<u>Gianni Mancini</u>

Gianni Mancini is twenty-three years old. He lives in Rome with his parents and his younger brother Francesco.

Gianni is studying at a school of "*Tourism and Hospitality Management*".

Tomorrow he is going to London to visit his girlfriend Isabel.

Gianni and Isabel met a year ago. She was in Rome studying Italian at the language school "Francesco Petrarca", which specializes in teaching Italian to foreign students.

> Gianni telephones Isabel. Mrs Bond, Isabel's mother, answers the phone.

Mrs Bond - Hello, this is Rebecca Bond. Gianni - Hello, this is Gianni. How are you, Mrs Bond? - I'm very well, thank you. Mrs Bond And how about you Gianni? When are you coming to see us? Gianni - I'm telephoning to tell you that tomorrow I'm coming to London. Mrs Bond - Oh! How wonderful! Hold on a moment, I am going to tell Isabel that you are on the phone. Isabel comes to the phone. - Gianni! Che bello sentire tua voce! Isabel - You mean "la tua voce". You should think in Italian Gianni Isabel, not in English. Ha ha ha! Isabel - Ha ha ha! You are right, but when you speak English you often think in Italian, too. Ha ha ha!

>>>

Gianni	-	Isabel, I have a nice surprise for you. Guess what?
Isabel	-	You have bought a new motorcycle?
Gianni	-	Wrong! Try again.
Isabel	-	You have passed your final exam and are coming to see me?
Gianni	-	Right! Tomorrow morning at five I'm flying from <i>Fiumicino</i> airport to Gatwick. The flight time is two and a half hours, so I'll be in London at about seven thirty.
Isabel	-	Oh! What a lovely surprise! But why so early?
Gianni	-	You know these economy flights By the way, I'm flying with Ryanair, flight number 305.
Isabel	-	All right. At seven thirty I'll be at the airport.

- I can't wait to hug and kiss you!
- Gianni Me, too. Until tomorrow, Isabel.
- Isabel See you tomorrow, *mio caro*.





to specialize	tu sp <u>e</u> ∫əlaiz	=	specializzarsi
to hold on	tu h <u>ou</u> ld	=	attendere
to guess	tu g <u>e</u> s	=	indovinare
to try	tu tr <u>ai</u>	=	provare
to fly	tu fl <u>ai</u>	=	volare
flight	flait	=	volo
to hug	tu h <u>a</u> g	=	abbracciare

How about you?	=	Che mi dici di te? / Come stai?
Hold on a moment.	=	Aspetta un momento.
He is on the phone.	=	È al telefono.
Guess what.	=	Indovina un po'.
Try again.	=	Prova di nuovo.
I am flying to	=	Volerò a
the flight time	=	la durata del volo
By the way	=	A proposito
I can't wait to hug you.	=	Non vedo l'ora di abbracciarti.
	Le	tt. Non posso aspettare di abbracciarti.
See you tomorrow.	=	Ci vediamo domani. / A domani.
	Le	tt. Ti vedo domani.

Making and Receiving Phone Calls

At home = a casa

Hello, this is Mary Brown.

At work = al lavoro

- Hello, this is Jane speaking.

or Jane speaking, how may I help you?

or Good morning. New Enterprise, how may I help you?

How to say telephone numbers in English

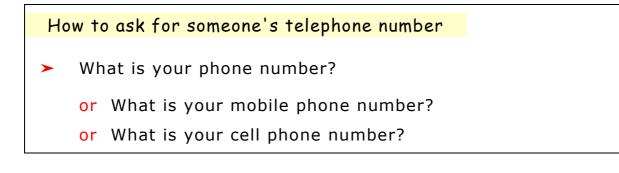
In inglese, i numeri di telefono si indicano cifra per cifra.

7950 1244 - seven nine five ou one two double four

Note

Nei numeri telefonici, lo zero si legge **ou**. Quando ci sono due numeri uguali consecutivi, si dice: **double** seguito dal numero.

A volte, nell'inglese degli Stati Uniti, lo zero si legge ziarou.





Making and Receiving Phone Calls

Asking to speak to someone Formal				
 Hello. This is Joe Brown calling. Could I speak to Mr Martin, please? 				
- Good morning. I would like to speak to Mr Martin, please.				
- Is it possible to speak to Mr Martin, please?				
- I need to speak to Mr Martin, please.				
- Could you put me through to extension number 43 please?				
- I'm calling from Paris / Rome / New York				
- I'm calling on behalf of Mr Benny Black.				
- Do you know when Mr Spencer will be available?				
 Do you know when Mr Spencer comes to the office today? 				
- Could I leave a message for him?				
- Could you tell Mr Spencer that I called, please?				
- Could you ask Mr Spencer to call me back, please?				
- I'll call back later / in an hour / tomorrow.				

Asking to speak to someone Informal

- Hello.
 - Hi, it's Mark here. / Hi, it's me, Mark.
 - May I speak to Mary, please?
 - Is Mary there, please?

Responding to a request

1

- Good morning, may I speak with Ms Collins, please?
 - Of course. Let me see if she is available.
 - or Of course, one moment please.
 - or Sure, one moment please. (US)

Connecting a caller

- Good morning, may I speak with Ms Collins, please?
 - I will put you through now. or I am putting you through.
 - or I will connect you now. or I am connecting you now.

Giving negative information

I am afraid the line is engaged at the moment. Could you call back later?

All our operators are busy right now. Could you call back later?

I am afraid he is busy now. Could you call later?

I am sorry. Mr Martin is not available at the moment.

I am sorry. Mr Martin is in a meeting at the moment.

I am sorry. He is out of the office today.

- I am afraid he is on another line at the moment.
- I will tell him to call you when he comes back.
- or I will tell Mr Martin that you called.
- or I will ask him to call you as soon as possible.
- Good morning, I would like to speak to Mr. Williams.
- I am sorry. We don't have a Mr Williams here.
- or I am sorry. There is nobody here by that name.



Asking the name of the caller Formal

- Who is calling, please? / Who is speaking, please?

Informal

- May I ask who is calling, please?
- Can I ask whom I am speaking to, please?
- Sorry, who is this?
 - Who is speaking?

1

- Who is it?
- Whom am I speaking with?

Asking the caller's name and phone number

- Who is calling, please?
 - Could I take your name, please?
 - Could I have your name, please?
 - Could you give me your phone number, please?

Asking the caller to wait	 Chiedendo alla persona che chiama di aspettare 					
Formal						
 Could you hold on a mo 	ment, please?					
- Hold on a moment, plea	ise.					
- Just a moment, please.	- Just a moment, please.					
- Hold on the line, please. (Aspetti in linea, per piacere.)						
- Could you hold the line, please?						
 Do you mind holding on a moment while I check if Ms Williams is available? 						
Informal ➤ - Hold on a minute. / Just a moment, please.						

Wrong number

1

- Sorry, I think you have dialled the wrong number.
 - I'm afraid you've got the wrong number.
 - I'm sorry, you have the wrong number.
 - You have called the wrong number.

Explaining there is a bad connection

- I'm afraid I can't hear you very well.
 - The line is very bad. Could you speak up (parlare più forte), please?
 - We have a bad connection. Could you speak a little louder (*più forte*), please?
 - We have a bad connection. Can I call you back in a few minutes?
 - I'm sorry but it's a very bad connection. Could you phone back later?

When you don't understand

- I don't understand. Could you repeat that, please?
 - Could you speak a little more slowly, please?
 - Sorry, I didn't catch that. Could you say it again, please?
 - Would you mind spelling that for me, please?

Taking a message

- He is out of the office now. Can I take a message?
 - He is not available at the moment. Would you like to leave a message?

Ending a phone call

- Is there anything else (qualcos'altro) I can do for you?
 - Thanks for calling. Have a nice day.
 - Thank you very much. Have a good day.

Telephone Etiquette

It is very important to be polite on the telephone, and use phrases like: *Could you... I would like to... May I please speak with...*

Always speak clearly and slowly. Do not use any slang or idioms.

At the beginning of a call you should always identify yourself by saying, "Hello, good morning / afternoon / evening, Sunrise Corporation, Jane Marlow speaking."

The correct way to place a call

"Hello, my name is Jane Marlow from Sunrise Corporation. May I speak with Mr Bruno Goodwill?"

If you must interrupt a conversation, you should say, "Please excuse me for a moment, I'll be right back."

Turn off your mobile phone when entering a meeting, a restaurant, a cinema or a theatre.

When speaking on the phone don't chew gum, eat, work on the computer or speak to somebody else.

Always end the call with some pleasantries like: "It was a pleasure speaking with you" or "Have a nice day." ===

to place a call	= fare una chiamata
I will be right back.	= Torno subito.
pleasantries	= convenevoli

Formal Telephone Conversation

Jane	-	Nova Company, Jane speaking. How can I help you?
Mr Blade	-	Hello, this is Bill Blade. May I speak with Mr Mark Spencer, please?
Jane	-	One moment, please. I'll put you through to Mr Spencer.
Jane	-	Mr Blade? I am sorry; Mr Spencer is in a meeting at the moment. Would you like to leave a message?
Mr Blade	-	Yes, please. Could you ask him to call me back as soon as he can?
Jane	-	Of course. Does he have your number?
Mr Blade	-	He has my office number, but here is my cell phone number - 573 435 9861.
Jane	-	I'll read it back to you - 573 435 9861.
Mr Blade	-	That is right. Thanks a lot. Goodbye.
		An hour later Mr Spencer calls Mr Blade
Mr Blade	-	Hello?
Mr Spencer	-	Hi Bill, this is Mark.
Mr Blade	-	Hi Mark. I was calling about the last order for our restaurant in Annapolis. We haven't received it yet.
Mr Spencer	-	Oh, I am so sorry. I'm going to see what has happened and I will call you in a moment.
		I will put you through to
		(La metto in contatto con / Le passo)

Vocabulary

double	d <u>a</u> bəl	=	doppio	
mobile phone	m <u>ou</u> bail f <u>ou</u> n	=	cellulare (UK)	
cell phone	s <u>e</u> l f <u>ou</u> n	=	cellulare (US)	
to call	tu k <u>o:</u> l	=	chiamare	
to need	tu n <u>i:</u> d	=	aver bisogno	
to put through	tu p <u>u</u> t θr <u>u:</u>	=	mettere in linea	
extension	ikst <u>e</u> n∫ən ekst <u>e</u> n∫ən	=	linea	
on behalf of	on bih <u>a:</u> f ov	=	da parte di	
available	əv <u>ei</u> ləbəl	=	disponibile	
message	m <u>e</u> sid3	=	messaggio	
to call back	tu k <u>o:</u> l b <u>æ</u> k	=	richiamare	
late	leit	=	tardi	
later	l <u>ei</u> tə	=	più tardi	
sure	∫ u ə	=	certamente (US)	
I am sure	aiæm ∫ <u>uə</u>	=	sono sicuro	
to connect	tu kən <u>e</u> kt	=	mettere in linea	
I'm afraid	aim əfr <u>ei</u> d	=	temo	
engaged	ing <u>ei</u> d3d	=	occupato	
at the moment	æt ðə m <u>ou</u> ment	=	al momento / adesso	
operator	<u>o</u> pereitə	=	operatore	
busy	b <u>i</u> zi	=	occupato	
right now	r <u>ai</u> t n <u>au</u>	=	adesso	
How may I help you? = Che posso fare per lei? Lett. Come posso aiutarla?				
See you later.	= Ci vediamo	più	tardi - A dopo.	

>>>

Vocabulary

meeting	m <u>i:</u> tiŋ		= riunione		
line	l <mark>ai</mark> n		= linea		
caller	k <u>o</u> lə		= chi telefona		
to mind	tu m <u>ai</u> nd		= importare		
to check	tu t∫ <u>e</u> k		= controllare		
to dial	tu d <u>ai</u> əl		= digitare, comporre		
to explain	tu ikspl <u>ei</u> n		= spiegare		
connection	kən <u>e</u> k∫ən		= collegamento		
to hear	tu h <u>iə</u>		= udire		
to speak up	tu sp <u>i:</u> k <u>a</u> p		= parlare più forte		
to speak louder	tu sp <u>i:</u> k l <u>au</u> d	ə	= parlare più forte		
to catch	tu k <u>æ</u> t∫		= capire; acchiappare		
to spell	tu sp <u>e</u> l		= compitare		
polite	pəl <u>ai</u> t		= cortese		
clearly	kl <u>iə</u> li		= chiaramente		
slang	slæŋ		= gergo		
idiom	<u>i</u> diəm		= frase idiomatica		
to identify	tu aid <u>e</u> ntifai		= identificare		
sunrise	s <u>a</u> nraiz		= sorgere del sole		
corporation	ko:pər <u>ei</u> ∫ən		= società per azioni		
correct	kər <u>e</u> kt		= corretto		
to place a call	tu pl <u>ei</u> s ə k <u>o</u> z	<u>1</u>	= fare una chiamata		
to interrupt	tu inter <u>a</u> pt		= interrompere		
by that name		=	con quel nome		
I'll be right back.		=	- Torno subito.		
Whom am I speaking with?			- Con chi parlo?		
Hold on the line, please.			Aspetti in linea, per piacere.		
			>>>		

Vocabulary

tu t<u>3:</u>n <u>o</u>n to turn on = accendere to turn off tu t<u>3:</u>n <u>o</u>f = spegnere tu <u>e</u>ntə to enter = entrare to chew tu t∫<u>u:</u> = masticare g<mark>a</mark>m gum = gomma tu h<u>æ</u>pən to happen = succedere pl<u>e</u>zəntriz pleasantries = convenevoli somebody else s<u>a</u>mbədi <u>e</u>ls = qualcun altro to place a call tu pl<u>ei</u>s a k<u>o:</u>l = effettuare una chiamata I will be right back. = Torno subito. I will read it back. = Lo rileggo.

Common Telephone Related Words

1

directory / phone book = elenco telefonico > land line phone = telefono fisso push-button telephone = telefono a tastiera cordless (telephone) = telefono senza fili; portatile mobile phone / mobile = telefono cellulare cellular phone / cell phone = telefono cellulare receiver = cornetta phone call = telefonata busy signal = segnale di occupato answering machine = segreteria telefonica to ring = squillare, suonare dial tone = tono di chiamata operator = centralinista, operatore phone booth = cabina telefonica to call back = richiamare to hang up = riattaccare, riagganciare I will ring you later. Ti chiamerò più tardi. (UK) = I will call you later. = Ti chiamerò più tardi. to get back to someone = ritornare la chiamata Phone me back in an hour. = Richiamami fra un'ora. = È caduta la linea. We got cut off. to dial a phone number = comporre un numero to pick up the phone = rispondere al telefono to get off the phone = chiudere la chiamata to switch off the phone = spegnere il telefono to turn off the phone =

(UK)

(US)

(<u>US</u>)

.....

Words in which oa are pronounced ou

boat bout = barca

The Fisherman

The road along the southeast coast was breath-taking. The sailboats floating in the distance looked like seagulls.

Joan, my wife, told me to stop the caravan on the side of the road. She was feeling hungry and wanted to eat something.

Just a hundred yards from our caravan, a coach-load of tourists started pouring onto the road. A few minutes later, they started roaming up and down the beach.

When we finished eating, we went towards the beach and stopped under a coconut tree.

We wanted to sit down, but we could not. The sand was soaked with sea water.

Then, in the distance we saw an approaching fishing boat.

The fishermen's goal was quite clear. They wanted to reach the coast, but the sea was so rough that it was not an easy task.

When they finally reached the shore, they were gloating with pride.

We approached them and saw that the poor fellows were frostbitten and were moaning and groaning in the most piteous manner.

We offered them some hot coffee from our thermos, and a bottle of brandy.

>>>



Words in which oa are pronounced ou

_The Fisherman

Then I went to our caravan to get some blankets. I also got some oak wood charcoal and began roasting some meat for them.

While the fishermen were eating, one of them told us this striking little story.

"When I was a kid, I was proud to be a fisherman and even boasted about it to my companions.

But one day, my father and I were caught in a terrible storm. We almost drowned.

When we reached home, I said to my mother,

'I loathe the sea as much as I loathe a cockroach.'

Besides, I made an oath never to go fishing again. However, after a week or so, my mother started to coax and plead with me. She said that the storm was not a serious thing; it was just a little hoax of the sea.

I laughed and gave her a kiss.

And here I am now, 40 years later, still fishing."

Vocabulary

along	əl <u>o</u> ŋ	=	lungo
southeast	s <u>au</u> θ <u>i:</u> st	=	sud-est
breath-taking	br <u>e</u> 0-teikiŋ	=	mozzafiato
sailboat	s <u>ei</u> lbout	=	barca a vela
to float	tu fl <u>ou</u> t	=	galleggiare
seagull	s <u>i:g</u> al	=	gabbiano
coach-load	k <u>ou</u> t∫ loud	=	pullman carico
to pour onto	tu p <u>o:</u> ontu	=	riversarsi su
to roam	tu r <u>ou</u> m	=	girovagare
coconut tree	k <u>ou</u> kənat tri:	=	albero di cocco
foaming	f <u>ou</u> miŋ	=	schiumoso
roaring waves	r <u>o:</u> riŋ w <u>ei</u> vz	=	onde rombanti
to break	br <u>ei</u> k	=	rompere / schiantandosi
rock	rok	=	roccia
sand	sænd	=	sabbia
soaked	s <mark>ou</mark> kt	=	inzuppato
to approach	tu əpr <u>ou</u> t∫	=	avvicinarsi
fishing boat	f <u>i</u> ∫iŋ bout	=	barca da pesca
goal	g <mark>ou</mark> l	=	meta
clear	kliə	=	chiaro
rough	r a f	=	agitato
task	ta:sk	=	compito
shore	∫ o :	=	riva

18

Vocabulary

to gloat	tu gl <u>ou</u> t	=	gongolare, compiacersi
pride	praid	=	orgoglio
fellow	f <u>e</u> lou	=	persona, tipo
frost-bitten	fr <u>o</u> st b <u>i</u> tən	=	assiderato
to moan	tu m <u>ou</u> n	=	lamentarsi
to groan	tu gr <u>ou</u> n	=	gemere
piteous manner	p <u>i</u> tiəs m <u>æ</u> nə	=	modo pietoso
blanket	bl <u>æ</u> ŋkit	=	coperta
oak wood	<u>ou</u> kw <u>u</u> d	=	legno di quercia
charcoal	t∫ <u>a:</u> koul	=	carbonella
to roast	tu r <u>ou</u> st	=	arrostire
striking	str <u>ai</u> kiŋ	=	impressionante
to boast	tu b <u>ou</u> st	=	vantarsi
to loathe	tu l <u>ou</u> ð	=	detestare
cockroach	k <u>o</u> krout∫	=	blatta
to coax	tu k <u>ou</u> ks	=	persuadere
to plead	tu pl <u>i:</u> d	=	supplicare
hoax	h <mark>ou</mark> ks	=	scherzo

The British and the Americans are two peoples divided by a language. Oscar Wilde

Melanzana Aubergine Image: State of the state of th		Eggplant
Zucchine	Courgettes	Zucchini
Biscotto	Biscuit	Cookie

	Patatine fritte	Chips	French Fries
--	--------------------	-------	-----------------

	Dolci	Sweets	Candies
9 ** * * * * * * * *			

Common Mistakes made by Italian students

Mi piace viaggiare in treno / in automobile.

I like to travel in train / in car.

I like to travel by train / by car.

Carlo si lamentava del cattivo tempo.

Carlo complained of the bad weather.

Carlo complained about the bad weather.

Ieri mi congratulai con Angela per la nascita di suo figlio.

Yesterday I congratulated with Angela for the birth of her son.

Yesterday I congratulated Angela on the birth of her son.

L'Etna era coperta di neve.

Mount Etna was covered of snow.

Mount Etna was covered with snow.

Il mio umore dipende dal tempo.

My mood depends from the weather.

My mood depends on the weather.

La torta fu divisa in quattro parti.

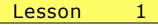
The cake was divided in four parts.

The cake was divided into four parts.

La cantante era vestita di rosso.

The singer was dressed of red.

The singer was dressed in red.



Homophones

Homophones are two or more words having the same pronunciation, but different meanings and spelling.

1	air	eə	= aria
	heir	eə	= erede
>	•		y rich young man. He is the only heir of out he doesn't give himself any airs.
2	isle	ail	= isola
	aisle	ail	= corridoio (di aereo, bus)
			corsia (di supermercato)
>	The <mark>Isle</mark> of	Man is l	ocated in the Irish sea.
	Some airpl prefer wind	•	sengers like <mark>aisle</mark> seats, while others s.
~		1 1	
3	aloud		= a voce alta
	allowed əl <u>au</u> d = consentito, permesso		
	It is not allowed to speak aloud in churches and hospitals.		
>	It is not all	owed to	speak aloud in churches and hospitals.
>			· · · ·
≻ 4	alms	a:mz	= elemosina / carità
► 4	alms arms	a:mz a:mz	= elemosina / carità = armi (significa pure "braccia")
> 4 >	alms arms	a:mz a:mz	= elemosina / carità
> 4 >	alms arms Alms are n the poor. The second	a:mz a:mz noney, fo d amendu	 elemosina / carità armi (significa pure "braccia") bod and other items given for charity to ment of the United States Constitution
> 4 >	alms arms Alms are n the poor. The second	a:mz a:mz noney, fo d amendu	<pre>= elemosina / carità = armi (significa pure "braccia") bod and other items given for charity to</pre>
> 4 > 5	alms arms Alms are n the poor. The second	a:mz a:mz noney, fo d amendu	 elemosina / carità armi (significa pure "braccia") bod and other items given for charity to ment of the United States Constitution
>	alms arms Alms are n the poor. The second gives peop	a:mz a:mz noney, fo d amendu le the rig	<pre>= elemosina / carità = armi (significa pure "braccia") bod and other items given for charity to ment of the United States Constitution ght to bear (portare) arms.</pre>
>	alms arms Alms are n the poor. The second gives peop altar to alter An altar is	a:mz a:mz noney, fo d amendr le the rig <u>o:</u> ltə <u>o:</u> ltə a type o	<pre>= elemosina / carità = armi (significa pure "braccia") bod and other items given for charity to ment of the United States Constitution ght to bear (portare) arms. = altare = altare of table used during religious ceremonies</pre>
>	alms arms Alms are n the poor. The second gives peop altar to alter An altar is in a Christ	a:mz a:mz noney, fo d amendu le the rig <u>o:</u> ltə <u>o:</u> ltə a type o ian churg	<pre>= elemosina / carità = armi (significa pure "braccia") bod and other items given for charity to ment of the United States Constitution ght to bear (portare) arms. = altare = altare of table used during religious ceremonies</pre>

Pho	onetic Symbo	ls	simboli fonetici
æ	cat	=	un suono fra la <mark>a</mark> e la <mark>e</mark>
a:	car	=	a lunga
e	pen	=	e breve
ə	a boy	=	suono neutro
3:	girl	=	suono neutro lungo
i	six	=	i breve
i:	tree	=	i lunga
0	not	=	o breve
o :	short	=	o lunga
u	put	=	<mark>u</mark> breve
u:	food	=	<mark>u</mark> lunga
ou	go	=	o piccola, seguita da <mark>u</mark>
j	yes	=	i marcata
S	books	=	S
Z	zero	=	<mark>s</mark> come nella parola `co <mark>s</mark> mo'
ð	that	=	d con la lingua fra i denti
θ	thing	=	Suono prodotto soffiando con la lingua fra i denti.
t∫	ch ild	=	ci
dz	Jane	=	gi
g	good	=	g come nella parola `gamba'
ſ	fish	=	sci
ŋ	king	=	<mark>n</mark> come nella parola Co <mark>n</mark> go
h	house	=	h aspirata
W	whisky		
3	pleasure	=	j come nella parola francese 'je'
:	I due pur	nti il	ndicano che il suono vocalico è lungo.

Isabel		
Father	Richard Bond	
Mother	Rebecca Wilson	
Grandfather Grandmother	Alec Bond Teresa	Mr Bond's parents live in Bath.
Grandfather	Adrian Wilson	Rebecca's parents live in
Grandmother	Gloria	London.

Melo	ody	(Isabel's cousin)
Father		James Collins
Mother		Susan Wilson
Note	Melo siste	ody's mother and Isabel's mother are ers.

Gianni and Fro	incesco	
Father Mother	Giuseppe Mancini Marta	
Grandfather	Gianni Mancini	Signor Mancini's parents
Grandmother	Catena	live in Sicily.
Grandfather	Francesco	Signora Marta's parents
Grandmother	Barbara	live in Rome.

Salvatore Mancini	Gianni and Francesco's uncle	
Carmela	their aunt	
Marco	their cousin	
	They live in Taormina, Sicily.	