

Unit 1. Seccion 2. Speaking on the telephone.



Caso práctico

Eva is working in the account department with his colleague, Matt. Listen to the audio and choose the blue phrases the speakers use.



[Telephone call.](#)

- Matt:** Hello, Matt speaking.
- Karl:** Hi, Matt. Karl here.
- Matt:** Oh, hello, Karl. How are *things/you*?
- Karl:** Fine, thanks. Listen, just a *quick word/question*.
- Matt:** Yeah, go ahead.
- Karl:** Do you think you could *give me / let me have* the other number for Workplace Solutions? I can't get through to them. Their phone's always *busy/engaged*.
- Matt:** I've got it *here /right in front of me*. It's 020 9756 4237.
- Karl:** Sorry, I didn't *hear / catch* the last part. Did you say 4237?
- Matt:** No, it's 4237.
- Karl:** Ok. Thanks. Bye.
- Matt:** *No problem / Don't mention it*. Bye.



Check your answer

Did you do? Check your answer.

Show Feedback

- Matt:** Hello, Matt speaking.
- Karl:** Hi, Matt. Karl here.
- Matt:** Oh, hello, Karl. How are *you*?
- Karl:** Fine, thanks. Listen, just a *quick word*.
- Matt:** Yeah, go ahead.
- Karl:** Do you think you could *let me have* the other number for Workplace Solutions? I can't get through to them. Their phone's always *engaged*.
- Matt:** I've got it *here*. It's 020 9756 4237.
- Karl:** Sorry, I didn't *catch* the last part. Did you say 4237?
- Matt:** No, it's 4237.
- Karl:** Ok. Thanks. Bye.
- Matt:** *No problem*. Bye.



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1. Makings Phone calls.

There are **useful telephone expressions** that you should know. Here are some common phrases and sentences you can use when speaking on the telephone. Telephoning can be one of the biggest challenges in another language, but memorising and practising the most important telephoning phrases below can make it really manageable.



Caller unknown means the person answering the phone doesn't know who's calling.

Answering the telephone (Contestar al teléfono)

Good morning/Good afternoon, Ketty [your name] speaking. (Buenos días/Buenas tardes. Le habla Ketty [su nombre].)

RR Company [Company name], this is Ketty [your name] speaking, how can I help you? ([Nombre de empresa], mi nombre es [su nombre], ¿cómo le puedo ayudar?)

This is Katie Smith from Acatur company.

Asking to speak with someone (Preguntar por alguien)

May I/Could I speak to Mrs. Wilson, please. (¿Podría hablar con la Sra. Wilson, por favor?)

I'd like to speak with Mrs. Wilson, please. (Me gustaría hablar con la Sra. Wilson, por favor.)

I'm trying to contact Mrs. Wilson. (Estoy intentando contactar con la Sra. Wilson.)

Asking for caller's name and information (Preguntar el nombre del que llama)

May I get your name, please? (¿Podría darme su nombre, por favor?)

May I say who's calling? (¿Puede decirme quién está llamando?)

With whom am I speaking? (¿Con quién hablo por favor?)

Who's calling, please? (¿Quién llama, por favor?)

What company are you with, please? (¿De qué empresa llama, por favor?)

Explaining the reason we're calling (Explicar el motivo de la llamada)

I'm calling about ... (Llamo sobre...)

I'm calling to ask about... (Llamo referente a/para preguntar sobre...)

I'm calling in regards to... (Estoy llamando en cuanto a...)

I'm phoning to tell you about... (Estoy llamando para explicarle...)

Could you tell me what it's about? (¿Puede decirme el motivo, por favor?)

Do you have an appointment, sir? (¿Tiene una cita, señor?)

Asking to wait (Poner a alguien en espera)

Can you please hold a moment? (¿Puede esperar un momento, por favor?)

One moment, please. (Un momento, por favor.)

Hold the line, please. (Manténgase en línea, por favor.)

Please hold on the line, please. / Can or Could hold, please? (Espere, por favor /¿Puede o Podría esperar, por favor?)

Hold on a second, please. (Espere un segundo, por favor.)

Transferring a call (Conectar/Pasar la llamada)

Thank you for holding. (Gracias por esperar.)

Is this the sales/finance/marketing/account department? (¿Es el departamento de ventas/finanzas/marketing/contabilidad?)

Could you transfer me to the IT department, please? (¿Podría transferirme al IT departamento, por favor?)

I'll transfer you now. (Ahora le paso.)

I'll put you through now. (Ahora le paso.)

I'll connect you now. (Ahora le conecto.)

I'm sorry, but he/she is not available right now. (Lo siento, pero no está disponible ahora.)

I'm sorry, his/her line is busy. (Lo siento, pero su línea está ocupada.)

He/she is in a meeting at the moment. (Está en una reunión en este momento.)

Could you call back later? (¿Podría volver a llamar más tarde?)

Tell him to phone me back later. (Dile que me llame más tarde)

When we don't understand or can't hear (Cuando no entendemos o no oímos bien)

I'm sorry, I don't understand. Could you repeat that, please? (Lo siento, no he entendido. ¿Me lo podría repetir, por favor?)

I'm sorry, I can't hear you very well. Could you speak up a little, please? (Lo siento, no le oigo bien. ¿Podría hablar más fuerte, por favor?)

I'm afraid I can't hear you. The phone line isn't working well. (Lo lamento, no puedo oírle. La línea telefónica no funciona bien).

I'm sorry. It's a crossed-line. Could you phone again, please? (Lo siento, hay un cruce de líneas. ¿Podría llamar más tarde, por favor?)

Could you speak up? (¿Podría hablar más alto?)

Could you speak more slowly, please? (¿Podría hablar más lentamente?)

Would you mind speaking more slowly? (¿Te importaría hablar más lentamente?)

Excuse me? I didn't catch what you said. (Perdón, no he entendido lo que me ha dicho)

Sorry, can you repeat, please? (Perdón, ¿puede repetir, por favor?)

Could you ring back? (¿Podría llamar más tarde?)

Could you spell that, please? (¿Me lo podría deletrear, por favor?)

Could you repeat your name, please? (Podría repetir su nombre?)

Messages (Mensajes)

Can / Could I leave a message? (Puedo / Podría dejar un mensaje?)

Would you like to leave a message? (¿Quiere dejar un mensaje?)

I'm sorry, there's no answer. Can I take a message? (Lo siento, no responde, ¿Quiere dejarle un mensaje?)

I'm sorry, there's no answer. I can transfer you to his / her voice mail. (Lo siento, no responde. Le puedo pasar a buzón de voz.

I'm afraid Mr. Smith is very busy in a meeting and he can't receive your call now. Would you like to leave a message? (Lo lamento, Mr. está muy ocupado en una reunión y no puede recibir su llamada ahora. ¿Le gustaría dejar un mensaje?)

He seems to be with someone right now. Can I get him to call you? (Parece estar con alguien en este momento. ¿Puedo decirle que le llame?)

May I leave a message, please? (¿Puedo dejar un mensaje por favor?)

Could you give him/her a message? (¿Puede darle un mensaje?)

Could you tell him/her that I called? (¿Podría decirle que he llamado?)

Could you ask him/her to call me back, please? (¿Podría pedirle que me llame, por favor?)

What's your name, please? (¿Cómo se llama, por favor?)

What's your number, please? (¿Cuál es su número de teléfono de contacto, por favor?)

When is a good time to call back?(¿Cuándo es un buen momento para volver a llamar?)

Arrange an appointment (concertar una cita)

I'd like to arrange an appointment to see her, please. (Me gustaría concertar una cita para verla, por favor.)

I'll check the diary. (Consultaré la agenda).

Mrs. Parkis has an appointment available on Monday May 18th at 4pm or Tuesday May 19th at 5 pm, Which one would be better for you? (La Sra. Parkis podría tener una cita el lunes 18 de mayo a las 4 de la tarde o el martes 19 a las 5 de la tarde, ¿cuál le vendría mejor?)

Monday 18th at 4pm would be better. (El lunes 18 a las 4 de la tarde sería perfecto).

So, shall we say 4 pm May 18th in Mrs. Parkis office? (¿Entonces anoto el 18 de mayo a las 4 de tarde en la oficina de la Sra. Parkis?)

Yes, that's sounds fine. (Sí, bien)

Ending a call (Cierre de la llamada)

Thank you very much for your help. (Gracias por su ayuda.)

Thanks for the information. (Gracias por la información.)

Thank you for calling/your call. (Gracias por su llamada.)

Good-bye/Bye. (Adiós)

Take care. (A cuidarse/Cuidate.)

Have a nice day! (¡Qué le vaya bien! / ¡Qué tenga un buen día!)



Think About It

Listen to these dialogues on the phone.

Show Feedback

1.1. Dialogue 1. Reading.

Secretary:

Good morning, RR Company, **Ketty speaking. How many I help you?**

Mr. Miller:

May I speak to Mr. Anderson, please? / I'd like to speak to Mr. Anderson, please.

I'm calling to ask about your current promotion / **I just wanted to ask if you need** any more suppliers.

Secretary:

One moment, please.

Secretary:

I'm sorry. **His line is busy right now. Would you like to leave a message?**

Mr. Miller:

Yes, please tell him that Mr. Miller called and to **call me back when it's convenient.**

Secretary:

Can I get your phone number, please?

Mr. Miller:

Yes, it is 888-454-9924.

Secretary:

Okay, thank you. **I'll give him the message.**

Mr. Miller:

Thank you very much for your help /thanks for your help. Good-bye.

Secretary:

Have a nice day!



Think About the phone call

Did you understand it?

Show Feedback

Secretary:

Good morning, RR Company, **Ketty speaking. How many I help you?**

Buenos días, Compañía RR, le habla Ketty. ¿Cómo puedo ayudarle?

Mr. Miller:

May I speak to Mr. Anderson, please? / I'd like to speak to Mr. Anderson, please.

Podría hablar con Mr. Anderson / Me gustaría hablar con Mr. Anderson.

I'm calling to ask about your current promotion / **I just wanted to ask if you need** any more suppliers.

Llamaba para preguntar sobre la promoción actual / Quería saber si necesitan suministros.

Secretary:

One moment, please.

Un momento, por favor.

Secretary:

I'm sorry. **His line is busy right now. Would you like to leave a message?**

Lo siento. Su línea está ocupada ahora mismo. ¿Quiere dejar un mensaje?

Mr. Miller:

Yes, please tell him that Mr. Miller called and to **call me back when it's convenient.**

Sí, por favor, dígame que ha llamado el Sr. Miller y que me llame cuando le sea más conveniente/posible.

Secretary:

Can I get your phone number, please?

¿Puede decirme su número de teléfono, por favor?

Mr. Miller:

Yes, it is 888-454-9924.

Sí, es 888-454-9924.

Secretary:

Okay, thank you. **I'll give him the message.**

Muy bien, gracias. Le daré el mensaje.

Mr. Miller:

Thank you very much for your help /thanks for your help. Good-bye.

Muchas gracias por su ayuda. Adiós.

Secretary:

Have a nice day!

¡Que tenga un buen día!

1.2. Dialogue 2. Reading.

Secretary:

Good morning, RR Company, **Ketty speaking. How can I help you?**

Mr. Wilson:

Hello, my name is Mr. Wilson from XX Computer Services and **I'm calling for** the Purchasing Department, please.

Secretary:

Okay, **which company do you represent?**

Mr. Wilson:

Smith Office Materials.

Secretary:

I will transfer you now.

Mr. Wilson:

Thank you.

Ketty:

Purchasing Department, this is Ketty speaking.

Mr. Wilson:

Hello Sarah. My name is Mr. Wilson and I am calling from Wilson Office Materials. You have ordered materials from us in the past.

Ketty:

Yes, of course. I'm familiar with the company.

Mr. Wilson:

We have just printed our new catalog of office materials and **I would like to make an appointment to** show it to you and tell you about some of our new products.

Ketty

Okay, let's see. **Can you come on** September 15th at 9:00am?

Mr. Wilson:

Yes, **that'd be great.** I'll see you on the 15th then.

Ketty:

Okay, great. **See you then.**



Think About the telephone call

Did you understand it?

Show Feedback

Secretary:

Good morning, RR Company, **Ketty speaking. How can I help you?**

Buenos días, Compañía RR, le habla Ketty. ¿Cómo puedo ayudarle?

Mr. Wilson:

Hello, my name is Mr. Wilson from XX Computer Services and **I'm calling for the Purchasing Department**, please.

Hola, mi nombre es Sr. Wilson y llamo para hablar con el Departamento de Compras, por favor.

Secretary:

Okay, **which company do you represent?**

Vale, ¿a qué empresa representa Ud.?

Mr. Wilson:

Smith Office Materials.

Materiales de Oficina Wilson.

Secretary:

I will transfer you now.

Le transfiero ahora.

Mr. Wilson:

Thank you.

Gracias.

Ketty:

Purchasing Department, this is Ketty speaking.

Departamento de Compras, le habla Ketty.

Mr. Wilson:

Hello Sarah. My name is Mr. Wilson and I am calling from Wilson Office Materials. You have ordered materials from us in the past.

Buenos días, Sarah. Mi nombre es Sr. Wilson y llamo de Materiales de Oficina Wilson. Uds. han comprado materiales nuestros en el pasado.

Ketty:

Yes, of course. I'm familiar with the company.

Sí, claro, les conozco.

Mr. Wilson:

We have just printed our new catalog of office materials and **I would like to make an appointment to** show it to you and tell you about some of our new products.

Acabamos de editar un nuevo catálogo con nuestro material de oficina y quisiera programar una visita con Uds. para enseñárselo y comentarles sobre algunos de nuestros nuevos productos.

Ketty

Okay, let's see. **Can you come on** September 15th at 9:00am?

Bien, vamos a ver. ¿Puede venir el 15 de septiembre a las 9:00 de la mañana?

Mr. Wilson:

Yes, **that'd be great.** I'll see you on the 15th then.

Sí, estaría muy bien. Les veo el día 15 entonces.

Ketty:

Okay, great. **See you then.**

De acuerdo, muy bien. Hasta entonces.

1.3. Dialogue 3. Reading.

Secretary:

Good morning, RR Company, Ketty speaking. How can I help you?

Mr. Cooper:

Good morning. **This is** Mr. Cooper from Jones Computer Service. **Could I speak to** Mr. Anderson please?

Secretary:

I'm afraid he is out of the office. Can I ask you what it's in reference for?

Mr. Cooper:

Of course. I **have an appointment for** Monday at 11 o'clock. Unfortunately, there is a conflict in my **schedule** for Tuesday afternoon or any time Wednesday.

Secretary:

Let's see. Mr. Miller **is free** Thursday afternoon, after about 3.

Mr. Cooper:

Ok. I **could make it** after 3.

Secretary:

Excellent. I **ve got you down for that day and time.**

Mr. Cooper:

Thank you. Good-bye.

Secretary:

You are welcome.



Think About the telephone call.

Did you understand it?

Show Feedback

Secretary:

Good morning, RR Company, Ketty speaking. How can I help you?

Buenos días, Compañía RR, le habla Ketty. ¿Cómo puedo ayudarle?

Mr. Cooper:

Good morning. **This is** Mr. Cooper from Jones Computer Service. **Could I speak to** Mr. Anderson please?

Hola, soy Sr. Cooper, de Servicios Informáticos Cooper. ¿Podría hablar con el Sr. Anderson, por favor?.

Secretary:

I'm afraid he is out of the office. Can I ask you what it's in reference for?

Me temo que está fuera de la oficina. ¿Puedo preguntarle cuál es el motivo de su llamada?

Mr. Cooper:

Of course. I **have an appointment for** Monday at 11 o'clock. Unfortunately, there is a conflict in my **schedule** for Tuesday afternoon or any time Wednesday.

Por supuesto. Tengo una cita el lunes a las 11 en punto. Desgraciadamente, hay un problema con mi horario y me gustaría reprogramar la cita para el martes por la tarde o el miércoles a cualquier hora.

Secretary:

Let's see. Mr. Miller **is free** Thursday afternoon, after about 3.

Déjeme ver. El Sr. Miller está libre el jueves por la tarde, después de las 3.

Mr. Cooper:

Ok. **I could make it after 3.**

De acuerdo. Podría reunirme con el después de las 3.

Secretary:

Excellent. **I've got you down for that day and time.**

Excelente. Le confirmo para ese día a esa hora.

Mr. Cooper:

Thank you. Good-bye.

Gracias. Adiós.

Secretary:

You are welcome.

De nada.

1.4. Dialogue 4. Listening.



Listening.

Do you understand it?

[Dialogue on the phone.](#)

Show Feedback

- Secretary: Mr. Hamilton, Mr. Hussein from Macpherson's was here this morning. He wants you to phone him as soon as possible. He said it is an urgent matter.
- Mr. Hamilton: Do you have his telephone number?
- Secretary: Yes, sir. Do you want me to put you through?
- Mr. Hamilton: Yes, please.

1.5. Dialogue 5. Listening.



Listening.

Do you understand it?

[Dialogue on the phone.](#)

Show Feedback

- Secretary: Mr. Hamilton, Mrs. Swatch is on the line, Sir. She would like you to attend a meeting in Madrid next Tuesday. Is that right for you?
- Mr. Hamilton: Could you check my diary, please? Am I free that day?
- Secretary: Yes, sir. Tuesday is fine for you.
- Mr. Hamilton: Ok. Tell her I will be there at 9.00.

1.6. Dialogue 6. Listening.



Listening.

Do you understand it?

 [Dialogue on the phone.](#)

Show Feedback

Secretary: Northern Irekabd Corporation. Good Morning.

Customer: Good Morning. Could I speak to Mr. Hamilton, please?

Secretary: Who shall I say is calling?

Customer: That's Mrs. Taylor from Norton and Cambridge Co.

Secretary: Hold on a moment, please. I will put you through.

.....

Secretary: Excuse me.

Customer: Yes, I'm here.

Secretary: Sorry to keep you waiting. Mr. Hamilton is speaking on the other line. Would you like to leave a message?

Customer: Please, tell him to phone back as soon as possible to discuss new methods of payment.

Secretary: May I have your phone number, please?

Customer: Yes, sure. It's 734 920 036.

Secretary: May I have your name, please?

Customer: That's Yveline Taylor.

Secretary: I'm sorry. It's very bad line. Could you spell it, please?

Customer: Yes, of course. It's Y for Yankee, V for Victor, E for Echo, L for Lima, I for India, N for November and E for Echo.

Secretary: That's right. Thank you very much. I will pass him your message as soon as possible.

Customer: Thank you very much.

1.2. Now put it into practice.



Now it's your turn.

Choose the best word in each case.

You need to speak with Customer Service. I will ____ you now.

phone

call

transfer

Show Feedback

Solution

1. Incorrect
2. Incorrect
3. Correct

If you would like to speak to the operator ____ 0.

push

dial

click

Show Feedback

Solution

1. Incorrect
2. Correct
3. Incorrect

We have a bad line. I'm going to _____ and call you back.

hang over

hang on

hang up

Show Feedback

Solution

1. Incorrect
2. Incorrect
3. Correct

Can you _____ on a minute, please?

wait

hold

call

Show Feedback

Solution

1. Incorrect
2. Correct
3. Incorrect

I would like to ____ to someone in the Sales Department.

speak

chat

tell

Show Feedback

Solution

1. Correct
2. Incorrect
3. Incorrect

Sorry his line is _____. Can you call back later?

occurred

occupied

busy

Show Feedback

Solution

1. Incorrect
2. Incorrect
3. Correct

Would you like to leave a ____?

message

message

e-mail

Show Feedback

Solution

1. Incorrect
2. Correct
3. Incorrect

_____ I speak to Mr. Wilson, please?

Would

Will

May

Show Feedback

Solution

1. Incorrect
2. Incorrect
3. Correct

Who is _____ ?

calling

call

called

Show Feedback

Solution

1. Correct
2. Incorrect
3. Incorrect

Can you please _____ your surname? I don't quite understand.

spell

spill

spelt

Show Feedback

Solution

1. Correct
2. Incorrect
3. Incorrect

1.3. Now put speaking into practice.

Practise these 'telephone' scenarios with your colleague:

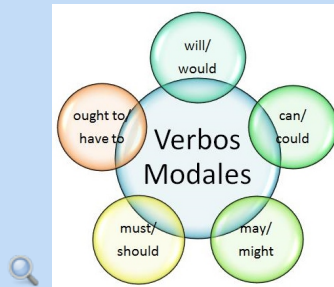
- ✔ Calling the office to ask for Katie, then connect the two people.
- ✔ Calling the office to ask for Katie, she's not in.
- ✔ Leaving her a message.
- ✔ Returning a phone call to Katie.

If you want you can record your conversation and listen to you later to improve this speaking skill.



2.- Grammar: Modal verbs: Can and Could.

Modal verbs are a part of the larger category called *auxiliary verbs* which are verbs that cannot be used on their own. They need to be accompanied by a base verb. Can and could are modal verbs.



✓ Can - Could:

- ◆ **Can** means to be (physically) able to do something or to know how to do something.
- ◆ **Could** is similar to Can in the past tense (though not always).

WE USE CAN OR COULD TO	EXAMPLES
✓ MAKE REQUESTS.	<i>Can I make a phone call?</i> <i>Could you tell me the time, please? (more formal)</i>
✓ GIVE OR REFUSE PERMISSION.	<i>You can use my mobile phone.</i> <i>You can't go in there. It's private.</i>
✓ MAKE AN OFFER.	<i>Can I help you?</i> <i>I can take you to the station if you like.</i>
✓ DESCRIBE ABILITY.	<i>Ketty can speak Spanish.</i> <i>When she was younger, he could (=was able to) run a marathon in under three hours.</i>
✓ SAY THAT SOMETHING IS POSSIBLE OR IMPOSSIBLE.	<i>You can make a lot of money if you work hard.</i> <i>I can't get through to them. Their phone's always engaged.</i>
WE USE COULD TO	EXAMPLES
✓ REFER TO FUTURE POSSIBILITIES	<i>I think we could increase our market share in the long term.</i>

2.1.- Now put it into practice. Writing.



Now it's your turn

Write can or could wherever you think

1. [] you open the door, please? (Formal communication)
2. I [] stay up late tonight because I have to work in the morning.
3. [] I have some tea?
4. He said he [] get that ticket for me.
5. She [] speak French, but she [] speak German.
6. [] you buy some stamps if you go past the post office? (informal communication)
7. I [] see the sunset out the window of my old house. From my new house I [] .
8. I [] speak English when I was a child, but I [] speak Spanish.
9. Next week, I [] help you if you need.
10. [] you speak up? I [] hear you! (Formal communication)
11. When I was younger, I [] work out for two hours without stopping.

Get score

Show/Hide Feedback

Show/Clear Answers

1. Could you open the door, please? (Formal communication)
2. I can't stay up late tonight because I have to work in the morning.
3. Could I have some tea?
4. He said he could get that ticket for me.
5. She can speak French, but she can't speak German.
6. Can you buy some stamps if you go past the post office? (informal communication)
7. I could see the sunset out the window of my old house. From my new house I can't .
8. I could speak English when I was a child, but I couldn't speak Spanish.
9. Next week, I could help you if you need.
10. Could you speak up? I can't hear you! (Formal communication)
11. When I was younger, I could work out for two hours without stopping.

3. Vocabulary. Communications on the phone.

Here are many of the words and terms we use to talk about telephones and how you should use use them.



Useful vocabulary to speak on the telephone.

Useful words	Verbs
Bad line (mala señal)	to call/ring back (volver a llamar)
Break up the line (se ha cortado la línea/la llamada)	To break up (romper)
Caller (interlocutor)	to cut off (cortar)
Collect call (cobro revertido)	to dial (marcar)
Directory (guía telefónica)	to hang up (colgar)
Directory enquiry (información telefónica)	to hold [on] (esperar)
Switchboard operator (telefonista)	to hang on (esperar)
Busy (ocupado/a)	to put through (pasar la llamada)
Message (Mensaje) / texting (Mensaje de texto)	to transfer call (pasar / conectar la llamada)
Voicemail (mensaje de voz/buzón de voz)	to pick up (descolgar)
Ringtone (tono de llamada)	to wait (esperar)
Engaged (ocupado)	to transfer (pasar)



Quotation

Who is Alexander Graham Bell? Elisha Gray? Which one of these two men has really "invented" the telephone?

The controversy is still going on, but none of these ingenious inventors could have imagined that this discovery would be a real revolution in our communications.

3.1. Vocabulary about the office supplies.



Learning words

More useful vocabulary about the office supplies.

More vocabulary about the office	
Desk diary.	Agenda.
Pocket diary.	Agenda de bolsillo.
Address book.	Directorio.
Document holder.	Portadocumentos.
Filing clerk / Filing cabinet.	Archivador/a / Archivador (sitio).
File.	Archivo.
Folder.	Carpeta.
Tape.	Cinta adhesiva.
Journal.	Diario.
Office desk.	Mesa de despacho.
Office worker.	Oficinista.
Laptop.	Portátil.
Whiteboard / Flipchart.	Pizarra blanca / Pizarra de papel.
Notice board.	Tablón de anuncios.
Marker.	Rotulador.
Staple remover.	Sacagrapas.
Keyboard.	Teclado.
Laptop. / Netbook.	Ordenador portátil (el netbook es más pequeño).
Monitor.	Monitor.
Notebook.	Cuaderno.
Noticeboard.	Tablón de anuncios.
Paperclip.	Clip.
Pen.	Bolígrafo.
Pencil.	Lápiz.
Pencil holder.	Lapicero.
Pencil sharpener.	Sacapuntas.
Photocopier.	Fotocopiadora.
Sticky notes.	Notas adhesivas.

Index flags.	Notas adhesivas pequeñas.
Ruler.	Regla.
Scissors.	Tijeras.
Stapler.	Grapadora.
Tape.	Cinta adhesiva.
Drawing pin (UK). Thumbtack (USA).	Chincheta.
USB key / flashdrive.	Lápiz USB.
Wastepaper basket.	Papelera.

3.2. How to spell words on the phone.

The **International Radiotelephony Spelling Alphabet**, commonly known as the **NATO phonetic alphabet** is a spelling alphabet used for voice messaging.

The **26 code words** in the spelling alphabet are assigned to the 26 letters of the English alphabet.

Useful for spelling words and names over the phone. I printed this page, cut out the table containing the NATO phonetic alphabet (below), and taped it to the side of my computer monitor when I was a call center help desk technician.

NATO Phonetic Alphabet

Letter	phonetic letter
A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

3.3. Shedule.

What is a schedule?

A **schedule** is a useful working tool for planning that gives a list of events or tasks and the times at which each one should happen or be done. For example, if something is completed on **schedule**, it is completed at the time planned.

What is a schedule used for?

A **schedule** or a timetable, as a basic time-management tool, consists of a list of times at which possible tasks, events, or actions are intended to take place, or of a sequence of events in the chronological order in which such things are intended to take place.

SCHEDULE



You Should Know

Schedule is used:

I'd like to **reschedule** for ... (para pedir el cambio de fecha)

The official **schedule** of the event will appear on the website. (El horario oficial del evento aparecerá en el sitio web.)

A flexible **schedule** allows the employees more freedom. (Un horario flexible les da más libertad a los empleados.)

According to the **schedule**, the event is about to finish. (Según el programa, el evento está a punto de terminar.)

The new meeting **schedule** suits all of us. (El nuevo calendario de reuniones nos conviene a todos.)

An updated pricing **schedule** is available on the website. (La lista de precios actualizada está disponible en la página web.)

The meeting **has been scheduled** for next week. (El concierto se ha programado para la próxima semana.)

We need to **schedule** a meeting for tomorrow morning. (Tenemos que fijar una reunión para mañana por la mañana.)

Appendix.- Licences of resources.

Licences of resources.

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
	By: Thai Jasmine.. License: <u>CC</u> <u>by-nc</u> . From: http://www.flickr.com/photos/22193699@N04/4008129390		By: Celeste. License: <u>CC</u> <u>by-nc</u> . From: http://www.flickr.com/photos/celesterc/10234933231/in/photostream/
	By: JuanPablo.SantosRodríguez. License: <u>CC</u> <u>by-nc-sa</u> . From: http://www.flickr.com/photos/juanpablo-santos/5152721780		By: llamont.com. License: <u>CC</u> <u>by-nd</u> . From: http://www.flickr.com/photos/llamont/454234978
	By: StreetFly JZ. License: <u>CC</u> <u>by-nc-nd</u> . From: http://www.flickr.com/photos/streetfly_jz/27543342823		By: llamont.com. License: <u>CC</u> <u>by-nd</u> . From: http://www.flickr.com/photos/llamont/454234978