

Anytime, anywhere

Mobile phone etiquette

1 Read the quiz below and answer the questions. Keep a note of your answers.

Smartphone owners use their devices more for email than for making phone calls.

Adobe

When, and why, do you turn off your mobile phone?

Learning objectives: Unit 2

Business communication skills Asking and answering questions; Discussing opinions on phone use; Roleplay: Explaining why you cannot talk on the phone

Reading Mobile phone etiquette, Smartphone addicts, Tablets

Listening Mobile phone conversations

Phrase bank Using mobile phones

Vocabulary Using a mobile

Grammar Present Simple

Your mobile is the slimmest, most sophisticated mobile phone on the market. You can talk to your friends and family at any time, and in any place. But do you use it well? Or do you annoy other people with your bad mobile phone habits? Do the quiz to find out.

1 You're at a restaurant. You start your soup, but then the phone rings. Do you:

- a turn off the phone without answering?
- b answer the call and then ask if you can call back later, after the meal?
- c answer the call and have a long conversation?

2 You're at the gym. Do you:

- a leave your phone in the changing room?
- b keep your phone with you, but only answer important calls?
- c take your phone with you and talk while you exercise?

3 You go shopping at the supermarket. Do you:

- a do your shopping with your phone switched off?
- b quickly call your partner to ask what to buy for dinner?
- c call your mother to ask which brand of washing powder to buy and then chat for 25 minutes?

4 You go to the cinema with friends. You expect your boss to contact you. Do you:

- a leave your phone off until the end of the film?
- b call your boss before the film starts to ask what he or she wants?
- c answer when your boss calls in the most interesting part of the film?

5 You're on a crowded train. Do you:

- a answer calls but not make calls?
- b make one call home to say 'I'm on the train' and to say when you expect to arrive?
- c pass the time calling friends and sharing details of your personal life with other passengers?

See page 142 for the results.



WORK IT OUT

2 Complete the rule about making questions with regular verbs in the Present Simple form.

To make questions in the second person singular, you use _____ + you + verb.

3 Work with a partner. Compare your answers to the quiz in 1 using *Do you ...?*

4  **1.18-1.21** Listen to four situations from the quiz in 1. Match the situations to the photos.

Situation 1: _____

Situation 2: _____

Situation 3: _____

Situation 4: _____



5  **1.18-1.21** Listen again and complete the sentences.

Situation 1

a Oh, dear. _____. Hello?

b Alan, I'm fine. Listen, I'm at lunch. Can I _____ later?

c All right, Jake. _____ later, then.

d Sorry _____.

Situation 2

e Hello, Della. _____ Chris _____.

f Chris. _____?

g Yes, but _____. It can wait till tomorrow.

h Thanks. _____ tomorrow. I have all the documents ready. Bye.

Situation 3

i When you finish your exercise class, can you _____?

Situation 4

j Hi, darling, _____ the 6.30. There was a delay.

k Can you _____? Or I can get a taxi.

6 Work with a partner. Speaker A call Speaker B. Speaker B explain why you cannot talk. Then swap roles. Make as many calls as possible! Use the phrases below to help you.

Speaker A

Hi, it's ...

Of course.

No problem ...

Speak ... later

Okay ... Bye.

Speaker B

Hello. Look, I'm in/at ...

Can I/you call/text ...

Sorry about that.

Bye.