

Homework

Curso de Inglês para o Mercado de Trabalho

Aula 1 – Inglês ao Telefone

1. **Unscramble the dialogues below:**
(Coloque o diálogo em ordem)

- () **R: Who's that?**
() **JR: This is Junior Silveira speaking!**
() **R: All right, I'll check if he is in. I'll be right back to talk to you. Hold on a second, please.**
() **JR: Sure!**
() **R: Thanks for calling Tailored Tech. This is Stephanie speaking. How may I assist you?**
() **JR: Hi, I would like to talk to Mr. Tyler. Is he in?**

LATER...

- () **R: My pleasure!**
() **JR: I appreciate it!**
() **R: Mr. Silveira, thanks for holding! I'll put you through to Mr. Tyler!**



2. **Match the columns:**
(Relacione as colunas)

- | | |
|--|---|
| a) May I speak to the manager, please? | () I would like to talk to the CEO. |
| b) Is Mr. Jones in? | () Tell him to call me at (55) 11 9983-3167. |
| c) Who's that? | () It's 32. |
| d) How may I assist you? | () Yes, she will talk to you in a second. |
| e) Can you repeat that, please? | () Yes, he is. I'll put you through to him. |
| f) Can I take a message? | () This is Fernando speaking. |
| g) What's the extension number? | () Yes, sure. |
| h) Who am I speaking to? | () It's Lorena. |

3. **Translate the following sentences into Portuguese:**
(Traduza as frases a seguir para o português)

- a) Hello. This is John speaking. How may I assist you?
-

b) Just a moment, please.

c) Hold the line, please.

d) Joanna is not in. Can I take a message?

e) Marketing Department. This is Roberta. May I help you?

4. Complete the sentences with one of the words from the box:

(Complete as frases com uma das palavras do quadro)

speaking – extension – help – in - just

a) May I _____ you?

b) Who am I _____ to?

c) _____ a moment, please.

d) What's the _____ number?

e) Is Abby _____?

ANSWER KEY**1.**

3

4

5

6

1

2

9

8

7

2.

d

f

g

a

b

h

e

c

3.

a) Alô. Aqui é o John falando. Como posso ajudá-lo?

b) Só um momento, por favor.

c) Espere na linha, por favor.

d) Joana não está. Posso anotar uma mensagem?

e) Departamento de Marketing. Aqui é a Roberta falando. Como posso ajudar?

4.

a) help

b) speaking

c) just

d) extension

e) in