

25 On the phone



2.01 When Julie Morrison called the Studios Inn Hotel, she heard a recorded message. The message told her that she could use a touch-tone phone to contact various numbers directly. Listen to the recording. What were the touch-tone numbers for these locations?

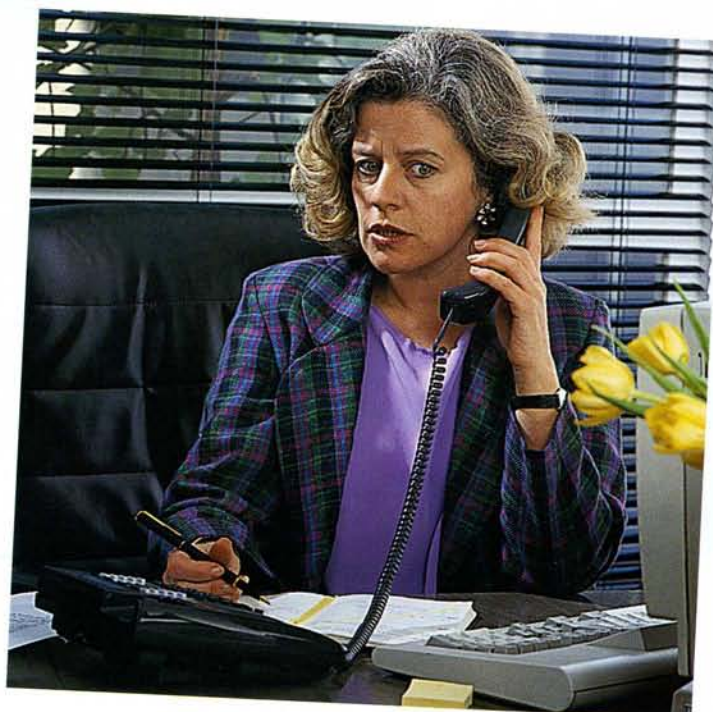
Location	Number
Hotel Reservations	
Hotel Management	
Guest Services	
Conference Center	
Business Services	
Guest Rooms	
Consuela's room	



2.02 Jessica Adams is receiving a business call. Circle the words the caller uses to spell his name. What is his name?

A Alpha	H Hotel	O Oscar	V Victor
B Bravo	I India	P Papa	W Whiskey
C Charlie	J Juliet	Q Quebec	X X-ray
D Delta	K Kilo	R Romeo	Y Yankee
E Echo	L Lima	S Sierra	Z Zulu
F Foxtrot	M Mike	T Tango	
G Golf	N November	U Uniform	

This is the international word recognition chart. It is used by air traffic control and many emergency services. They chose words that didn't sound like any other words on the chart. It's useful when you're spelling words on the phone.



1 **2.03** Listen to the chart. Check (✓) the words which are the same, or nearly the same in your language.

2 **Ask and answer:**

- Do long recorded messages annoy you?
- Do you always leave messages on answerphones?
- Do you send text messages?
- Do you use a WAP (Internet) phone?
- Do you use a video-camera phone?

3 Make up your own word recognition chart with new words. Don't show your partner. (You can use names, countries, international words, cities, famous people's names.)

4 How would you make someone understand these names? Use your chart. For example: *Quixote. That's Q for ...*

- a Quixote
- b Wahlberg
- c Fitzroy
- d Jackson
- e Davidson
- f Murphy

Culture File **25** Phones