I. Number Mistake

A. Listening (リスニング)

Click the link below and listen to example expressions.

下のリンクをクリックして、表現の例を聞いてみましょう。

Click to listen
B. Words and Expressions  (語彙と表現)

Check pronunciation, meaning and expressions of the words with your tutor.

講師と一緒に単語の発音、意味、表現を確認しましょう。

<table>
<thead>
<tr>
<th>Example Expressions</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm sorry but this is not Grill’s Enterprises. This is Z Compound.</td>
</tr>
<tr>
<td>申し訳ありませんが、こちらはGrill社ではなくZコンパウンド社です。</td>
</tr>
<tr>
<td>I'm afraid we don’t have a Mr. Ali North here, I think you’ve got the wrong number.</td>
</tr>
<tr>
<td>こちらにアリ・ノースさんはいらっしゃらないので、番号をお間違えではないかと思います。</td>
</tr>
<tr>
<td>I’m sorry but there is nobody by that name here.</td>
</tr>
<tr>
<td>申し訳ありませんが、こちらにそのような名前の者はおりません。</td>
</tr>
<tr>
<td>I’m sorry but there is nobody by that name here, you must have dialled the wrong number.</td>
</tr>
<tr>
<td>申し訳ありませんが、こちらにそのような名前の者はおりませんので、番号をお間違えではないでしょうか。</td>
</tr>
</tbody>
</table>

出典

Weblio英会話 英和辞典・和英辞典 [http://ejje.weblio.jp/](http://ejje.weblio.jp/)

C. Practice 1 (会話練習1)

Correct the following sentences by using more polite and formal expressions

次の文章をより適切な表現を使用して言い直してみましょう。

1.
A. Could you connect me to Mr. Tan, please?

B. There’s no Mr. Tan here.

2.
A. Could you tell me how much my bill this month is please?

B. This is a private residence. You dialled the wrong number.

3.
A. May I speak to Gareth, please?

B. Wrong number.

4.
A. Is Dr. Webster in? I’d like to speak with him, please.

B. This is not a clinic. This is Lizzie’s Cafe.

5.
A. Hello? Please connect me to Eddie Shaw’s office.

B. There’s no one here by that name. Wrong number.

D. Practice 2 (練習問題2)

A caller wants to speak to Mr. Brian McDonald of Mawui Corporation. Tell the caller that your company’s name is Briggs Enterprises and there is no Brian Mcdonald there. Inform the caller that he/she has dialled the wrong number.
II. Clarifying what the caller says

A. Practice 1 (会話練習1)

Complete the Telephone Conversation using appropriate and polite words:

次の会話をより適切な表現を用いて完成させましょう。

**Secretary:** Good morning, this is Alex of Bernard and Sons, ____________?
**Caller:** Good morning. ____________ Bernard Shaw please.
**Secretary:** I’m sorry but Mr. Shaw is at a meeting. ____________?
**Caller:** Yes, thank you. Could you please tell him to call me back?
**Secretary:** May I have your ____________?
**Caller:** My name is Susan Ross of Mixxx Enterprises and he can call me at 788 9878. I was hoping to speaking to ____________.
**Caller:** Sorry. It’s Susan Ross, S-U-S-A-N R-O-S-S at 7-8-8-9-8-7-8.
**Secretary:** Thank you. Please let me _____________. Your Name is Susan Ross from Mixxx Enterprises. **Caller:** That’s correct.
**Secretary:** Is there anything else I can help you with?
**Caller:** No, thank you.
**Secretary:** ____________.

B. Practice 2 (会話練習2)

1. A: Good morning, how may I help you?  
B: May I please speak with Mr. Brown Smith?  
A: (You did not get the name of the person the caller wants to speak with.)

2. A: This is Mary Kim of Western Corporation, how may I assist you today?  
B: Yes, please put me through Karen’s line.  
A: Sorry she’s at lunch. Could you leave your name and contact information so I can ask her to call you back?  
B: Sure, thanks. This is Mary Walters of Abenson’s Place. My contact number is 677 9877. She can call me back anytime today.  
A: (Tell the caller that you’d like to repeat her information to make sure you got everything. Make sure to confirm the caller’s name, contact number and company.)