

making a phone call

<p>Learn with television</p> <p>Make Italian Your Business: Programme One Section 3: Telefonare</p> <p>Get to grips with Italian telephone etiquette; learn to get through to the right person and to anticipate the phrases you may be asked when ringing a number in Italy.</p> <p>Make Italian Your Business has two one-hour programmes, each divided into short focused sections. They're repeated regularly on BBC Learning Zone (BBC Two). Check out the details on www.bbc.co.uk/learningzone and video the programmes to watch at your leisure.</p>	<p>Learn online</p> <p>www.bbc.co.uk/languages/italian</p> <p>Make Italian Your Business Primi contatti: Phone calls</p> <p>Focus on an extract from the TV programme, read the transcript – with and without the translation – do some activities then check your progress.</p>
--	---

Learning hint

Making a phone call to Italy can be quite daunting as you're operating without the face-to-face support of gestures and facial expressions. It helps to prepare thoroughly what you want to say, to be ready to spell your name and give your own number in case someone suggests ringing you back, and to anticipate beforehand what questions you might be asked.

<p>Key language</p> <p>Pronto Hello</p> <p>Chi parla? Who's speaking?</p> <p>Sono Anna It's Anna</p> <p>Parla Agnelli Agnelli speaking</p> <p>Posso parlare con...? Can I speak to ...</p> <p>Non la sento bene I can't hear you very well</p> <p>Può ripetere? Could you repeat that?</p> <p>Ho sbagliato numero I've got the wrong number</p> <p>Resti in linea Please hold</p>	<p>il telefono telephone</p> <p>il numero di telefono phone number</p> <p>interno sei tre due extension 632</p> <p>il telefonino mobile phone</p> <p>la segreteria telefonica answerphone</p> <p>chiamare to call</p> <p>richiamare to call back</p> <p>lasciare un messaggio leave a message</p>
---	---

Quiz

1. What information would you give if asked **Qual è il suo numero di telefono?**
2. Your extension number is 3972; what's that in Italian?
3. In what situation would you hear the phrase **Parlate dopo il segnale acustico?**
4. You're calling Italy, someone picks up the phone and says **Pronto**. How do you introduce yourself and ask to speak to Anna Mazzotti?
5. What will you do if asked **Può richiamare domani?**
6. **Sbagliare, chiamare, parlare** and **lasciare** all follow the same pattern. If 'I've called' is **ho chiamato**, how do you think you say 'I've left a message'?

Answers on www.bbc.co.uk/languages/italian/answers.shtml