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**Тема:** «Деловой этикет, телефонные разговоры»  
**Основные источники:**1. Агабекян И.П. Английский язык для средних специальных заведений: учебник для сред. проф.образования. – Ростов-на-Дону, Феникс, 2010.

<https://college-balabanovo.ru/Student/Bibl/Pravo/AgabekEnglish.pdf>

**Дополнительные источники:**1. Англо-русский и русско-английский словарь. Мюллер В.К., М.: «Эксмо», 2008.  
2. Голубев А.П., Балюк Н.В., Смирнова И.Б. Английский язык: учебное пособие для студентов СПО. – М.: издательский центр «Академия», 2006.

3. Интернет-ресурсы:  
<https://www.study.ru>; [www.learn-english.ru](https://ped-kopilka.ru/go/url=http:/www.learn-english.ru)  
**Задания (lesson instructions):**

**1. Read the dialogues:**

1) *“Green & Co”. Can I help you?*  
*– Hello! Could I speak to Mr. Green, please?*  
*– Who’s calling?*  
*– This is Zimin speaking.*  
*– Mr. Green will speak to you in a moment. Would you like to hold on?*  
*– Yes, I’ll hold on.*

2) – *Hello! This is Mr. Zimin from Moscow. Can I speak to Mr. Green?*  
*– Hold on. I’ll put you through… I’m afraid Mr. Green is not in at the moment.*  
*– When do you think he’ll be back?*  
*– Not until 12 o’clock I’m afraid. Can I give him a message?*  
*– No, thank you. I’ll call back later.*

3) *Mr. Green’s office.  Can I help you?*  
*– I’d like to speak to Mr. McGregor.*  
*– Sorry. Wrong number. I don’t know anyone by that name here.*  
*– I’m very sorry.*

4) *– Hello. Could I speak to Mr. Brown, please?*  
*– Mr. Brown is not available right now.*  
*– Could you tell him Mr. Popov phoned?*  
*– Sure. Let me take down your number.*  
*– It’s 8-919-450-77-90. Goodbye.*  
*– Goodbye.*

**2. Make up a Telephone Conversation.**

А) Put the sentences in the right order to make a telephone conversation. Act it out with your partner, changing the parts. (Студенты составляют диалог из данных реплик, затем разыгрывают диалоги).

1. *Hold the line, please.*
2. *Could you leave a message?*
3. *4684495.*
4. *Thank you. Goodbye.*
5. *Certainly.*
6. *Would you tell her Steve rang and asked her to ring back as soon as possible.*
7. *Goodbye.*
8. *All right.*
9. *Hello, Steve. White speaking. May I have a word with Sheila?*
10. *Yes, of course.*
11. *I’m afraid she’s gone out.*

В) Complete the following telephone conversation in English. Act it out with a partner.

A: 5809331. The TAMAX Company.  
B: Меня зовут Ричард Вагнер. Могу я поговорить с секретарем?  
A: Secretary speaking.  
В: Мне нужно встретиться с коммерческим директором вашей фирмы.  
A: Just a moment… What about 10 o’clock tomorrow morning?  
B: Да, конечно. Спасибо.  
A: You are welcome. Goodbye.  
B: До свидания.

**3. Make up Your Own Conversations.**

Now you will make up your own dialogues according the situations on the cards.  
(Студенты получают карточки с заданиями). Work in pairs.

* You ring up to your office and tell the secretary that you’ll be there at 11 o’clock.
* You ring up to your dentist and make an appointment for next Thursday.
* You ring up to your boss and say that you are ill and can’t come to work.
* You phone a law company to speak to Mr. Stock and find out that he isn’t available. Ask the secretary to take a message to Mr. Stock.
* You phone to “Turner & Co” and ask for Mr. Turner. His secretary tells you to hold on because his boss is busy and will speak to you in ten minutes.