EXPRESSIONS YOU MAY NEED

1. to obtain visa получать визу
a completed application form анкета, заполненная подателем
clear days рабочие дни; не праздничные дни
2. to apply for a visa personally лично обращаться за визой
to submit a document предъявлять документ
a recent passport-size photograph последняя фотография паспортного размера
for somebody's convenience для чье-либо удобства
legal holidays официальные праздники
3. to explain a situation объяснять ситуацию
an urgent trip безотлагательная поездка
in exceptional cases в исключительных случаях
providing *adv* при условии, если
to supply documents представлять документы
confirm *v* подтверждать
to deliver documents доставлять документы; официально вручать документы
personify *v* воплощать(ся), имитировать

EXERCISES

I. Learn the dialogues.

II. Say what documents you have to submit to the Consular Department to obtain:

- a business visa;
- a tourist visa;
- a visa when your passport is not available.

III. *Make up small dialogues of your own personifying an applicant for visa and Vice-Consul.*

IV. *Phone the Consular Department inquiring about the delay in issuing visas for a group of Polish students.*

E. CONGRATULATIONS

1. Congratulations on a Promotion

Mr James: Two-four-five; seven-double three-six.

Mr Serov: Good morning. Could I have a word with Mr James, please?

Mr James: Speaking.

Mr Serov: Boris Serov here, Arthur.

Mr James: Oh, hello, Boris.

Mr Serov: I'm calling to offer you my heartiest congratulations on your promotion.

Mr James: Thank you ever so much.

Mr Serov: I guess you have other fish to fry¹ and we won't be having as many official contacts now, but I do hope that our productive cooperation will continue.

Mr James: I hope so, too. It has always been a great pleasure for me to have worked with the people from your country.

Mr Serov: Thank you. That's splendid then. Please accept my best wishes for your future career. Good-bye, Arthur.

Mr James: Good-bye, Boris.

NOTE

1. to have other fish to fry иметь другие более важные дела

2. Happy Birthday

Mr Clay: Hello. Could I speak to Mr Orlov?

Mr Orlov: Speaking. Good afternoon.

Mr Clay: Good afternoon, Mike. This is John Clay speaking.

Mr Orlov: How are you, John?

Mr Clay: Fine, thanks. I called to wish you a happy birthday.

Mr Orlov: Thank you very much, John. It's so kind of you to remember my birthday. Incidentally could you come over to my place tonight? I'm having a few people over.

Mr Clay: Thanks, Mike, but I'm afraid I must be leaving for Glasgow today.
I'll give you a ring when I come back.
Mr Orlov: Good. So I hope to see you before long. Good-bye.
Mr Clay: Good-bye.

3. Congratulations on a Marriage

Mr Candlin: Three-four-one; seven-one-double eight.
Mr Azarov: Hello, Philip, Azarov here.
Mr Candlin: Oh, Victor, good morning.
Mr Azarov: I was delighted to hear of your marriage, Philip. Please accept my most sincere and hearty congratulations. I wish I could have been at your wedding but I have only just come from Moscow.
Mr Candlin: Thank you very much. I was so sorry you couldn't come.
Mr Azarov: It's really good that you decided to get married at last and I do wish you and Mary the very best of luck and many years in which to enjoy it.
Mr Candlin: Thank you for your kind wishes.
Mr Azarov: Good-bye.
Mr Candlin: Bye.

4. Congratulations on Birth of Son

Mr Petrov: Good afternoon, Jack.
Mr Hailey: Good afternoon, Nick.
Mr Petrov: Congratulations on the arrival of your son. My wife and I were delighted to hear the good news and especially to know that Jenny and your son are both well.
Mr Hailey: Thank you very much, Nick. You can't imagine how happy I am.
Mr Petrov: You are sure to make a wonderful father, but don't get too excited about it.
Mr Hailey: I can't help it. I'm brimming over with joy and happiness¹. You know how it feels to become a father.
Mr Petrov: Congratulations again, and please give them to Jenny when you see her, from both of us. Good-bye.
Mr Hailey: Thanks, Nick. Bye.

NOTE

1. I'm brimming over with joy and happiness. Я преисполнен радости и счастья.

EXERCISES

I. Read the dialogues and reproduce them paying attention to telephone phrases.

II. What would you say on the phone in reply to these remarks and questions?

1. I'm happy to offer you my hearty congratulations on your promotion.
2. You can't imagine how happy I am. My wife has borne me a son. 3. I'm so sorry you couldn't come to our wedding. 4. Many happy returns of the day, Nick. 5. My wife has been seriously ill. But now she is out of danger. She managed to pull through her illness. 6. I'm calling to convey our congratulations on your successful completion of the project. 7. Accept my best wishes for your future career.

III. In what situations would you say the following?

1. You have other fish to fry. 2. I hope that our productive cooperation will continue. 3. Please accept my best wishes. 4. It's so considerate of you to send me your congratulations. 5. I am sure you'll make a wonderful father. 6. He's brimming over with joy and happiness. 7. Convey my hearty congratulations to your wife. 8. I'm delighted to hear that your wife and new-born baby are well.

IV. Convey congratulations by phone:

1. to your colleague who has been promoted; 2. to your counterpart who has got married; 3. to the director of the company on the successful completion of the project; the equipment for the project has been delivered by this company; 4. to your American friend who has become a father; 5. to your African colleagues on their National Holiday.

F. EXCHANGE OF OPINIONS

1. Discussing Business

Mr Ross: Could I speak to Mr Frolov, please?

Mr Frolov: Speaking.

Mr Ross: Good morning, Mr Frolov. This is Ross. I work with the U.N. in the Development Programme¹.

Mr Frolov: That is my field, too.

Mr Ross: That's why I am calling you, Mr Frolov.

Mr Frolov: Is there anything I can do for you?

Mr Ross: I read your articles on technical assistance and find them excellent.

Mr Frolov: They may seem a little obsolete, I am afraid. I wrote them some years ago.

Mr Ross: Well, the figures may be obsolete, but the general approach and the method of research are up-to-date. What is most interesting is the analysis of the economy you gave in your last article.

Mr Frolov: That is the article on the economic development of some East African countries, isn't it? Are you an economist, Mr Ross?

Mr Ross: Yes, I am. My field is the influence of the U.N. technical assistance² upon the economic development of East African countries.

Mr Frolov: That is a very interesting but little known field. In what way, Mr Ross, do you think, I can help you?

Mr Ross: Mr Frolov, you are a specialist on the economic situation in Eastern Africa. Could you recommend me any literature on the subject?

Mr Frolov: Certainly, I can send you the bibliography on the problem.

Mr Ross: Will you send it to my U.N. address, please?

Mr Frolov: I will. Good-bye, Mr Ross.

Mr Ross: Thank you very much. Good-bye.

NOTES

1. the Development Programme Программа развития (экономики)
2. the U.N. technical assistance техническая помощь, оказываемая ООН

2. Discussing Arrangements

Mr Brenn: Could I speak to Mr Shilov, please?

Secretary: Who's calling, please?

Mr Brenn: This is Tom Brenn of the Conference Department, United Nations.

Secretary: Wait a second, Mr Brenn. Here is Mr Shilov.

Mr Shilov: Hello, Mr Brenn. Has the Conference finished its work? I'm sorry I had to leave due to an urgent matter here in the Mission.

Mr Brenn: That's all right, Mr Shilov. The Conference has adjourned till next Tuesday. The Chairman has asked you and me to prepare a draft resolution.

Mr Shilov: Has anyone else been included in the draft resolution group?

Mr Brenn: Only two of us, and a secretary.

Mr Shilov: I must say Mr Ovenov is an excellent chairman. I like the way he conducted the proceedings. He gave everyone a chance to speak and kept the discussion to the point.

Mr Brenn: It's a pity you left. At the end he gave a very good summary of the first day's work of the Conference.

Mr Shilov: I hope that all the participants of the Conference will make an

effective contribution to the subject under consideration. See you tomorrow then.

Mr Brenn: Yes, 10 o'clock in the morning, at the Conference Hall. Good-bye, Mr Shilov.

Mr Shilov: Good-bye, Mr Brenn.

Mr Reid: Hello, can I speak to Mr Petrov, please?

Secretary: Who's calling, please?

Mr Reid: This is Reid of the Foreign Office.

Secretary: Which Petrov would you like to talk to, Mr Reid? We have two Petrovs here – councillor Arcady Petrov and attache Leonid Petrov.

Mr Reid: Councillor Petrov, please.

Secretary: Mr Petrov is on the phone.

Mr Petrov: Hello, Mr Reid. I am glad you called me.

Mr Reid: How are you, Mr Petrov? I hope you are not too busy with the preparations for this forthcoming conference of ours?

Mr Petrov: I am fine, thank you. I have an appointment with you, you remember, to discuss the draft resolution of the conference.

Mr Reid: Of course, I do. It is this Friday, at 3 p.m. Did the Chairman of the Committee send you the draft?

Mr Petrov: Yes, he did, and his personal letter, too. He's insisting on discussing the draft resolution by a narrow circle of diplomats first. I don't know what he means mentioning "a narrow circle of diplomats".

Mr Reid: Our delegation also received his personal letter, and, as a matter of fact, it surprised us a little. I wish he would tell us more explicitly what this "narrow circle of diplomats" will be dealing with.

Mr Petrov: You don't mind, Mr Reid, if we discuss this problem along with the other questions this Friday, do you?

Mr Reid: No, I don't. I'm looking forward to seeing you soon. Good-bye.

Mr Petrov: Good-bye, Mr Reid.

3. Going on Business Abroad

Mr Jones: Hello, Mr Sedov. What have you been up to since I saw you last?

Mr Sedov: Not much, I am afraid, Mr Jones. Just the usual routine work here in the Department of Technical Assistance. And how are you?

Mr Jones: I'm fine, thank you. I've heard from Sergeev that you are going to leave for Yugoslavia soon. Is that right?

Mr Sedov: Yes, it is. A group of engineers and technical advisers from the Department is supposed to visit that country.

Mr Jones: On any particular mission?

Mr Sedov: Yes, the Yugoslavs invited us to help them with the construction of modern highways.

Mr Jones: Then they may be in need of the great cranes and bulldozers our firm is producing.

Mr Sedov: Most probably. You should get in touch with the Assistant Director of the Department, and ask him for information and advice, Mr Jones.

Mr Jones: What's his name?

Mr Sedov: Mr Souram of India.

Mr Jones: Do you have his telephone number?

Mr Sedov: Jot it down – 377-01-09.

Mr Jones: Thank you. When are you leaving for Yugoslavia?

Mr Sedov: Next Monday. You'd better get in touch with Mr Souram as soon as possible.

4. Talking of Colleagues

Fred: Hello, Yuri. This is Fred.

Yuri: Hello, Fred. How are you?

Fred: Very busy. We've got a lot of work here with the documents.

Yuri: I know. It's the usual thing with the Documents Office before the Assembly.

Fred: Do you know the news?

Yuri: No, what is it?

Fred: Can you imagine – Dorothy and John are engaged.

Yuri: Which John? The one working in the Conference Department?

Fred: That's right. And Dorothy is with the Technical Assistance Department.

Yuri: When was the engagement announced?

Fred: A week ago.

Yuri: Have they set the day for the wedding?

Fred: No, not yet. But John says they will marry sometime in November or December. He says you're on the guest list.

Yuri: Am I? Then I've got to think about a wedding present.

Fred: It's too early yet. He will send you an invitation to the wedding party.

Yuri: And who is the best man?

Fred: Their choice fell on me because I'm a bachelor.

Yuri: Congratulations! They could not have chosen a better man. You are witty, bright and will keep them free from the little worries which usually crop up at the ceremony.

Fred: I'll try to do my best, as the best man should do. See you at the office on Monday. Bye-bye.

Yuri: Bye-bye, Fred.

5. Talking of Studies

Fred: Hello, Yuri. This is Fred.

Yuri: Hello, Freddy, how are you?

Fred: Not very well, I'm afraid.

Yuri: What's the matter? Somebody's ill?

Fred: No, everybody's fine. But I'm giving up. I certainly can't learn Russian.

Yuri: Why are you upset? I think you're making wonderful progress.

Fred: No, I'm not. I try and try but still cannot speak it well.

Yuri: Well, learning any language takes a lot of effort and time. But don't give up. What if I help you? I have a very good textbook only recently brought from Moscow.

Fred: Thank you, Yuri. I'm sure your help will improve things.

Yuri: See you on Monday, Freddy. Good-bye.

Fred: Thanks again, Yuri. Good-bye.

6. Talking of Sports

Mr Serov: Mr Budd? Good afternoon. This is Serov speaking.

Mr Budd: Hello, Mr Serov. Nice to hear you. How's everything?

Mr Serov: Fine, thank you. You know, this Friday our Dynamo team is playing against your Red Sox.

Mr Budd: Are they really? That's great! They are my favourite teams and I don't know who to root for.

Mr Serov: I have two tickets. Would you like to watch the match?

Mr Budd: Sure thing. This is the only chance, and I would not miss it. And what's your favourite sport?

Mr Serov: It's hard to say. I like soccer all right, but I think I like tennis better.

Mr Budd: Do you play much tennis?

Mr Serov: Yes, quite a bit. How about a game sometime?

Mr Budd: No, thanks. I am strictly a spectator.

Mr Serov: So I'm sending you the tickets for the match and hope to see you on Tuesday.

Mr Budd: Thank you, Mr Serov. I'm looking forward to seeing you. Good-bye.

Mr Serov: Good-bye.

EXERCISES

I. Read these dialogues and reproduce them as close to the text as possible.

II. *What would you say on the phone in reply to these remarks or questions?*

1. I suppose, that if we weigh the "pros" and "cons" we can make a more equitable assessment of the proposal. 2. Mr Orlov, I think, made a pertinent remark during the debate. 3. If you take an overall view of things I'm sure you'll change your opinion. 4. I like the way Peter conducted the proceedings. He kept all the discussion to the point. 5. I wouldn't say that the speaker explicitly spelled out what he had in mind. 6. Mr Breddy is away from the office on sick leave. Is there any message? 7. I think he is making wonderful progress in English. 8. Your argument turned the scale in my favour in our dispute. 9. Why do you think, Mr Omar, the staff at your office is in constant state of flux?

III. *In what situations would you say the following?*

1. I don't know which team to root for. 2. Their choice fell on me because I'm a bachelor. 3. Could you fix an alternative date for meeting? 4. I'll leave the invitation as an open one until a little later. 5. We are anxious to make whatever arrangements are convenient to you for spending a day or two in visiting our factory. 6. Then I've got to think about a present. 7. This is the only outstanding question. It should be brought up again tomorrow. 8. This is a very persuasive argument. You should have mentioned it. 9. I'm terribly sorry. I can't disturb him. He is in conference.

IV. *Discuss over the phone with a friend of yours:*

1. the film you have seen; 2. the book you have read; 3. the performance you have seen; 4. the conference you have attended; 5. the holiday you had in summer; 6. the invitation to a wedding party you have received; 7. your favourite sport; 8. the party you have been to.

Working in groups of two, read the two dialogues aloud.

Dialogue 1

Discussing the Ties Between the Congress and the State Department

After having an interesting tour around the Capitol, this seat of US legislation, a tourist group of foreign students surrounded their American guide, who is a member of the House Foreign Affairs Committee. They poured a forest of questions upon him.

Tourist A: We are foreigners, Sir, and do not know much either about the Congress or the State Department. Do you mind if we ask you some questions?

Guide: Of course not. **Go ahead.** What is it that you'd like to know?

Tourist B: Does the Congress take part in **US foreign policy** formulation?

Guide: Very much so. The US participation in world affairs since World War II has greatly expanded the role of the Congress in **foreign policymaking.**

Tourist C: We thought that this was the **competence** of the State Department.

Guide: This is what the foreigners usually think. The President is the **central figure of American foreign policy, and the final responsibility is his.**

Tourist D: And the State Secretary's?

Guide: While the President makes the **most critical decisions,** he cannot possibly attend to all matters affecting international relations. The Secretary of State, the **first-ranking member of the Cabinet,** is at the same time the President's principal adviser in **formulating foreign policy.**

Tourist A: What are the problems requiring the attention of the Secretary?

Guide: They are **manifold** – from maintaining country's security to rescuing an individual American who got in **serious trouble** in some **remoted area** of the world.

Dialogue 2 (Continuation)

Tourist B: And where does the Congress come into picture?

Guide: To begin with, none of this country's **far-reaching programs** – participation in the United Nations, economic, technical and military assistance – would have been possible without **congressional action.**

Tourist C: The annual **appropriations of funds** for enormous military **build up,** I presume, need **congressional approval,** too?

Guide: Absolutely so, but only on the recommendations of the Armed Services and Appropriations Committees of both Houses.

Tourist D: Who are the members of **numerous House and Senate Committees?**

Guide: They are usually **experienced and authoritative members** of Congress with **long service.** Their inspections abroad and participation in US delegations to the UN General Assembly and to many other international conferences give them **firsthand experience** with US foreign problems.

Tourist A: Who informs the members of Congress on the **current foreign policy issues?**

Guide: The Secretary of State does. He meets regularly with the members of Senate and House Committees and **briefs them on a broad range**

of foreign policy matters. They are kept well-informed of the international developments affecting this country.

Tourist B: Does the State Department provide these bodies with comprehensive reports on US foreign policy?

Guide: To further facilitate the relationship with the Congress, the Secretary of State annually provides the Committees with a comprehensive report on US Foreign Policy.

Tourist D: Any other channels of communication with the Congress?

Guide: Yes, a constant and substantial interchange of views between the members of the Congress and the Department goes on through the Assistant Secretary for Congressional Relations.

Tourist D: Very well, Sir. On behalf of the foreign students I should like to thank you for a very interesting and detailed talk on the congressional participation in foreign policymaking.

WORDS AND WORD COMBINATIONS YOU MAY NEED

a critical decision решение по важному, не терпящему отлагательств вопросу

to attend to matters уделять внимание вопросам

the first-ranking member of the Cabinet член кабинета, занимающий наиболее высокое положение

manifold *a* многочисленный, разнообразный

rescue *v* спасать, оказывать помощь

annual appropriations годовые ассигнования

military build up наращивание военных сил

numerous *a* многочисленный

firsthand experience личный опыт

G. MISCELLANEA

1. Dealing with Complaint

Mr Stogov: Hello, is that Parson's Garage?

Telephone Voice: Yes, this is Fred Parson.

Mr Stogov: Good. This is Stogov. What I wanted to say, was that I can't quite understand why you have sent me another bill for £25, considering that I've paid this bill already. I think it was at least four weeks ago.

Telephone Voice: Oh, sorry about that. You see, we've got a new girl in the office and she hasn't quite got the hang of things yet. Just ignore it, will you? Sorry to have caused you this inconvenience. It won't happen again, — at least, I hope not.

Mr Stogov: So do I. Good afternoon.

2. Thank You Talk

Mr Saveliev: Could I speak to Mr Abbott, please?

Mr Abbott: Speaking.

Mr Saveliev: Good morning, Mr Abbott. This is Saveliev.

Mr Abbott: Good morning, Mr Saveliev. I am glad to hear from you. How are you?

Mr Saveliev: Fine, and you, Jack?

Mr Abbott: I am fine, too.

Mr Saveliev: Thank you for the birthday card and the champagne. The card gave me as much pleasure as the wine.

Mr Abbott: How was it, good?

Mr Saveliev: It's the best champagne I have ever had. You certainly hit the spot¹ with your gift. We missed both of you at the birthday party.

Mr Abbott: It's a pity Alice and I could not come. But you know the reason.

Mr Saveliev: Yes, I do. We drank to your health. I hope you'll come to my wife's birthday party this spring.

Mr Abbott: Of course, we'll be happy to. Best regards to Irene.

Mr Saveliev: Thank you. Say hello to Alice, please.

Mr Abbott: I will, good-bye.

Mr Saveliev: Good-bye.

NOTE

1. to hit the spot *Am.* попасть в точку, угодить

3. Asking After Health

Mr Butov: Hello. May I speak to Mr Frost, please?

Secretary: Just a moment. Mr Frost, it's for you.

Mr Frost: Hello, who's speaking?

Mr Butov: This is Mr Butov.

Mr Frost: Good afternoon, Mr Butov. I haven't heard from you since October.

Mr Butov: I had the flu for a couple of weeks, but I'm fine now.

Mr Frost: I'm glad to hear that. We did have a spell of bad weather.

Mr Butov: By the way, did you hear what happened to Fred Jackson?

Mr Frost: No, what about him?

Mr Butov: He has had such a bad case in the flu that they've taken him to the hospital.

Mr Frost: I am sorry to hear that. Poor fellow, he won't be able to attend the session of the Assembly, then.

Mr Butov: I'm afraid not. And what about you, Mr Frost? Will you be present at the session?

Mr Frost: Unless I get ill.

Mr Butov: I hope you won't. See you on Tuesday. Good-bye.

Mr Frost: Good-bye, Mr Butov.

4. Ordering Foodstuffs

Operator: Hello. Supermarket. Can I help you?

Mr Petrov: Hello. This is Petrov speaking. I'd like you to send me some things, please.

Operator: I'll put you through to the Deliveries Department.

Mr Petrov: Thank you.

Deliveries Department: Good morning. Deliveries.

Mr Petrov: I'd like some things sent this morning, please.

D.D.: I'm afraid we can't manage anything this morning. One of the van men hasn't reported for work today. I'll do my best to arrange it for this afternoon. May I have your name, please?

Mr Petrov: Mr Petrov. 14, Hereford Drive.

D.D.: Thank you. What would you like?

Mr Petrov: Eight pounds of potatoes to start with; a large sliced loaf; a medium-sized cauliflower; a pound of beef sausages; half a pound of minced beef; a large bag of self-raising flour; half a dozen large eggs. That's all.

D.D.: I'm not sure whether we keep beef sausages. Excuse me a moment. I'll just check that. (He goes off to check and then comes back.) Hello. No, I'm sorry. We've got pork sausages.

Mr Petrov: I'll try that then. By the way, you forgot to send the invoice with my last order. Send it this time, will you? I'd like to settle my account as I'm going on holiday next week. Could I have a statement of what I owe?

D.D.: Yes, sir. I'll inform the accounts section and they'll fit in your order this afternoon and send you the statement.

Mr Petrov: Thank you. Good-bye.

D.D.: Good-bye.

5. Flight Delays

Mr Blake: Good afternoon, Mr Vasiljev. This is Blake from the Protocol Department.

Mr Vasiljev: Good afternoon, Mr Blake.

Mr Blake: I'd like to bring to your attention that Flight 903 by which the Polish Delegation led by the Minister of Foreign Trade and Shipping is due to get to London is delayed. We've just had a message that owing to a dense fog all aircraft bound for London has been diverted to Amsterdam.

Mr Vasiljev: Thank you very much for letting us know. I wonder if you would be so kind as to give us a ring when you are sure of the time the plane will be arriving.

Mr Blake: Yes, don't you worry. I'll certainly do that. Good-bye.

Mr Vasiljev: Good-bye.

6. Making a Call from a Call-box

A gentleman enters a telephone call-box in a hurry, takes off the receiver and dials the number of trunk-call service at the exchange.

Operator: Trunk service. Number, please?

G.: Victoria 2904. I say, operator, will you hurry it up for me as I have to catch a train in a few minutes.

O.: Unless your number is engaged, I can put you through almost at once. Drop your coin, please, and press button A as soon as your number answers.

(The gentleman drops a coin and presently hears a high-pitched sound at the other end, the engaged signal.)

O.: I'm sorry, sir, your number is engaged. Will you press button B to get your money back? I suggest you try again in a minute or two.

G.: All right.

(After a while he rings the exchange once more.)

O.: Trunk service.

G.: Will you try Victoria 2904 once more for me, please?

O.: Drop your coin, please. I have got your number! Hold the line, please.

G. (hears a voice): Are you there?

Voice (at the other end): This is Mr Jones' house, 24 Strethem Road.

G.: Oh, it's you, Mary. Will you fetch Mrs Jones as quickly as you can.

Mrs Jones: Is that you, George, dear? How are you? So happy to hear your voice again! When will you be home again?

G.: I can't hear you, dear. Your voice is ever so faint. There's some background noise interfering.

O.: Can you hear your number all right?

G.: No, I cannot, operator. Will you try and clear the line for me, please?

O.: Hold a minute, please. I think that's better now.

G.: Are you there? Is that you, Lucy, dear? I say, can you hear me?

Mrs Jones: Yes, dear, I can.

G.: I'm arriving at Victoria at 5.40 this afternoon. Will you come to meet me there?

Mrs Jones: Certainly, dear.

O.: Your time is up. If you want to speak on drop another six-pence, please.

G.: All right, dear, so long.

EXERCISES

I. *Read these dialogues and reproduce them as close to the text as possible.*

II. *What would you say on the phone in reply to these remarks or questions?*

1. Nick had a bad case in the flu and he was taken to the hospital. 2. The train from Liverpool is delayed. 3. Your number doesn't answer. 4. I am having my birthday party next Saturday. I wonder if you and your wife would care to come. 5. Would you like to make a personal call or a station-to-station call? 6. There is no direct service between Washington and Madison, but let me see what the best connecting point is. 7. We would like you to confirm your reservation in writing. 8. I'm calling you to inquire about books by Soviet contemporary writers. Where can I get them? 9. Then could you manage to come over on Monday at eleven o'clock? 10. I was delighted to hear of your promotion. Congratulations!

III. *In what situations would you say the following?*

1. Sorry to have caused you this inconvenience. 2. Say hello to your wife, please. 3. I'm afraid he won't be able to attend the conference. 4. I wonder if Flight 753 is due to get to London on schedule. 5. The aircraft bound for Moscow has been diverted to Amsterdam. 6. I wonder if you would be so kind as to give me a ring when you come to know the date of his departure. 7. I'm pretty sure we're free on Sunday but I'll have to check with my wife. 8. My call is really urgent. 9. No, thank you. I'll call back later. 10. How long will it take to have my suit pressed? 11. Could you tell me when you have flights from here to Moscow? 12. You hit the spot with your gift.

IV. *Make calls according to these assignments:*

1. You had your TV set repaired. But it does not work well. Report your complaint to the TV repair shop. 2. Thank your friends who sent you a birthday card and a gift. 3. Your colleague has been taken ill. Ask after his health. 4. Ask the Deliveries Department to send you foodstuffs. 5. The delegation which was due to be in London on Monday is delayed. Call off the meeting with the President of the Steel Corporation.

Read the dialogues aloud working in groups of two.

IV

FORMAL AND INFORMAL TELEPHONE CONVERSATIONS

The language used for speaking on the telephone is basically very similar to that of ordinary conversation, but limited in certain important respects by the special situation, which imposes a number of restrictions. Attention may be called to some of the chief differences between formal and informal telephone conversations. The most notable difference is that a formal telephone conversation is conducted at a much more formal level because the people speaking are taking care to maintain the high level of politeness usually felt appropriate in this kind of discussion. Another difference is that the formal discussion is very precise and factual, keeping to the point and never straying off into the chatty vagueness which is found at times in informal telephone conversations. Finally, there is of course a considerable difference in the vocabulary, with more technical terms than one would expect to find in the average informal telephone conversation, and a mixture of formal and informal words and phrases. Informal chatty telephone calls usually take place between friends who have nothing in particular to discuss and are simply engaging in a bit of social pleasantness. In this kind of telephone conversation there is a great deal of informal idiom.

A. FORMAL TELEPHONE CONVERSATIONS

1. Business and Commerce

Operator: Good morning. Hawles Engineering. Can I help you?

Mr Weston: I'd like to speak to Mr James Marsh, please, I think it's extension forty-seven.

Operator: Who's calling, please?

Mr Weston: My name is Weston. I'm from Plant Installations Limited.

Operator: Will you hold the line for a moment, Mr Weston? I'll see if Mr Marsh is free¹.

Mr Weston: Yes, thank you.

Mr Marsh: Hello. Marsh speaking².

Operator: Oh, hello, Mr Marsh. I've got a Mr Weston³ from Plant Installations on the line⁴. Can you speak to him now?

Mr Marsh: Oh yes. Thank you. Put him through, please.

Operator: You're through now, Mr Weston.

Mr Marsh: Hello, Mr Weston. What can I do for you?⁵

Mr Weston: Good morning, Mr Marsh. You'll remember that our surveyor⁶ took another look at the floor of your main polishing shop last week.

Mr Marsh: Yes.

Mr Weston: Well I've just got his report, and I thought I'd let you know the result.

Mr Marsh: Splendid⁷. That was quick work⁸.

Mr Weston: Yes, it was quite quick, wasn't it? And you'll be pleased to know⁹ that he's been able to confirm what he said in his original report.

Mr Marsh: Has he? Oh, good.

Mr Weston: Yes, he says that the subsidence¹⁰ hasn't gone any further since he first inspected the floor, and that there's no need to increase the strengthening measures he recommended.

Mr Marsh: Well I'm very pleased to hear that, Mr Weston. You've taken a load off my mind¹¹.

Mr Weston: Yes, I'm glad it won't be necessary to hold things up¹² on account of the floor. I'll confirm all this in writing of course, but I thought that I'd let you know as soon as possible in the hope that we could agree on a definite starting date.

Mr Marsh: Yes, of course.

Mr Weston: If we can fix that, then I can go ahead with arrangements here.

Mr Marsh: Well it'll take us about two days to finish off the outstanding work¹³ in the plating and polishing shops¹⁴, and then you can have a free hand¹⁵ to begin your operations. How does that suit you?

Mr Weston: Two days. That brings us to Thursday morning¹⁶, doesn't it?

Mr Marsh: Thursday, yes.

Mr Weston: And I did understand you to say we could continue working at week-ends.

Mr Marsh: Yes, that's right.

Mr Weston: Well in that case Thursday morning will suit us very well. I'll put it in hand¹⁷ straight away.

Mr Marsh: Good.

Mr Weston: Now there is one other matter that I'd like to discuss briefly with you if you can spare the time. I'm not keeping you from anything¹⁸, am I?

Mr Marsh: No, I do have¹⁹ a meeting in about half an hour, but I'm at your disposal²⁰ until then, so please carry on²¹, Mr Weston.

- Mr Weston:* Well, this is a point which concerns the outlet duct²² for the main ventilator.
- Mr Marsh:* Ah, yes. You asked to be sent the final plans, didn't you? Did you get those?
- Mr Weston:* Yes, thanks. Your secretary sent them on to me. Now I see from the plans that you intend the duct to be placed alongside an existing chimney. Do you recall that?
- Mr Marsh:* Mm. That's right.
- Mr Weston:* Well, what I'd like to know is whether the chimney's strong enough to support the duct, or whether we shall have to construct independent supports. Now unfortunately, at the time of our survey, we didn't think to inspect²³ the chimney.
- Mr Marsh:* No, of course, because at that stage we still hadn't decided exactly where the duct was to go.
- Mr Weston:* Quite. So can you give me any idea of the strength of the chimney? You see, if we can use it as a support and bolt the duct brackets directly to it, this'll mean a simpler job and it should also save a certain amount of time.
- Mr Marsh:* And it'll be cheaper, too.
- Mr Weston:* Yes, quite a bit cheaper, in fact.
- Mr Marsh:* Mm. Well, all I can tell you at the moment is that the chimney was only built a couple of years ago, and is in good structural condition. What I can't tell you, with any degree of certainty, is whether it'll stand up to the kind of stress you're proposing to put on it. As far as I can remember it's a pretty strong job, so it should be all right.
- Mr Weston:* Yes. Well, it looks quite strong on our plans, but I can't really tell, because they're not sufficiently detailed.
- Mr Marsh:* No. Well, look, Mr Weston²⁴, I think we'd better not take any risks over this. I'll call in a building expert and get him to examine the chimney, and perhaps you'll be good enough to send me brief details of the loadings²⁵ involved and the kind of brackets you're thinking of using and so on. And I'll put them in front of him and see what he thinks.
- Mr Weston:* Yes, I can get that in the post this evening.
- Mr Marsh:* You can? Fine²⁶.
- Mr Weston:* Well, that answers my question, Mr Marsh. Thank you very much.
- Mr Marsh:* Not at all²⁷. And thank you for letting me know about the report so quickly. I'll get things moving²⁸ here, and we'll expect your men to start work on Thursday morning.
- Mr Weston:* Yes, they'll be there. Good-bye, Mr Marsh, I'll be in touch again when the work's started.
- Mr Marsh:* Bye, Mr Weston.

1. **free:** unoccupied
2. **Marsh speaking:** the generally accepted formal way for a man to announce himself on the telephone is for him to use his surname only, omitting the title Mr. An alternative, perhaps slightly less formal, would be to use the Christian name as well, which is generally accepted in American English, e.g. This is James Marsh speaking.
3. **a Mr Weston:** the fact that the operator uses the indefinite article with the name indicates that she does not know the caller.
4. **on the line:** a standard phrase used by operators to refer to an incoming call
5. **What can I do for you?:** almost a fixed phrase, which is very often used as a polite way of asking someone what he wants
6. **surveyor** инспектор, приемщик
7. **Splendid:** an exclamation of approval which may sound to some people just a little too hearty or pompous
8. **quick work:** often used to refer to anything that has been done quickly, not simply a job or work; e. g. "You made quick work of that ice-cream", where the implication is that ice-cream was eaten quickly.
9. **you'll be pleased to know:** a fixed phrase which would be more appropriate in written English. It is one of the phrases which adds formality to this conversation, and would be unlikely in informal telephone conversations.
10. **subsidence** осадка
11. **You've taken a load off my mind:** this phrase is colloquial, and is used by someone who has had a cause for worry or anxiety removed.
12. **to hold things up:** to delay proceedings (задержать работу)
13. **the outstanding work:** work that has not yet been completed. Contrast the frequent use of "outstanding" to imply "of outstanding merit, qualities", etc., as in "He is an outstanding man in every way", "She has done some outstanding work at school".
14. **the plating and polishing shops** плакировочный и полировочный цехи
15. **then you can have a free hand:** the sense is that there will be complete freedom from any hindrance: the "hands" of the workmen will be "free".
16. **That brings us to Thursday morning:** note that idiomatic use of "bring" in such sentences as "That brings us to the next item to be discussed".
17. **put it in hand:** give instructions to have the job started, e. g. "I've got the job in hand", which means that the job is either being done, or is about to be started.

18. **I'm not keeping you from anything:** the meaning here is "I'm not preventing you from doing anything else (by talking to you)".
19. **I do have:** note the use of "do" here, making the verb emphatic. The effect of the emphasis is softened, however, by the following clause beginning with **but**.
20. **at your disposal:** prepared to carry on the conversation. A bit of business phraseology.
21. **carry on:** continue. Contrast the colloquial use to mean "talk too much", "make lengthy and tedious assertions", as in "John is a nice chap, but he does carry on about his health".
22. **outlet duct** выходная труба
23. **think to inspect:** more usually one would expect to find "think of inspecting", but "think" may be followed by "to" plus the infinitive form of the verb instead of "of" plus present participle, as in "I didn't think to tell him" vs. "I didn't think of telling him".
24. **look. Mr Weston:** note this rather informal use of the imperative "look" as a signal that the speaker wishes to call attention to a proposition or statement he is about to make.
25. **loadings** нагрузка
26. **Fine:** an informal exclamation of approval or agreement
27. **Not at all:** one of the very few ways in English of replying to someone who has just said "Thank you". For some people it has faintly comic overtones, and these are stronger with the comparable formula "Don't mention it". Normally, no reply to "Thank you" is absolutely necessary, but many people feel happier if they say something like "That's all right", "Pleased to help", "Glad to be of assistance", etc.
28. **get things moving:** an informal way of saying "order work to start"

2. Casual Business

Mr Hopkinson: Hello. Mr Hopkinson speaking.

Mr Stock: Hello, Tom. Stock here.

Mr Hopkinson: You are just the man I wanted to speak to.

Mr Stock: Well, here I am. What's it all about, then?

Mr Hopkinson: Well, you know that emergency delivery to Stockholm we were talking about the other day?

Mr Stock: Yes – you mean the one they wanted delivered by the 25th?

Mr Hopkinson: Yes, that's the one. They've been on the telex about it to us only this morning, and now they say they must have it by the beginning of next week. I don't know. What with that and this¹ big French order we've got coming up, I've been up to my ears in it².

Mr Stock: I see. Then we'd better get it off pretty soon, hadn't we?

Mr Hopkinson: Yes, they're counting on us.

- Mr Stock:* That's right. I know old Gustavsson pretty well, actually, and I shouldn't like to let him down either.
- Mr Hopkinson:* We'll have to think of something, then, shan't we? What's old Gustavsson like, by the way?
- Mr Stock:* Bit difficult to describe, actually. Round fortyish³ and a little bit heavy-going⁴ perhaps. Got his head screwed on the right way⁵, though.
- Mr Hopkinson:* That was my impression too, actually.
- Mr Stock:* Anyway, to get back to this delivery job, is there anything in particular that's holding us up? Haven't we got all the things we want on hand⁶?
- Mr Hopkinson:* No, it isn't that so much. We're a bit short-handed⁷ on the packing side⁸, you see. They've all been working like the clappers⁹ on this French job, and haven't got round to¹⁰ this other lot yet.
- Mr Stock:* Let's see. It's Friday tomorrow, isn't it? That makes it a bit tricky¹¹.
- Mr Hopkinson:* Look, I've been thinking. What about offering the boys in despatch a spot of¹² overtime over the week-end? We can bung¹³ the whole lot into one lorry and get it straight off to Hull. Should be on the quayside by Monday morning.
- Mr Stock:* Yes, of course that's the answer. Should've thought of that before. Well, that's that one solved then. Better be getting back, I suppose. Will you tell Fred, or shall I?
- Mr Hopkinson:* Well, I'm seeing him this afternoon in any case so I'll see to it, if you like, Peter.
- Mr Stock:* Would you? That's splendid. Look, I must push off now. I'm seeing that chap from Benson's at two-thirty.
- Mr Hopkinson:* Yes, don't you worry. I'll see that's all laid on...¹⁴. Bye.
- Mr Stock:* Bye.

NOTES

1. **what with that and this:** because of that and this
2. **up to my ears in it:** overloaded with work
3. **round fortyish:** around forty years old
4. **a little bit heavy-going:** rather too serious or pompous
5. **got his head screwed on the right way:** clever, intelligent
6. **on hand:** available
7. **a bit short-handed:** short of staff/workers
8. **on the packing side:** in the packing department
9. **like the clappers:** very quickly
10. **haven't got round to:** haven't managed to do/begin
11. **a bit tricky:** rather difficult
12. **a spot of:** a little
13. **bung:** put, throw
14. **all laid on:** all arranged

EXERCISES

I. *Define the meaning of these words and phrases. Make up sentences using them.*

surveyor, quick work, subsidence, to hold things up, on account of smth., in writing, to go ahead with arrangements, the outstanding work, to have a free hand, to put it in hand, to be at one's disposal, to carry on, with any degree of certainty, to stand up to the stress, to get smth. in the post, to get things moving, emergency delivery, to be on the telex, what with that and this, to be up to one's ears in work, to get smth. off, to count on smb., to let smb. down, round fortyish, heavy-going, to get one's head screwed on the right way, to hold smb. up, to get things on hand, to be a bit short-handed on smth., to work like the clappers, to make it tricky, to bung the whole lot into one lorry, to push off, all laid on

II. *Rephrase these sentences.*

1. You've taken a load off my mind. 2. That brings us to Thursday morning. 3. I'll put it in hand straight away. 4. I'm not keeping you from anything? 5. I'll call in a building expert and get him to examine the chimney. 6. I can get that in the post this evening. 7. I'll get things moving here. 8. You mean the one they wanted delivered by the 25th. 9. They've been on the telex about it to us this morning. 10. What with that and this big French order we've got coming up, I've been up to my ears in it. 11. Then we'd better get it off pretty soon. 12. Haven't we got all the things we want on hand? 13. We're a bit short-handed on the packing-side. 14. What about offering the boys in despatch a spot of overtime over the week-end?

III. *Reproduce the telephone conversations as close to the text as possible.*

IV. *Make up telephone conversations considering these assignments.*

1. Brown & Co. for some reason or other have not delivered the goods in the stipulated time. Phone the Company and let them know that they are responsible for the delay and have either to make emergency delivery within a week or to pay you a penalty.

2. You are decorating your apartment. The work is progressing very slowly. Phone the manager of the Company and ask him to offer his workmen a spot of overtime over the week-end so that they could finish off all the outstanding work within two days.

3. You've been up to your ears in work over the past two weeks and failed to send a book on Soviet art to your colleague. Phone him, offer your apologies and say that you do remember your promise and that you will get the book in the post this afternoon.

B. INFORMAL TELEPHONE CONVERSATIONS

1. An Advertisement

Charles: Two-six-two four-three-double four. Charles Farmer speaking.

Joan: Hello, Charles, it's Joan — Joan Cook.

Charles: Hello, Joan, how are you?

Joan: I'm very well, thanks¹. How are you?

Charles: Oh, not so bad, you know.

Joan: Good. I rang to ask if you know anything about hotels in Brighton.

Charles: No, I'm afraid² I can't be very much help to you there³.

Joan: Well, it's just that we've been thinking of taking the family to the south this summer and at this rather late stage we're trying to organize⁴ ourselves a suitable hotel. But I thought that you'd been to Brighton.

Charles: I have. Several times. But I've always taken a tent and done it the hard way⁵.

Joan: Oh, I see. I didn't realize that.

Charles: Yes. Great one for the open air⁶, you know.

Joan: Oh, it must be nice, but we could never contemplate it with our lot⁷. We're terribly disorganized as a family, you know, and we'd be in chaos in no time. And in any case the car isn't big enough to get all of us in and camping equipment as well, so we simply must find ourselves a nice hotel where they'll put up with⁸ noisy kids.

Charles: Mm. You have got a problem. And it's certainly a bit late. But there are masses of adverts. Have you looked at those?

Joan: Well, yes. As a matter of fact I was reading one advert only this morning in the Sunday paper which sounded marvellous.

Charles: For a hotel?

Joan: Yes. Just outside Brighton. And I thought to myself "I'll give Charles a ring⁹. He may know it".

Charles: Oh, dear I am a dead loss¹⁰, aren't I. But tell me about the advert.

Joan: It said that this hotel was right on the beach, and that's essential as far as we're concerned, because the kids are really only interested in scrabbling¹¹ in the sand and popping into¹² the sea every five minutes, so we must be close to it—the closer the better.

Charles: I know just how it is¹³.

Joan: And all the rooms have balconies facing the sea and overlooking the beach so it should be possible for mum and dad¹⁴ to keep half an eye on¹⁵ the kids while they're playing and manage a quiet snooze at the same time occasionally.

Charles: Sounds too good to be true¹⁶. Expensive?

Joan: Rather. But still the prices were a bit lower than in any of the other adverts I've seen, and yet the facilities were as good or even better. You

know, even allowing for¹⁷ a bit of exaggeration in the advert, it seemed to have a lot to offer¹⁸.

Charles: Had it?

Joan: Oh, yes. And the food is good – according to the advert, again – but they're bound to say that.

Charles: Of course. The only way to find out for certain is to go and try it. And that's taking rather a risk. I tell you what¹⁹, though. It's just occurred to me – Mr and Mrs Croft from over the road²⁰ have been to that part of England several times, and I seem to remember them saying they always use the same hotel.

Joan: Do they?

Charles: Yes. At least I think that's what they said. I'll pop around²¹ later this evening, and if they do know anything that might be of use to you I'll get one or the other of them to give you a ring.

Joan: Would you? That's very kind of you. They won't mind, will they?

Charles: No, of course not. I'm sure they'll be pleased to help.

Joan: Well, that's marvellous.

Charles: Did you say something about taking the car?

Joan: Yes. It takes a little longer. But there is no need to rush, because Doug's got an extra week's holiday this year.

Charles: Lucky Doug. But isn't it rather a long drive from Edinburgh – what with the children and the holiday traffic²²?

Joan: Well, strange as it may seem, the kids are very good in the car. And if you go by train or air you don't see much on the way, you're sort of insulated from all the lovely places you're passing.

Charles: Yes, I agree with you.

Joan: But I'm sure you must have better things to do than listen to me rattling on²³.

Charles: Oh, that's all right. It's nice to hear from you. But I will drop in on the Crofts and ask them to phone you. Don't expect to hear anything until after nine, though, because they're usually out on Sunday until some time in the evening.

Joan: Well, I shall be around²⁴ whatever time they ring. Busy getting things ready for school tomorrow. And thanks again, Charles. It really is very kind of you to go to all this trouble.

Charles: No trouble at all. Only too glad²⁵ to help if I can.

Joan: Well, thanks anyway. Bye-bye, Charles.

Charles: Bye for now, Joan.

NOTES

1. **I'm very well, thanks:** a slightly formal reply to the question "How are you?" than either "Fine, thanks" or "Oh, not so bad; you know".

2. **I'm afraid:** a common conversational way of introducing an apologetic note into what is being said
3. **there:** in that respect
4. **organise:** note this colloquial use of "organise" to mean "get, obtain" (by means of some kind of planning); e. g. "I feel hungry – I'm going to organise a sandwich for myself."
5. **to do smth. the hard way:** to have difficulties to overcome; e. g. "The manager came up the hard way – he started as an errand boy."
6. **Great one for the open air:** I have a strong liking for the open air. The phrase "a great one for" is sometimes used to indicate strong preferences, as in "Jimmy's a great one for football", etc. there often seems to be some humorous intent when the phrase is used.
7. **our lot:** our family
8. **put up with:** tolerate. Note the difference of meaning with "put up" to mean "accommodate", as in "They'll put up noisy kids in that hotel".
9. **give Charles a ring:** note the numerous verbs which have to do with making a telephone call. Some of these, beginning with the more formal and ending with the less formal ones are: "Telephone X, Ring X, Give X a ring, Give X a tinkle".
10. **a dead loss:** someone or something completely useless
11. **scrabbling:** combines the notions of crawling in and scratching about in (копаться, рыться)
12. **popping into:** going into. The implication is that it would only be for a short time. "Pop in" is also used of an informal visit, e. g. "If you happen to be passing just pop in and see me, please".
13. **I know just how it is:** a phrase used to express concern and sympathetic understanding
14. **mum and dad:** the speaker's way of referring to herself and her husband
15. **keep half an eye on:** pay some attention to
16. **too good to be true:** a fixed phrase (так хорошо, что и не верится; невероятно)
17. **allowing for:** taking into account
18. **a lot to offer:** a fixed phrase often used for referring to something which has a number of desirable features
19. **I tell you what:** a colloquial way of introducing a suggestion
20. **from over the road:** the equivalent in less idiomatic English would be "who live on the other side of the road"
21. **pop around:** pop into
22. **what with the children and the holiday traffic:** the sense here is that "because of the children and the holiday traffic" the length of the drive will be a problem. This use of "what with" to mean something like "because of, in view of" is quite common in conversational English; e. g.

“What with doing the housework and the shopping, I never have a moment to spare”.

23. **rattling on**: colloquial for “chattering”

24. **around**: at home; “around the house” meaning “in the house”

25. **only too glad**: an expressive way of saying “glad”

2. A Letter of Application

Joe: Peatley two-seven-one¹.

Bob: Hello, is that you, Joe?

Joe: Yes.

Bob: Bob here. How's things?²

Joe: Oh, hello, Bob. Fine. How are you?

Bob: O. K. Listen, I've decided to apply for that job I was telling you about. You remember?

Joe: Yes. I remember. Croydon³, wasn't it? What was it, a car factory?

Bob: No, light engineering. Rather like that place I was at in Leeds.

Joe: Oh yes, of course. Light engineering. I remember now. And it was for a manager, wasn't it.

Bob: Yes. Personnel Manager.

Joe: Very nice too. Do you feel optimistic about it?

Bob: Well, I wouldn't say I exactly feel optimistic, but at least my training and experience have put me in with a chance⁴. So perhaps I could say I feel reasonably optimistic about getting short-listed⁵. But the interview – that's different.

Joe: Why, for goodness sake?⁶ You're not scared of interviews, are you?

Bob: No, I'm not scared of them, but I don't feel at my best in interviews. Not when I'm on the receiving end⁷, that is. I suppose I spend so much of my time interviewing other people that I feel off balance when I'm in the hot seat⁸ myself.

Joe: Oh, I shouldn't worry too much about it if I were you⁹. As you say, the job is absolutely made for you. I shouldn't think they'll get many applicants with your qualifications¹⁰.

Bob: Well, we'll see¹¹.

Joe: Yes. You're bound to get an interview. What's the pay like incidentally?

Bob: Oh, the pay's good. Nearly twice what I'm getting now.

Joe: Mm!

Bob: But then it is in London, and the rates tend to be a lot higher there, anyway.

Joe: Yes, but even so, it'll make a big difference if you get it. You'll be loaded¹²!

Bob: Well, I don't know about¹³ loaded. I should need a damned sight more than twice my present wages to be loaded.

Joe: Was the money the main reason for applying?

Bob: One of the reasons. Probably, not the main reason.

Joe: What was that then?

Bob: Well, I don't know, it's just that I... well, I like working at Yorkshire Engineering, but I'd like more scope¹⁴ for putting a few ideas into practice. You know, old Billings¹⁵ is all right, he's very understanding and pleasant to work for and all that.

Joe: Yes.

Bob: And he'd never do anyone a bad turn¹⁶, but...

Joe: He's a stick-in-the-mud¹⁷.

Bob: Well no, not exactly, but he's very slow to respond to new ideas. He will accept changes, but it takes him so long to come round to a new idea that by the time he's trying it out it's not new any longer.

Joe: And that doesn't suit you.

Bob: Well it doesn't really bother me, but, I mean, you've got to move with the times¹⁸ these days or you're soon left behind.

Joe: Too true¹⁹.

Bob: So, anyway, I thought I'd have a bash²⁰.

Joe: Good for you²¹. I hope you fed²² them all that guff²³ about your qualifications and experience in your application.

Bob: Oh yes, of course.

Joe: But you didn't lay it on too thick²⁴, did you? They can go off²⁵ if you make yourself sound too good, you know.

Bob: Well, I don't think I did. I just tried to be factual and emphasise the most important points.

Joe: I bet you'll cake walk it²⁶. I'll keep my fingers crossed²⁷ for you, at any rate.

Bob: Thanks, I'll need it.

Joe: But what about the prospect of going South? Does that bother you at all?

Bob: Well, I know it's got its disadvantages. Housing's very expensive and travelling in the rush hour can be a bit of a bind²⁸. But no doubt it's got its compensations, too, and if you want to get on you've got to be prepared to move around, haven't you?

Joe: Well, that's true. But you've always lived in Yorkshire and you'll find things very different in London. No more Sunday mornings on the moors²⁹.

Bob: Hey, steady on³⁰! I haven't got the job yet.

Joe: No, but if you do get it you won't be able to pop out³¹ of the back door and run up a mountain.

Bob: True. That is something that I'd miss. That's one thing about these parts – you're never very far from some real country. Still, I suppose I could get used to country lanes in the Home Counties³² if I had to.

Joe: Ugh! You don't call that walking, do you?

Bob: Well, no, not really, but you can't have everything, so I'd have to amuse myself in other ways. They do have a few more theatres and museums than we do, you know.

Joe: You'll get fat, middle-aged and civilised. What a fate.

Bob: I'll have to ring off now. I've got one or two things to do before I turn in³³.

Joe: O. K. But don't forget to let me know if you get an interview.

Bob: I will. Cheerio.

Joe: Cheerio, Bob. Thanks for ringing.

NOTES

1. **Peatley two-seven-one:** although more and more telephone exchanges in Britain are being converted to all-figure numbers, some are still identified by a name
2. **How's things:** a colloquial variant of "How are you"
3. **Croydon:** a suburb of London
4. **put me in with a chance:** given me a chance
5. **short-listed:** placed on the "short list" of people who are selected from all the other applicants and given an interview.
6. **for goodness sake:** a mild exclamation often used to express varying degrees of exasperation
7. **on the receiving end:** in the position of receiving something
8. **in the hot seat:** a colloquial metaphor used of any uncomfortable situation
9. **I shouldn't worry too much about it if I were you:** this sentence, or something very much like it, is used so often in these circumstances that it amounts almost to a fixed phrase
10. **with your qualifications:** the sense is that there are unlikely to be many applicants "with such good qualifications", rather than "with the same qualifications"
11. **we'll see:** we'll see eventually what happens. Often used as a way of expressing doubt about the outcome of something.
12. **loaded:** loaded with money – a colloquialism
13. **I don't know about:** a standard phrase for expressing doubt about whatever it introduces
14. **scope:** opportunity
15. **old Billings:** a common informal way of referring to people, especially men. The adjective "old" does not necessarily carry its normal sense, and its use in this way often implies a measure of affection.
16. **do anyone a bad turn:** harm anyone

17. **a stick-in-the-mud:** someone lacking in enterprise and averse to change. It is a classic instance of the kind of English "idiom" which used to be collected in phrase books; and it sounds rather odd and a little old-fashioned as so many phrase-book idioms do, probably because they are not used very much nowadays. The most famous of all is perhaps "It's raining cats and dogs" which no Englishman would ever be likely to say any longer unless he was trying to be funny.
18. **move with the times:** keep pace with current thinking. Another idiom that to some people might sound a little old-fashioned.
19. **Too true:** an emphatic way of agreeing'
20. **have a bash:** have a try'
21. **Good for you:** a common way of expressing approval of someone's action
22. **fed:** gave
23. **guff:** a colloquialism for "information", often used with the implication of irrelevance
24. **lay it on too thick:** exaggerate
25. **go off:** take a disliking to
26. **cake walk it:** the sense here is "get the job easily". A "cake walk" is a simple undertaking.
27. **keep my fingers crossed:** the reference is to the traditional belief that crossing one's fingers is a way of guarding against bad luck
28. **a bit of a bind:** a nuisance
29. **the moors:** вересковая пустошь, охотничье угодье (there are a great deal of open moorland in Yorkshire within easy reach of the large towns, and Sunday mornings walks there are popular)
30. **steady on:** a means of asking someone to be slower or more cautious in their behaviour or statements
31. **pop out:** go out
32. **the Home Counties:** the counties adjacent to London
33. **turn in:** go to bed

EXERCISES

I. Define the meaning of these words and phrases. Make up sentences using them.

to organise oneself a suitable hotel, to do smth. the hard way, to be a great one for smth., with one's lot, to put up smb., to put up with smb. (smth.), masses of adverts, to be a dead loss, to scabble in the sand, to pop into the sea, to overlook the beach, to keep half an eye on smb., to manage a quiet snooze, facilities, to allow for a bit of exaggeration, over the road, to pop around, what with the children and the holiday traffic, to rattle on, to

apply for a job, light engineering, to put smb. in with a chance, to get short-listed, to feel at one's best, to feel off balance, to be in the hot seat, an applicant, the pay, to be loaded, to have more scope for smth., a stick-in-the-mud, to move with the times, to be left behind, to have a bash, to go off smth., to keep one's fingers crossed for smb., a bit of a bind, to amuse oneself, to turn in

II. *Rephrase these sentences.*

1. I can't be very much help to you. 2. I've always taken a tent and done it the hard way. 3. Great one for the open air. 4. They will put up with noisy kids. 5. I'm a dead loss. 6. Sounds too good to be true. 7. You know, even allowing for a bit of exaggeration in the advert, it seemed to have a lot to offer. 8. They are bound to say that. 9. Strange as it may seem, the kids are very good in the car. 10. If you go by train you are sort of insulated from all the lovely places you are passing. 11. It really is very kind of you to go to all this trouble. 12. I've decided to apply for that job. 13. My training and experience have put me in with a chance. 14. I feel reasonably optimistic about getting short-listed. 15. I don't feel at my best in interviews. 16. I feel off balance when I'm in the hot seat myself. 17. I shouldn't think they'll get many applicants with your qualifications. 18. "What's the pay like incidentally?" "Nearly twice what I'm getting now". 19. The rates tend to be a lot higher there, anyway. 20. You'll be loaded! 21. I should need a damned sight more than twice my present wages to be loaded. 22. He'd never do anyone a bad turn. 23. He's a stick-in-the-mud. 24. He's very slow to respond to new ideas. 25. I hope you fed them all that guff about your qualifications and experience in your application. 26. I thought I'd have a bash. 27. But you didn't lay it on too thick. 28. They can go off you. 29. I bet you'll cake walk it. 30. Travelling in the rush hour can be a bit of a bind. 31. I'll have to ring off now.

III. *Fill in the missing remarks in these snatches of telephone conversation (see Conversations 1 and 2).*

1. C.: Two-six-two four-three-double four. Charles Farmer speaking.

J.: ...

2. C.: Hello, Joan, how are you?

J.: ...

C.: Oh, not so bad, you know.

3. C.: But I've always taken a tent and done it the hard way.

J.: ...

4. J.: ...

C.: Oh dear, I am a dead loss, aren't I. But tell me about the advert.

J.: ...

5. C.: Sounds too good to be true. Expensive?

J.: ...

6. C.: ...

J.: Would you? That's very kind of you. They won't mind, will they?

C.: ...

7. C.: No, of course not. I'm sure they'll be pleased to help.

J.: ...

8. J.: It really is very kind of you to go to all this trouble.

C.: ...

9. B.: Bob here. How's things?

J.: ...

10. J.: Very nice, too. Do you feel optimistic about it?

B.: ...

11. J.: I shouldn't think they'll get many applicants with your qualifications.

B.: ...

12. J.: You're bound to get an interview. What's the pay like incidentally?

B.: ...

13. J.: Was the money the main reason for applying?

B.: ...

J.: What was that then?

B.: ...

14. J.: I bet you'll cake walk it. I'll keep my fingers crossed for you, at any rate.

B.: ...

IV. *Reproduce the telephone conversations as close to the text as possible.*

V. *Make up telephone conversations considering these assignments.*

1. Your colleague has come back from Italy where he spent his vacation. Phone him and have a talk about: a) the places he has been to; b) the hotels he has put up at; c) the facilities he has been offered; d) the hotel charges; e) the way he has amused himself; f) the people he has met.

2. You are taking a holiday and leaving Ottawa for a month. Phone your Canadian colleague to say good-bye and tell him how you are planning to spend your holiday.

3. You have a telephone call from your counterpart in London. After discussing business he says that his son is applying for a job. Ask him about the prospects of his son's new job, its advantages and disadvantages and what his son feels about it.

3. A Persuasion Which Failed

Harry: Hullo – 5289.

Cynthia: Is that Harry?

Harry: Yes – who's that?

Cynthia: Oh, Harry. It's me, Cynthia.

Harry: Cynthia? Cynthia! Oh yes. How are you?

Cynthia: I'm fine. And you and Barbara?

Harry: Oh, we're both well.

Cynthia: Oh, that's good. Look, I'm ringing to ask you a small favour. I hope you don't mind.

Harry: No. No, of course not. Anything I can do, within reason¹.

Cynthia: Well, the thing is that – you know Shirley?

Harry: Shirley? I don't think so.

Cynthia: You know, she's the girl I work with. I think you met her.

Harry: Did I? When?

Cynthia: She's the one with red hair.

Harry: Oh.

Cynthia: Anyway, I wondered – well – you see Shirley and I are giving a party. Of course we wondered if you and Barbara would like to come...

Harry: Well, that's very nice of you, I'm sure.

Cynthia: We'd love to have you.

Harry: We'd love to come.

Cynthia: Well, the point is, you see, that we wanted to invite a lot of interesting people.

Harry: Oh yes –

Cynthia: Yes – and well, you know our flat; it really isn't big enough. And we were wondering if there was just the smallest chance of having it at your place – just for the evening, you know.

Harry: Well – we'd love to let you, of course. But just now it would be a little difficult.

Cynthia: Oh, no. It wouldn't be now. In about two week's time.

Harry: Two weeks. Oh, I see. But – unfortunately – I think that would be even more difficult. You see, we're having part of the house redecorated, and in two weeks –

Cynthia: I suppose it wouldn't be possible to use the rooms that aren't being decorated?

Harry: Well, you know what it's like, Cynthia, when you've got the decorators in; you don't quite know where you are if you see what I mean –

Cynthia: Yes – yes, of course. It is a pity. I don't know what we'll do.

Harry: I'm sorry. We'd help if we could.

Cynthia: Well... Good-bye then, Harry.

Harry: Good-bye, Cynthia.

1. **within reason:** not beyond one's possibilities

4. Two Sisters on the Telephone

Joyce: Well, what have you been up to¹ since I saw you first?

Kate: I haven't been up to anything, I'm afraid². Just the usual grind³. Have you been doing anything?

Joyce: No. James is off to Italy again tomorrow for his firm. He rings me every night from Turin, which is a comfort.

Kate: So you'll be absolutely tied again with the children?

Joyce: Of course.

Kate: The firm would never pay for you to go to Italy as well, I suppose?

Joyce: As a matter of fact, that's just come up⁴ for the first time. There's a big job of entertaining coming off⁴ in about a fortnight – all the possible buyers and their wives are invited to Turin for a demonstration and a party afterwards, and they say they'd pay for me to go and play hostess⁵ and look nice, but of course, with the children... And anyway, what have I got to look nice in?

Kate: I say, ducky, I've just got an idea. When is this do at Turin⁶? It wouldn't be at a week-end by any chance?

Joyce: It's to be a Saturday – best time for a party.

Kate: Well, look here⁷, why don't I come and look after⁸ Michael and Jane for the week-end? They're not such demons⁹ as you seem to think, you know. We usually get on fine¹⁰.

Joyce: Oh – it's terribly sweet of you, but I couldn't.

Kate: Yes, you could. Now sort it out with James¹¹ this evening before he goes. I'll come over¹² on the Friday night, and I'll stay over the Monday too – I'll get the day off from the office – so you needn't get back till late on Monday and you can see a bit of Italy as well.

Joyce: No, I can't really... Really you shouldn't.

Kate: Now shut up. No more nonsense. It's settled. Just see the frig¹³ is full of food. I'll take them to the Zoo on Saturday. And what's wrong with that trouser suit? You look splendid in it.

Joyce: Do you really think I could? I never thought of a trouser suit for the party...

NOTES

1. **to be up to something** usually implies something not altogether permissible, or at least surreptitious. "What have you been up to this time?" implies something likely to involve punishment. So the phrase is used

- jocularly, from one friend to another, implying that he or she must have been doing something out of the ordinary or at least interesting.
2. **I'm afraid** implies no fear, only regret that she has nothing more interesting to tell.
 3. **Just the usual grind** is a way of describing monotony; nothing severe or otherwise unpleasant is implied.
 4. **come up**: two idioms with "come" – "come up" meaning "to arise, to occur" and "come off" meaning "to take place"
 5. **play hostess**: "play" is often used as here to mean "fulfil the function of".
 6. **this do at Turin**: "do", used as a noun, is one of the many colloquial words for a social occasion.
 7. **Well, look here** is more emphatic than "I say", to begin a new statement.
 8. **Why don't I come and look after...**: this is a more forceful phrase than "Why shouldn't I?". It contains the hint of a firm offer which ought not to be refused.
 9. **demons**: lively children are conventionally referred to as "young demons" – a phrase conveying admiration for their vitality but at the same time sympathy for the trouble which they can cause.
 10. **get on** means "get on well together", "like each other and are good companions".
 11. **sort it out with James**: discuss this question with James
 12. **I'll come over** simply means "I'll come to you".
 13. **frig**: refrigerator

5. Renting a House

(Anglo-American Misunderstandings)

The telephone rings in a house in the London suburb of Twickenham.

An American Voice: Good morning. Is this Mrs Jones?¹

Mrs Jones (rather puzzled): I'm Mrs Jones.

American: Oh, fine. I'm Drusilla Applebee, and I'm calling² about your house you advertised to rent³ for the summer months.

Mrs Jones (still rather puzzled): Why yes, when are you going to call?

Mrs Applebee: I mean I'm calling you about it right now⁴. We're a large family and your house sounded the sort of place we need for July, August and September.

Mrs Jones: Oh, yes, of course. How many are you in your family?

Mrs Applebee: Six, so we hope you have plenty of closets⁵.

- Mrs Jones:* Er – oh, you mean what we call cupboards! Yes, we’ve got plenty of those. And lots of chests of drawers too.
- Mrs Applebee:* Chests of drawers...?
- Mrs Jones:* Oh, I should have remembered – the American term is “dresser”, isn’t it?
- Switchboard operator* (in strong American voice): Arc you through?
- Mrs Jones:* Oh, yes, I’m through.
- Mrs Applebee* (simultaneously): No, no, we’re not through yet. I’m speaking from my husband’s office and they’re all Americans here. Gosh⁶, I’d no idea the British were so different about languages. What do you mean when you say you are through? We mean we’re finished with the call.
- Mrs Jones:* Oh dear, we mean we’ve been “put through”, we’re connected! Perhaps you’d like to come and see the house and then we needn’t misunderstand each other quite so much.
- Mrs Applebee:* I should love to see your house, but I’ve no car right now. Can I get to you easily some other way? I’m in Church Street.
- Mrs Jones:* You can take a 27 bus to the Twickenham roundabout, then use the subway right there...
- Mrs Applebee:* Excuse me, I didn’t know the subway went to Twickenham.
- Mrs Jones:* Oh, of course, my fault. The underground doesn’t go to Twickenham. I just meant when you get off the bus you take the passage under the road and when you come up the other side our house is at the end of Aldridge Avenue, opposite. How soon would you like to come?
- Mrs Applebee:* Is three o’clock today OK?
- Mrs Jones:* Fine, I’ll expect you.

NOTES

1. Is this **Mrs Jones?**: Americans begin a telephone call by asking, “Is this...?” whereas the English ask, “Is that. . .?”
2. **To call** in British English more often means to come in person, though it can have the sense of “calling up” or “ringing up” on the telephone, which is always the American meaning.
3. **to rent**: houses in England are usually said to be “to let”. The distinction is that you let your house to someone, but you rent a house from someone.
4. **right now**: an English person would probably just say “now” or “at the moment”.
5. **Closet** is rarely used in England and would generally be taken to refer to “water-closet”.
6. **Gosh!**: an exclamation of extreme surprise

EXERCISES

I. Define the meaning of these phrases. Make up sentences using them.

to ask somebody (to do) a favour, to be disorderly, to be rung up by somebody, to view one's suggestion (un)favourably, to do something within reason, to give a party, to be wondering if, to redecorate a room (cottage, house), to know where you are, to be up to something, just the usual grind, to be off to (some town or a country), to be a comfort, as a matter of fact, to play hostess, to look nice in some dress, to look after somebody, it is terribly sweet of you, to come over, to stay with somebody, to get a day off, it's settled, what's wrong with him?, to be rather puzzled, to sound the sort of place we need, how many are you in the family?, to be so different about languages, to be put through, I should love to do something

II. Rephrase these sentences.

1. I'm ringing to ask you a small favour. 2. I'll do anything – within reason, of course. 3. We'd love to come. 4. In about two weeks' time. 5. Well, you know what it's like. 6. What have you been up to since I saw you last? 7. James is off to Great Britain. 8. This is a comfort. 9. I'll be tied with my work. 10. This situation has just come up for the first time. 11. I'm not going to play hostess. 12. When is this do in our club? 13. Her children are such little demons. 14. We usually get on fine. 15. It is so sweet of you. 16. Sort it out with Mike first. 17. Wednesday is his day off. 18. It's settled. 19. What is wrong with him?

III. Give the American terms for:

to let, is that Mrs Jones?, to call up, a cupboard, a chest of drawers, to be through, now, subway, underground

IV. Fill in the missing remarks in these snatches of telephone conversation.

1. A: Is that Harry?

B: ...

2. A: I've been ringing you for ten minutes and can't get through. What's the matter?

B:...

3. A: Could you do me a favour, Jack?

B: ...

4. A: We wondered if you and your wife could come to our party.

B: ...

5. A: We wanted to invite a lot of interesting people, but our flat is so small.

B: ...

6. *A:* Why did you make up your mind to have your house redecorated?
B: ...
7. *A:* It's a pity you will not come to our party.
B: ...
8. *A:* What have you been up to since I saw you last?
B: ...
9. *A:* What have you been doing of late?
B: ...
10. *A:* When did this thing come up for the first time?
B: ...
11. *A:* Will there be a big job of entertaining people when they come?
B: ...
12. *A:* When is this do at your Institute?
B: ...
13. *A:* It is terribly sweet of you to invite us for your birthday party.
B: ...
14. *A:* What's wrong with my explanation?
B: ...
15. *A:* Good morning, Jones is here.
B: ...
16. *A:* Mrs Shirley, from the ad I found out that you are going to let your cottage for the summer. Could you give me some information about it?
B: ...
17. *B:* How many are you in your family?
A: ...
18. *A:* I would like to see your house. When should I come?
B: ...
19. *A:* How could I get to your house?
B: ...
20. *A:* Can I get there some other way?
B: ...
21. *A:* ...
B: How soon would you like to come?

V. *Reproduce the telephone conversations as close to the text as possible.*

VI. Make up telephone conversations considering these assignments.

1. You are going to rent a cottage at the seaside for a period of three summer months. In the advertisement section of a local paper you found a cottage which suits you. In a talk with the landlady find out: a) how far is the cottage from the beach; b) which is the best way to get there; c) what conveniencies are available in the house; d) what is the rent; e) when can you come to see the cottage.

2. Your wife and you go to the theatre for the Saturday night performance. Your neighbour kindly offers to be baby-sitting while you are at the theatre. In a telephone conversation thank her, tell her a few words about your son and give her some necessary advice.

V

TELEPHONE CONVERSATIONS FROM FICTION

1. Seeking an Appointment

(to be taken with "Appointments")

Half an hour later, when Richardson had read the file again, this time more thoroughly, he picked up one of the two telephones on his desk. It was a direct outgoing line and he dialled the Government exchange, then asked for the Department of Immigration. After another operator and two secretaries, he reached the minister.

Mr Warrender (the Minister): What can I do for you?

Mr Richardson: I'd like to see you, Mr Minister.

Mr Warrender: I'm free for an hour now, if you want to come round.

Mr Richardson: I'd rather not do that if you don't mind. What I want to talk about is rather personal. Actually, I wondered if I could come to your house tonight. Say eight o'clock.

Mr Warrender: We can be plenty private in my office.

Mr Richardson: I'd still prefer to come to your house.

Mr Warrender: Can't say I like all the mysteries. What's it all about?

Mr Richardson: As I said, it's rather personal. I think you'll agree tonight that we shouldn't discuss it on the phone.

Mr Warrender: Look here, if it's about that son-of-a-bitch stowaway¹...

Mr Richardson: It isn't about that.

Mr Warrender: Very well, then. If you must, come to my house. I'll expect you at eight o'clock.

NOTE

1. **stowaway** безбилетный пассажир, заяц

2. Invitation to Lunch

(to be taken with "Invitations")

Denton: Jordache*? That you?

* Jordache Джордак

*Rudolph**: Yes. Who's this?

Denton: Denton, Professor Denton.

Rudolph: Oh, how are you, sir?

Denton: I hate to bother you. But can I see you sometime today?

Rudolph: Of course. I'm in the store all day.

Denton: I'd prefer it if we could meet somewhere besides the store. Are you free for lunch?

Rudolph: I just take forty-five minutes...

Denton: That's all right. We'll make it someplace near you. How about Ripley's? That's just around the corner from you, isn't it?

Rudolph: Yes. Is twelve-fifteen all right?

Denton: I'll be there, Jordache. Thank you, thank you. It's most kind of you. Until twelve-fifteen, then. I can't tell you how I appreciate...
(He seemed to hang up in the middle of his last sentence.)

3. Invitation to a Party (to be taken with "Invitations")

The telephone went in the hall. "I expect that's Sarah** now," my mother said; and my father said: "If it's anyone for me, say I'm out and I'll call them back in fifteen minutes." "Deborah***," said the voice of my elder sister, when I lifted the receiver, "whatever time d'you get back these days?"

Deborah: Thursday is sometimes a bit hectic. Why?

Sarah: I'm giving a party tomorrow to celebrate — just a couple of dozen people — eight o'clock. Any hopes?

Deborah: Well... thanks. Did Erica suggest me?

Sarah: Of course not, you ape. D'you think I take notice of her suggestions anyhow?

Deborah: What is it, a dance?

Sarah: In a three-roomed flat? But of course. With the band of the Grenadier Guards.

Deborah: Seriously. Shall I know anybody?

Sarah: Well, there's me and Arabella. Fruits of the same womb. You'll recognise me by the red rose. Well?

Deborah: Thanks. Thank you, darling. I'd adore to come. What sort of clothes?

Sarah: Moderately smart. I'm sick of these sordid affairs where everyone comes looking as if they've washed up with the local sewage.

* Rudolph Рудольф

** Sarah Сара

*** Deborah Дебора

Deborah: Lovely. What time did you say?

Sarah: Eight or thereabouts. Don't eat because we'll eat.

4. Declining an Invitation to a Film Show

(to be taken with "Invitations")

Leigh^{*}: Look, are you free this coming Saturday? I'm a member of the Seven Arts Club and we have a film show every Sunday evening. It'd be interesting this week –

Deborah: Sorry. I'm already booked up.

Leigh: Oh. Pity.

Deborah: Yes. Thanks all the same.

Leigh: That's a pity because it's a Picasso film – it's an old one, made ten years or more ago, but I've never seen it. People who've seen it rave about it.

Deborah: Oh... Yes, I have heard of it.

Leigh: We wouldn't need to get there till nine. What hopes?

Deborah: No hopes... Sorry again. I must ring off now, as I left a kettle on.

Leigh: O. K... Deborah?

Deborah: Yes?

Leigh: When is your next free Sunday?

Deborah: Well... I'm not absolutely sure. Perhaps next month.

Leigh: As long as that? Anyway, I'll ring again.

Deborah: Yes, all right. Goodbye.

Leigh: Bye.

5. The New House Rule

(to be taken with "Reservations")

Willie: Yes?

Jack: (from the reception desk): Captain Abbot?

Willie: Yes.

Jack: We believe there is a young lady in your room.

Willie: I believe there is. What of it?

Jack: You have a single room for the occupancy of one individual.

Willie: All right. Give me a double room. What's the number?

Jack: I'm sorry, every room is occupied. We're booked until November.

Willie: Let's you and I pretend this is a double room, Jack. Put it on my bill.

Jack: I'm afraid I can't do that. Room 777 is definitely a single room for a single occupancy. I'm afraid the young lady will have to leave.

Willie: The young lady isn't living here, Jack. She isn't occupying anything. She's visiting me. Anyway, she's my wife.

* Leigh Ли (мужское имя)

Jack: Do you have a marriage certificate, Captain?

(After a pause.)

Willie: She left it home. We'll show it to you tomorrow. I'll have it sent down by special delivery.

Jack: Captain, young ladies are against the rules of the establishment.

Willie: Since when?

Jack: We are under new management now. We are creating a different image of a well-known respectable hotel. If the lady is not out of there in five minutes, Captain, I'm coming up.

Willie: All right, Jack.

6. Reporting a Missing Person

(to be taken with "Inquiries")

Mr Hendricks: Amity Police, Patrolman Hendricks. Can I help you?

Mr Foote: This is Jack Foote, over on Old Mill Road. I want to report a missing person. Or at least I think she's missing.

Mr Hendricks: Say again, sir?

Mr Foote: One of my house guests went for a swim at about one this morning. She hasn't come back yet. Her date found her clothes on the beach.

Mr Hendricks: What was the person's name?

Mr Foote: Christine Watkins.

Mr Hendricks: Age?

Mr Foote: I don't know. Just a second. Say around twenty-five. Her date says that's about right.

Mr Hendricks: Height and weight?

Mr Foote: Wait a minute. (There was a pause.) We think probably about five-seven¹, between one-twenty and one-thirty².

Mr Hendricks: Color of hair and eyes?

Mr Foote: Listen Officer, why do you need all this? If the woman is drowned, she's probably going to be the only one you have – at least tonight, right? You don't average more than one drowning around here each night, do you?

Mr Hendricks: Who said she drowned, Mr Foote? May be she went for a walk.

Mr Foote: Stark naked at one in the morning? Have you had any reports about a woman walking around naked?

Mr Hendricks: No, Mr Foote, not yet. But once the summer season starts, you never know what to expect. Color of hair and eyes?

Mr Foote: Her hair is... oh, dirty blond, I guess. Sandy, I don't know what color her eyes are. I'll have to ask her date. No, he says he doesn't know either. Let's say hazel.

Mr Hendricks: Okay, Mr Foote. We'll get on it. As soon as we find out anything, we'll contact you.

NOTES

1. five-seven 5 футов и 7 дюймов (о росте) = 152 см
2. one-twenty and one-thirty 120 фунтов и 130 фунтов (о весе) = 54 кг и 58 кг

7. Refusing to Meet the Press (to be taken with "Inquiries")

There was a heavy silence in the elegant, spacious room. It was broken abruptly by the jangle of the telephone. They faced each other, neither attempting to answer. The muscles of the Duke's face jerked spasmodically. The bell sounded again, then stopped. Through intervening doors they heard the voice of the secretary indistinctly, answering on an extension. A moment later the secretary knocked and came in diffidently. He glanced towards the Duke. "Your Grace, it's one of the local newspapers. They say that they have had" – he hesitated at an unfamiliar term – "a flash bulletin which appears to concern you."

With an effort the Duchess recovered her pose. "I will take the call. Hang up the extension." She picked up the telephone near her. Only a close observer would have noticed that her hands were trembling.

Duchess: The Duchess of Croydon speaking.

Correspondent: Ma'am, we've a flash from Associated Press and there's just been a follow-up... Pardon me. (There was a rustle of paper, then the voice resuming.) Sorry, ma'am. I'll read this to you. "London (AP) – Parliamentary sources here to-day name the Duke of Croydon, noted British government trouble shooter¹, as Britain's next ambassador to Washington. Initial reaction is favourable. An official announcement is expected soon." There's more, ma'am. I won't bother you with it. Why we called was to see if your husband has a statement, then with your permission we'd like to send a photographer to the hotel. Ma'am, are you still there?

Duchess: Yes. At the moment my husband has no statement, nor will he have unless and until the appointment is officially confirmed. The same applies to photography.

Correspondent (the voice sounded disappointed): We'll run what we have², of course, in the next edition.

Duchess: That is your privilege.

Correspondent: Meanwhile, if there's an official announcement we'd like to be in touch.

Duchess: Should that occur, I'm sure my husband will be glad to meet the press.

Correspondent: Then we may telephone again?

Duchess: Please do.

NOTES

1. trouble shooter специальный уполномоченный по улаживанию конфликтов

2. We'll run what we have. Мы опубликуем то, что у нас есть.

8. Giving Advice

(to be taken with "Inquiries")

After lunch, as Poirot was settling himself in his square-backed arm-chair with his coffee at his elbow, the telephone rang.

Mrs Oliver: Monsieur Poirot?

Mr Poirot: C'est moi¹.

Mrs Oliver: Well, what are you doing? What have you done?

Mr Poirot: I am sitting in this chair. Thinking.

Mrs Oliver: Is that all?

Mr Poirot: It is the important thing. Whether I shall have success in it or not I do not know.

Mrs Oliver: But you must find that girl. She's probably been kidnapped.

Mr Poirot: It would certainly seem so. And I have a letter here which came by the midday post from her father, urging me to come and see him and tell him what progress I have made.

Mrs Oliver: Well, what progress have you made?

Mr Poirot: At the moment none.

Mrs Oliver: Really, Monsieur Poirot, you really must take a grip on yourself².

Mr Poirot: You, too!

Mrs Oliver: What do you mean, me, too?

Mr Poirot: Urging me on.

Mrs Oliver: Why don't you go down to that place in Chelsea where I was hit on the head?

Mr Poirot: And get myself hit on the head also?

Mrs Oliver: I simply don't understand you. I gave you a clue by finding the girl in the cafe. You said so.

Mr Poirot: I know, I know.

Mrs Oliver: And then you go and lose her!

Mr Poirot: I know, I know.

Mrs Oliver: What about that woman who threw herself out of a window?

Haven't you got anything out of that?

Mr Poirot: I have made inquiries, yes.

Mrs Oliver: Well?

Mr Poirot: Nothing. The woman is one of many. They are attractive when young, they have affairs, they are passionate, they have still more affairs, they get less attractive, they are unhappy and drink too much, they think they have cancer or some fatal disease and so at last in despair and loneliness they throw themselves out of a window!

Mrs Oliver: You said her death was important – that it meant something.

Mr Poirot: It ought to have done.

Mrs Oliver: Really! (At a loss for further comment, Mrs Oliver rang off.)

NOTES

1. *C'est moi Fr.* Это я.

2. **You really must take a grip on yourself.** Вы действительно должны взять себя в руки.

9. Leaving a Message (to be taken with "Inquiries")

Mr Clark: Mrs Henderson?

Mrs Henderson: Yes.

Mr Clark: Ma'am, my name is Ray Clark. I'm a friend of Mutt's and Jiggs Casey's. Jiggs gave me your phone number and told me to call when I got to town. I just missed Mutt in Washington.

Mrs Henderson: Oh, that's too bad. Mutt got in late Monday, but he had to go right out to the base. I'm afraid he'll be there through the weekend, too.

Mr Clark: Any way I can reach him?

Mrs Henderson (laughing): If you find out, please tell me. I don't even know where it is.

Mr Clark: You mean you've never seen it?

Mrs Henderson: Well, he did show me the general direction once when we were driving over to White Sands, so at least I know my husband's not in Alaska.

Mr Clark: Service wives have it rough¹.

Mrs Henderson: You're not in the service? (Mrs Henderson's voice became guarded.)

Mr Clark: Oh, sure. (Clark lied.) That's how I know how it is. Or, rather, my wife does. They keep me travelling all the time.

Mrs Henderson: Oh. (She sounded relieved.) Well, tell me where you are stopping, and if he does get home, I'll have him call you.

Mr Clark: Sorry. (He lied again.) I've got to fly to L. A. this afternoon. Just tell him Ray called. And thanks anyway, Mrs Henderson.

NOTE

1. Service wives have it rough. Таков удел жен военных.

10. Family Troubles

(to be taken with "Exchange of Opinions")

*Gretchen**: Rudy?

Rudolph: Yes.

Gretchen: I called Jean at your house and she told me where you are. I hope I'm not disturbing you.

Rudolph: No, no. I'm just dawdling idly¹ in that well-known holiday spot, Dallas les Bains. Where are you anyway?

Gretchen: Los Angeles. I wouldn't have called you, but I'm out of my mind.

Rudolph: What is it?

Gretchen: It's Billy. Did you know he dropped out of school a month ago?

Rudolph: No. He hardly ever whispered his secrets to me, you know.

Gretchen: He's being drafted, now that he's not a student any more.

Rudolph: Well, it might do him some good. A couple of years in the Army might make a man of him.

Gretchen: You have a baby daughter. You can talk like that. I have one son, I don't think a bullet through his head is going to make a man of my son.

Rudolph: Now, Gretchen, don't make it so automatic. Induct² the boy and two months later send the corpse home to mother. There are an awful lot of boys who serve their time and come home without a scratch.

Gretchen: That's why I'm calling you. I want you to make sure that he comes home without a scratch.

Rudolph: What can I do?

Gretchen: You know a lot of people in Washington.

Rudolph: Nobody can keep a kid out of the draft if he's goofed school³ and he's in good health, Gretchen.

Gretchen: I'm not so sure about that, either, from some of the things I've heard and read. But I'm not asking you to try to keep Billy out of the Army.

Rudolph: Then what are you trying to get me to do?

* Gretchen Гретчен

Gretchen: Use your connections to make sure that once Billy is in he doesn't ever get sent to Viet Nam.

Rudolph: Gretchen, I wish you could figure out some other way...

Gretchen: The only other person I know who might be able to do something is Colin Burke's brother. He's a general in the Air Force. He's in Viet Nam right now. I bet he'd just fall all over himself with eagerness⁴ to keep Billy from hearing a shot fired.

Rudolph: Not so loud, Gretchen. I hear you perfectly well.

Gretchen: I'm going to tell you something. If you don't help me, I'm coming to New York and I'm taking Billy with me to Canada or Sweden. And I'm going to make one hell of a loud noise about why I'm doing it.

Rudolph: Christ, Gretchen. What's wrong with you? (He heard the phone slam at the other end. Some minutes later he went over to the phone and asked for the Gretchen's number in California. When she answered, he said:) All right, Gretchen. I'll stop over in Washington on the way north and see what I can do. I think you can stop worrying.

Gretchen: Thank you, Rudy. I knew you'd come through.

NOTES

1. **I'm just dawdling idly** я просто бездельничаю
2. **to induct** призывать на военную службу
3. **if he's goofed school:** if he's not doing well at school
4. **he'd just fall over himself with eagerness** он бы из кожи вон вылез

11. Request for a Discreet Assistance (to be taken with "Miscellanea")

Mallinson: Mallinson.

Caron: Mr Anthony Mallinson?

Mallinson: Speaking.

Caron: My name is Inspector Lucien Caron, of the French Sûreté Nationale¹. I am ringing on behalf of Commissaire Claude Lebel. (The voice, speaking good but strongly accented English, was coming over clearly. Obviously line traffic at that hour was light.)

Mallinson: Yes.

Caron: I believe you know Commissaire Lebel, perhaps, Mr Mallinson.

Mallinson: Yes, I know Commissaire Lebel. What's it about?

Caron: There is a matter of very considerable emergency, which also requires a great degree of discretion, that has cropped up. I am assisting Commissaire Lebel on the case. It is a most unusual case. The Commissaire would like to place a person-to-person call to you this morning at nine o'clock. Could you please be present to take the call?

Mallinson: Is that a routine inquiry between co-operating police forces?

Caron: No, Mr Mallinson, it is not. It is a question of personal request by the Commissaire to you for a little discreet assistance. It may be there is nothing that affects Scotland Yard in the matter that has come up. Most probably so. If that is the case, it would be better if there were no formal request placed.

(Mallinson thought it over. He was by nature a cautious man and had no wish to be involved in clandestine inquiries from a foreign police force. If a crime had been committed, or a criminal had fled to Britain, that was another matter. In that case why the secrecy? Then he remembered a case years ago where he had been sent out to find and bring back the daughter of a Cabinet Minister who had gone astray with a handsome young devil. The girl had been a minor so charges of removal the child from parental authority could have been brought. A bit marginal². But the Minister wanted the whole thing done without a murmur reaching the Press. The Italian Police had been very helpful when the couple was found at Verona playing Romeo and Juliet. All right, so Lebel wanted a bit of help.)

Mallinson: All right, I'll take the call. Nine o'clock.

Caron: Thank you so much, Mr Mallinson.

Mallinson: Good night.

NOTES

1. the French *Sûreté Nationale* французская сыскная полиция.
2. a bit marginal: a bit risky

12. Who Is To Be Charged? (to be taken with "Miscellanea")

Inspector Sims: Is that Mr Poirot? Inspector Sims here. Things are beginning to sit up and look pretty¹ in that little matter you and I know of.

Detective Poirot: Tell me, I pray of you.

Sims: Well, here's item No. 1 – and a pretty big item. Miss B. left a small legacy to her niece and everything else to Katrina. In consideration of her great kindness and attention – that's the way it was put. That alters the complexion of things. Item No. 2 – nobody but Katrina handled that cachet².

Poirot: You can be sure of that?

Sims: The girl herself doesn't deny it. What do you think of that?

Poirot: Extremely interesting.

Sims: We only want one thing more – evidence of how the poison came into her possession. That oughtn't to be difficult.

Poirot: But so far you haven't been successful?

Sims: I've barely started. The inquest was only this morning.

Poirot: What happened at it?

Sims: Adjourned for a week.

Poirot: And the young lady – Katrina?

Sims: I'm detaining her on suspicion. Don't want to run any risks. She might have some funny³ friends in the country who'd try to get her out of it.

Poirot: No, I don't think she has any friends.

Sims: Really? What makes you say that, Mr Poirot?

Poirot: It's just an idea of mine. There were no other "items" as you call them?

Sims: Nothing that's strictly relevant. Miss B. seems to have been monkeying a bit with her shares lately – must have dropped quite a tidy sum. It's rather a funny business, one way and another, but I don't see how it affects the main issue – not at present that is.

Poirot: No, perhaps you are right. Well, my best thanks to you. It was most amiable of you to ring me up.

Sims: Not at all. I'm a man of my word. I could see you were interested. Who knows you may be able to give me a helping hand before the end.

Poirot: That would give me a great pleasure. It might help you, for instance, if I could lay my hand on a friend of the girl Katrina.

Sims: I thought you said she hadn't any friends?

Poirot: I was wrong. She has one. (Before the Inspector could ask a further question, Poirot had rung off.)

NOTES

1. things are beginning to sit up and look pretty ситуация проясняется
2. cachet *Fr. here:* a box
3. funny *colloq.* подозрительный

13. Amateur Doctors Have a Cold Day

(to be taken with "Miscellanea" and converted into dialogues)

Washington. – Because medical costs are rising so fast, more and more people are diagnosing their own illnesses or, worse still, those of their friends. The government would do well to make a study of how these non-professional diagnoses are affecting the nation's health picture.

The other day I had a cold. It was just like the ones you see on television. I was sneezing, coughing and looking mournfully at my wife. I called my secretary at the office and said I wouldn't be in because I felt lousy.

“You must have one of those “eight-hour things” that’s going all around town,” she said. “You’ll feel perfectly well tomorrow.”

Eight hours seemed to be a reasonable time to have a cold, and I was looking forward to staying in bed, particularly since the Yankees and Red Sox were playing a crucial game to get into the American League playoffs.

*

My sister called, and I told her I had one of those “eight-hour things that’s been going all around.”

“Are you sure it’s only an “eight-hour thing?”” she asked. “It could be the “24-hour bug”¹ Harold had last week. Do you have any fever?”

“A little – maybe 100.”

“That’s the “24-hour bug” for sure. Drink lots of fluids and take aspirin, and you’ll be able to shake it off.”

I really hadn’t counted on staying in bed for 24 hours, but it’s stupid to fight a bug. My other sister called up 10 minutes later. “Edith says you’ve got a 24-hour bug.”

“I don’t know if it’s a bug or just a cold.”

“Is your nose red from blowing it?”

“Yah, sure it is. Why do you ask?”

“Then you don’t have a “24-hour bug.” You have a “48-hour virus.””

“My secretary said all I had was an “eight-hour thing.” How come you moved it up to 48 hours?”

“The “eight-hour thing” is entirely different. You feel funny but your nose doesn’t get red when you blow it. The “24-hour bug” has all the symptoms of the “eight-hour” one, except that you cough a lot. The “48-hour virus” makes you sneeze, cough and perspire while you’re sleeping. You have to stay in bed for two days.”

“But I can’t stay in bed for two days.”

“Look,” my sister said. “If you don’t want medical advice, don’t ask me.”

I think I might have been all right except that my secretary told Healy I was home with the flu.

NOTE

1. *bug s/l.*: an infectious disease

CONTENTS

Предисловие.....	3
Preface.....	7
I. Telephone Instruction.....	8
II. Telephone Phrase.....	15
III. Topical Telephone Conversations.....	23
A. Appointments.....	23
B. Invitations.....	31
C. Reservations.....	37
D. Inquiries.....	41
E. Congratulations.....	47
F. Exchange of Opinions.....	49
IV. Formal and Informal Telephone Conversations.....	61
A. Formal Telephone Conversations.....	61
B. Informal Telephone Conversations.....	68
V. Telephone Conversations from Fiction.....	84

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Практическое пособие по разговорному английскому языку

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