

## SPEAKING AND LISTENING

# Weston College

OF FURTHER & HIGHER EDUCATION

**New part-time language courses:**

Greek, Portuguese, Japanese, Chinese

**We're enrolling now!**

Call us on 3224 6785



www.westoncoll.ac.uk

- 1 Look at the ad. You want to phone the college to ask about one of the language courses. Write the questions.

- 1 What/be/the course dates?  
*What are the course dates?*
- 2 What time/the class/start and finish?
- 3 How many students/be/in the class?
- 4 What/be/the level of the class?
- 5 How much/the course/cost?
- 6 What course book/they/use?

- 2 9.6 Listen to the conversation. Which two things in Exercise 1 does the caller NOT ask about?

- 3 9.7 Listen again and circle the correct answers.

- 1 The Japanese course *starts / finishes* in September.
- 2 It's on Thursday *mornings / evenings*.
- 3 The receptionist *knows / doesn't know* what course book they use.
- 4 The class is at a *low / high* level.
- 5 The caller would like a website *address / brochure*.
- 6 The caller *hears / doesn't hear* the website address correctly.

- 4 Read the dialogue and complete **Speak Out** with the underlined phrases.

### SPEAK OUT | Information

#### Asking for information

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#### Offering help

- How can I help?
- 
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#### Checking information

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Operator Good morning, Weston College, Sue speaking.

Caller Ah hello. I'm phoning about your new language courses.

Operator Oh yes, how can I help?

Caller Could you tell me the dates and times of the Japanese course?

Operator Of course. It's from 3 September to 15 December, on Thursday evenings between six and eight.

Caller I see. And can you give me some information about the level and the course book they use?

Operator Well, I don't know about the course book, but I know it's a low level course.

Caller Um, what do you mean by low? Is it elementary or beginner?

Operator I'm afraid I don't know. Shall I send you our brochure? That has more information.

Caller Do you have a website?

Operator Oh yes, I can give you the address, if you like. It's www.westoncoll.ac.uk.

Caller Sorry, did you say dot ak dot uk?

Operator No, it's dot ac dot uk.

Caller OK. Thanks for your help.

- 5 Work in pairs. What do you say in these situations? Write sentences. Use **Speak Out** to help you.

A You phone the cinema.

- 1 You want to know the film times on Saturday.
- 2 You think the receptionist said 4.30 and 6.50 but you're not sure.

B You phone the train station.

- 1 You want to know the time of the next train to York.
- 2 The operator says it's *delayed* but you don't understand what that means.

C You work at the gym. Someone phones and asks for the times of the exercise classes. Offer to send him/her a timetable.

- 6 In pairs, choose one situation from Exercise 5 and write a complete dialogue. Use **Speak Out** to help you. Then act out your dialogue to the class.