Finding out information on the phone:

How can I help you?

What is your……?

Full name –

First name –

Last name –

Address –

What is the problem?

Who would you like to speak to?

Have a good day!

Situation 1:
Person A: Calls and needs help with a computer program that is not working
Person B: Tries to find out what is wrong and how they can help

Situation 2:
Person B: Calls because they are having a problem with the Internet
Person A: Tries to find out the problem and solve it

Time Expressions:

6:00, 12:00, 4:00 – o'clock (any time there are two zeros)

6:15, 12:15 – a quarter past (fifteen minutes after the hour)

6:30, 12:30 – thirty (for example, It is six thirty)

6:45, 12:45 – a quarter to – (forty five minutes after the hour)

When talking about meeting at a certain time, we say "**At** 6:30"

1. What time is your meeting today?
2. When did you arrive home last night?
3. What time does your plane arrive in France?

Work in pairs to discuss daily schedule. For example – "I wake up at 6am"