

Ways of Communication

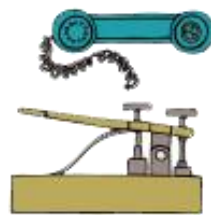
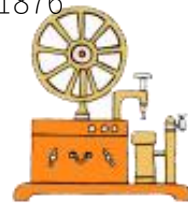


smoke signals
television
telegraph
printing machine
telephone
cell phone=mobile phone
smartphone
messenger birds
radio
the Internet

make a phone call: telefonla aramak
text a message: mesaj göndermek
leave a voicemail: sesli mesaj bırakmak
use social networks: sosyal ağları kullanmak
send an e-mail: mail göndermek
send a fax: faks göndermek
write a letter/postcard: mektup yazmak
send a telegraph: telegraf göndermek
leave a message note: not bırakmak
speak face to face: yüz yüze konuşmak



History of Communication



Smoke signals 1800

Messenger birds 1150

Printing machine 1454

Telegraph 1794

Telephone 1876

Radio 1896

Television 1927

Cell phone 1973

The Internet 1983



writing a letter/postcard

sending a telegraph

old fashioned way

Emotions



1. Happy



2. Crazy



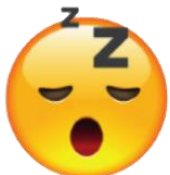
3. Embarrassed



4. Surprised



5. Smart



6. Sleepy



7. Bored



8. Angry



9. Scared



10. Cool



Telephone

Pros

- easy to carry
- easy Internet connection
- easy way of keeping in touch
- rescue for emergency



Cons

- expensive
- disturb the concentration
- addiction
- security risks
- health problems

Phone Conversations



Introduce Yourself

- Hi! / Hello! This is Jane.
- Hello! This is Jane calling.
- Hello. Jane speaking.
- It's Jane.
- Hello. Jane here.

Asking for someone

- Is Susan in? Is Susan there?
- Can I speak to Susan, please?
- Can I talk to Susan, please?
- May I speak to Susan, please?
- Could you put me through to Jane, please?

Leaving a message

- Can I leave a message, please?
- Can you please tell her that Jane called?
- Can you say that Jane phoned?
- Could you ask her to call me?
- I'll call back later. / I'll ring back later.
- This is Jane. My number is 0495734912

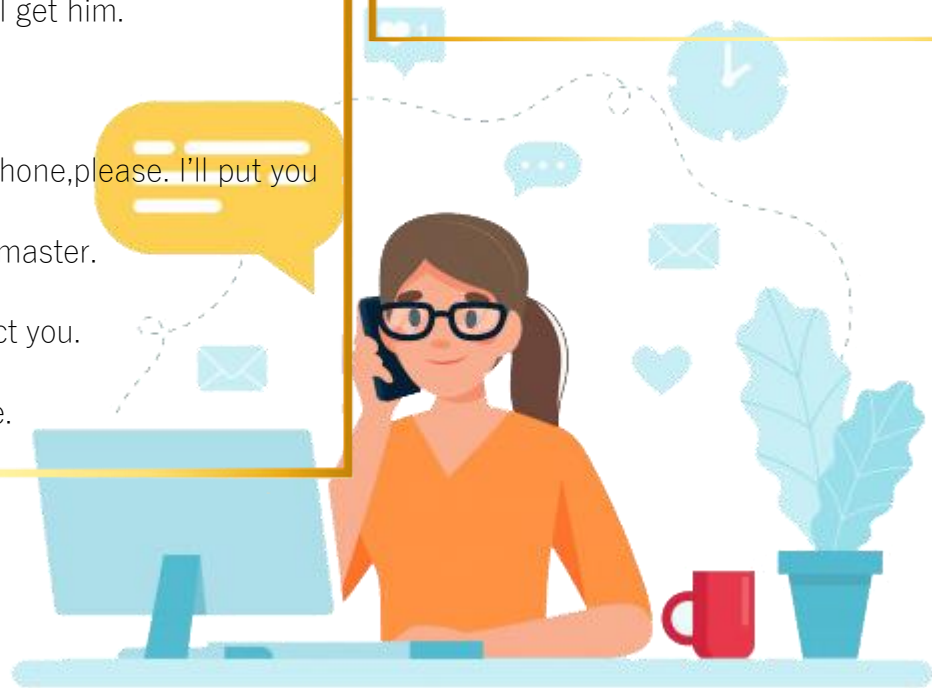


Connecting someone

- Hold on/Hang on a minute, please.
- Hang on a minute; I'll get him/her.
- Can you hold on a moment, please?
- Just one moment. I'll get him.
- I'll put you through.
- Don't hang up the phone, please. I'll put you through to the headmaster.
- Let me try to connect you.
- Hold the line, please.

Asking who is calling

- Who is calling?/ Who's calling?
- Can I ask who's calling?
- May I ask who's calling?

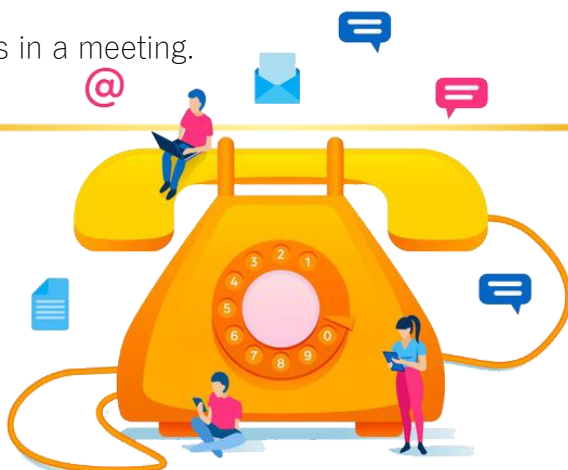


Stating that the person is not available

- I'm afraid he is not available at the moment.
- He has gone out. Would you like to leave a message?
- I'm sorry he is not in his office right now.
- I'm afraid he is busy at the moment.
- I'm afraid he is not at home right now.
- He is in a meeting.

Taking and Leaving a Message

- Would you like to leave a message?
- Do you want to leave a message?
- Wait a minute. I'll take a note.
- Could you tell him to call me back?
- Could you tell him to get me back as soon as possible?
- Can I take your name and number, please?
- Can I take your message?
- Could you please tell him that Jane called?



Asking for repetition

- It is a bad line. Could you speak louder, please?
- I can't hear you well. Could you repeat that please?
- Could you say it slowly, please?
- Excuse me?
- Sorry, what did you say?
- Say it again, please.
- Pardon me?
- I beg your pardon?
- Repeat it, please?
- What?



wait = hold on = hang on

busy = engaged

memo = a short note

get back = call later

dial = call

Stating decisions at the time of speaking

- Konuşma anında gelecekle ilgili bir karar verdiğimizde bunu "will/won't" ile anlatırız.
- I will call you soon.
- I will call you as soon as possible.
- I'll get back to you in an hour.
- I won't call her back.
- I'll be there on time.
- I'll talk to you soon.
- We'll meet next Saturday, then.
- I'm sorry to hear that. We will meet up later, then.
- (The phone rings) I will take that.
- I hope you will get well soon.
- I'm sure you will get high marks.



Graphics

Purposes to phone call centers

- to make a complaint
- to change/return a product
- to reports problems with delivery
- to learn about a bill
- to book a flight ticket
- to learn about something more
- to buy something
- to ask for a service

- | | |
|--------------------|-----------------|
| • all – all of the | • most of .. |
| • people | • nearly |
| • half | • almost |
| • less than | • approximately |
| • more than | |
| • percent | |



Flight reservation

- Single ticket
- Return ticket
- Business/Economy class
- The flight leaves from ____ to ____

(The flight leaves from England to India.)

- He will fly at 6 p.m
- The flight leaves England on June,10.

Purposes of using Smartphone Applications

- to improve a foreign language
- to find way in the traffic
- to share ideas and opinions
- to play an educative game
- to solve puzzles
- to make a video
- to learn the lyrics of a song
- to translate a sentence
- to practice lessons
- to buy something online
- to learn how to cook something
- to give tips about a foreign country
- to order something to eat
- to help people in need

