

A l'appareil

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Who is calling?

There are two ways of asking 'Who is calling?':

Qui est à l'appareil? and **C'est de la part de qui?**

and similarly two ways of saying who you are:

C'est à l'appareil and **C'est de la part de**

allô hello

Lapierre, j'écoute Lapierre speaking

pourrais-je parler à M. Pau, svp ? could I speak to M. Pau, please?

qui est à l'appareil ? or c'est de la part de qui ? who is calling?

c'est X à l'appareil or c'est de la part de X it is X speaking

je vous passe ... I am putting you through to ...

je vais le/la chercher I will get him/her for you

ne quittez pas please hold

You phone *L'Hôtel Des Etrangers*. The receptionist (your teacher) answers. Say who you are and that you want to speak to your wife/husband/best friend. What does the receptionist say?

You call L'Hôtel de Ville to book a room for tomorrow night, just for you. Ask how much it is.

C'est en panne !



You call reception in your hotel. Say your television is not working. Ask if they have another, or if there is a communal room where you can watch the tennis.

What do these mean ?

Quel est votre numéro de portable ?

Quel est votre numéro de fixe ?

Et votre numéro au travail ?

Quelle est votre adresse e-mail ?

Il est sur répondeur.

Son téléphone est éteint.

Je vous envoie un texto.

Envoie-moi un texto quand tu arrives.

Il n'y a pas de réseau.

Mon téléphone ne marche pas.

D'où appelez-vous ?

When French people give their phone number, they do it by grouping the digits 2 by 2.

e.g. 06.51.23.30.21 =

Zéro six, cinquante-et-un, vingt-trois, trente, vingt-et-un

Say these numbers aloud:

(a) 01.54.66.78.92

(b) 05.63.92.12.03

(c) 03.55.74.69.18

(d) 06.44.51.96.88

Before you make your call, do your homework.

Check the time in France (one hour forward), and make sure your target is not on a long French lunch break (midday till 2pm).

puis-je vous aider ? can I help you?
 c'est à quel sujet? what is it in connection with?
 elle est occupée en ce moment she is busy at the moment
 il est en réunion en ce moment he is in a meeting at the moment
 il est en train de déjeuner he is having lunch
 puis je prendre/laisser un message? can I take/leave a message?
 je lui dirai que vous avez appelé I will tell her/him you called

BinTec bonjour ...

The receptionist for your company *BinTec* has just won the lottery and refuses to come back to work. You step in to help out. The first caller (your teacher) wants to speak to M. Legrand, who is in a meeting for the rest of the day.

The second caller wants to speak to the French president. I.e. a wrong number.

The third caller (still your teacher) is a customer who wants to talk to Mme Bordeneve - but she too is in a meeting. Get the customer's details (name spelt correctly, mobile number, landline and email address), and say she will call back.

je rappellerai I will call back
 pouvez-vous l'épeler? can you spell it for me?
 je vais vous l'épeler I will spell it for you
 c'est Jean-Pierre Morand? is that Jean-Pierre Morand?
 vous vous êtes trompé de numéro you've got the wrong number

Now you phone the company *BinTec*, which has supplied you with a faulty computer. Say who you are. (You may also have to give your address and spell out details). The person on the switchboard puts you through to someone else - who ?

Translate into French:

Reception	Hello?
Caller	Good morning, can I speak to Catherine Leleu, please?
Reception	She is not here today. Can I take a message.
Caller	Yes, my name is Benhaim. I work for Total in Paris and we have a meeting at 3 pm tomorrow. I will call back tomorrow.
Reception	Certainly. I will tell her you called.
Caller	Thanks very much. Bye.

Dialling France from the UK

Dial **00 33**, and then the French number, excluding the first **0**.

Dialling the UK from France

Dial **00 44** followed by the number, excluding the first **0**.

0800 numbers are free to call, but other **08** numbers can be expensive.

Call the Hotel de la Gare. Ask if they have a room for the night. Say you want to bring your cat. Unfortunately this is not permitted, so ask to speak to the manager.

Vous êtes sur la messagerie de Jean-Pierre Blanche. Je ne peux pas vous répondre pour le moment, laissez votre nom et numéro et je vous rappellerai dès que possible.



Your colleague is on voicemail. Say you have arrived in Paris and will meet him at 3pm this afternoon at his office.

Prepare a voicemail message for your phone – in French.

You are the receptionist. Monsieur Marc Blanchard (your teacher) is very anxious to speak to Odette Ancel. He rings every day for about a week. Listed are the reasons you give for her absence each time your teacher calls.



en réunion

elle déjeune

elle est malade

en vacances

In the roleplay below, you and your teacher each take a part, then swap and play the opposite parts.

CALLER

RECEPTIONIST

Ask for M. Dedieu.

Say he's not there today.

Ask where he is.

Ask the caller to hold while you find out...

Ask when he will be in the office next.

Tell the caller that M. Dedieu is on holiday.

Give your name.

Say when. Ask who is calling.

Spell your name. Say you will call another time and ring off.

Ask the person to spell their name.



Translate into French:

Caller	Hello I'd like to speak to Mme Mecheneau please.
Lapierre	Sorry, she's busy. Can I help you?
Caller	Who am I talking to?
Lapierre	Mme Lapierre.
Caller	Oh good morning Mme Lapierre. How are you?
Lapierre	Very well thank you.
Caller	I work for a company called KeyBored in the UK. We make computers. I am the sales manager.
Lapierre	Really? Okay, she is available now. I'll put you through to Mme Mecheneau. One moment please.
Mecheneau	Mme Mecheneau here.