

## making a phone call

<p><b>Learn with television</b></p> <p><b>Make Spanish your business: Programme 3</b> Get to grips with Spanish telephone etiquette: see how to get through to the right person and to anticipate the phrases you may be asked when ringing a number in Spain.</p> <p>Make Spanish Your Business has two one-hour programmes, each divided into short sections. They're repeated regularly on BBC Learning Zone (BBC Two). Check out the details on <a href="http://www.bbc.co.uk/learningzone">www.bbc.co.uk/learningzone</a> and video the programmes to watch at your leisure.</p>	<p><b>Learn online</b> <a href="http://www.bbc.co.uk/languages/spanish">www.bbc.co.uk/languages/spanish</a></p> <p><b>Make Spanish your business</b> <b>Al teléfono</b> Access the video and audio extracts selected from the TV programme, read the transcript – with and without the translation – then do some activities and check your progress.</p>
<p><b>Learning hint</b></p> <p>Making a phone call in Spanish can be quite daunting, and it helps to prepare what you want to say thoroughly. Make a list of the phrases you've come across in Make Spanish your Business, separating them into those you have to say and those you're likely to hear. Have them to hand when you make your phone call. Make sure too that you know how to say your own phone number fluently and spell out your name if asked.</p>	
<p><b>Key language</b></p> <p>¿Dígame? Hello</p> <p>¿Puedo hablar con...? Can I speak to...?</p> <p>¿De parte de quién? Who's calling?</p> <p>¿Quiere dejarle un recado? Would you like to leave him/her a message?</p> <p>Dígale que me llame Could you ask him/her to ring me?</p> <p>¿Podría repetir, por favor? Could you say that again, please?</p> <p>Está comunicando It's engaged</p> <p>¿Cuál es su número de fax? What's your fax number?</p>	<p><b>llamar</b> to call</p> <p><b>hablar</b> to speak</p> <p><b>deletrear</b> to spell</p> <p><b>el teléfono</b> telephone</p> <p><b>la línea</b> line</p> <p><b>la oficina</b> the office</p> <p><b>ocupado/a</b> busy</p> <p><b>Lo siento</b> I'm sorry</p>
<p><b>Quiz</b></p> <ol style="list-style-type: none"> <li>Someone gives you their phone number: <b>Mi número de teléfono es seis, veinte, dieciocho, cuarenta y cinco.</b> Write it in figures.</li> <li>If you're making a formal business call to Sr Rodríguez, which of these is more appropriate? <b>¿Puedo hablar con el señor Rodríguez?</b> or <b>Quisiera hablar con el señor Rodríguez?</b></li> <li>You're told <b>No cuelgue, por favor.</b> What does it mean?</li> <li>If Roberto answers the phone and the caller says <b>¿Puedo hablar con Roberto?</b>, would Roberto answer a) <b>¡Hola!</b>; b) <b>Sí, soy yo;</b> c) <b>de parte de Roberto?</b></li> <li>In what situation would you hear <b>Deje su mensaje después de la señal?</b></li> <li>You want to speak to Ana but you're told she's not available. How would you say 'I'll call her this evening'?</li> </ol> <p style="text-align: right;">Answers on <a href="http://www.bbc.co.uk/languages/spanish/answers.shtml">www.bbc.co.uk/languages/spanish/answers.shtml</a></p>	