



## HỌC ANH NGỮ TRÊN ĐÀI VOA

Đi nghe bài học, xin [BỘ M V&Agrave;O Đ&Aacute;Y](#)

Đây là chương trình Anh ngữ Sinh động, New Dynamic English, bài số 34. Phạm Văn xin kính chào quý vị thính giả.

Chủ đề của bài học hôm nay là phần LANGUAGE FOCUS—QUESTIONS BASED ON DIALOG—Nghe một câu hỏi trực tiếp; sau đó nghe một mẫu đàm thoại, rồi nghe lại câu hỏi mà câu trả lời nằm trong nội dung mẫu đàm thoại và nghe.

Xin để ý đến tên, số điện thoại.

Trước hết xin nghe rồi trả lời.

### CUT 1

Larry: Questions.

Listen to the questions.

Eliz: What is the name of the man who is calling? (pause for repeat)

Larry: Now listen to the dialog.

Arnold: Advanced Technologies.

Schmidt: Yes, this is Hans Schmidt of Omnitech.

May I please speak to Mr. Michael Epstein?

Arnold: One moment, please.

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Eliz: What is the name of the man who is calling? (ding) (pause for answer)

Eliz: His name is Schmidt. (short pause)

Larry: Listen to the question.

Eliz: How do you spell Schmidt? (pause for answer)

Arnold: Certainly. Could you spell your name for me?

Schmidt: Yes. It's Hans, H A N S. Schmidt, S C H M I D T.

Arnold: S C H M I D T?

Schmidt: Yes, that's right.

Eliz: How do you spell Schmidt? (ding) (pause for answer)

Eliz: S C H M I D T. (short pause)

Music

Vietnamese explanation

Trong ph n t i quí v nghe Gary ch cách tránh hi u nh m khi nh n l i trong đ i n tho i.

ASPECT=khiá c nh.

KEY WORD=ch ch ch t, quan tr ng.

TO PREVENT PROBLEMS FROM HAPPENING =tránh không đ v n đ khó khăn x y ra.

BREAK THE NUMBERS INTO SMALL GROUPS=chia s đ i n tho i thành nhóm nh .

CONFIRM ALL INFORMATION=xác nh n l i t t c tin t c.

CUT 2

Culture tips: Leaving a Message.

Larry: Culture tips.

Eliz: Hello again, We're here with Gary Engleton, our business language expert. Let's look at our e mail questions, Gary.

Gary: Okay.

Eliz: Well Gary, today we have an e mail about a very important aspect of using phones. The question is, "Sometimes when I leave a message, the person I'm calling gets incorrect information."

What can I do to prevent problems?

Gary: That's a very good question.

The key word in the question is "prevent." You have to prevent problems from happening.

Eliz: How do you do that?

Gary: Well, with a good receptionist, it's very easy. A good receptionist will ask you if you like to leave a message. Then the receptionist will repeat everything that you say.

Eliz: So a good receptionist confirms all information.

Gary: Yes, that's right.

Eliz: What if you get a poor receptionist?

Gary: Well, first, you may have to say, "I'd like to leave a message," if the receptionist doesn't offer to take a message. And if the receptionist doesn't repeat all information, then you have to confirm it.

For example, after you give the receptionist the name of your hotel, you can say, "Would you like me to spell it?" or "Would you like me to repeat that?"

Eliz: That's good advice.

Gary: Another tip is to speak slowly and pronounce everything clearly. For telephone numbers, break the numbers into small groups, like 415...234...46...98.

You can avoid problems by confirming all information.

Eliz: Gary, thank you again for your good advice.

Gary: My pleasure.

Music

Vietnamese explanation

Sau đây là ph n th c t p, nói cho đ s đ n tho i v a nghe.

### CUT 3

Language Focus: Practice Confirming Information. Larry: Listen carefully. Practive confirming information. Finish the sentences.

Woman: My phone number is 573 6042

Eliz: That 583... (ding) (pause for answer)

Eliz: That's 573 6042.

Man: My number is 697 2852.

Eliz: That's 697... (ding) (pause for answer)

Eliz: That's 697 2852.

Woman: Let me give you my phone number: It's 606 9357.

Eliz: That's 606... (ding) (pause for answer)

Eliz: That's 606 9357.

### Music

### Vietnamese explanation

Business dialog: Leaving a Message.

Trong đ n k ti p ta nghe Ms. Milton đ i i nh n cho ông Webber.

Could you please ask Mr. Webber to call me back before 5:00 today?

Xin ông nói v i ông Webber g i đ n tho i cho tôi tr c 5 gi chi u nay.

Would you please spell your last name?

Xin bà đánh v n h c a bà?

I'll give Mr. Webber your message.

Tôi s chuy n i nh n c a bà cho ông Webber.

### Music

## CUT 4

Business dialog: Leaving a Message.

Eliz: Let's listen to today's Business Dialog. Pay attention to how the receptionist asks for information and then confirms it. [Ti ng đ n tho i reo]

Receptionist: Webber Industries, can I help you?

Milton: Yes, this is Roberta Milton from Myer's Shipping Company. Could I speak with Mr. Webber, please?

Receptionist: I'm afraid Mr. Webber isn't here right now. Can I take a message?

Milton: Yes, of course. Could you please ask Mr. Webber to call me back before 5:00 today?

Receptionist: Yes, of course. Would you please spell your last name?

Milton: Certainly. M I L T O N.

Receptionist: That's M I L D O N.

Milton: No, M I L...Tee! as in TEN..O N.

Receptionist: Oh, M I L T O N.

Milton: That's right.

Receptionsit: Could I have your telephone number please?

Milton: Yes. 877 30 88

Receptionist: That 877 30 88?

Milton: Yes, That's right.

Receptionist: I'll give Mr. Webber your message.

Milton: Thank you.

## Music

## Vietnamese explanation

Language Focus: Focus on Functions: Leaving a Message.

Ti p sau đây là ph n th c t p. Quý v nghe r i l p i nh ng câu v a nghe đ n tr c. Đó là nh ng câu ch ch t, quan tr ng (key sentences):

Mr. Webber isn't here right now.

Ông Webber hi n không có m t v n phòng.

Can I take a mesage=Tôi ghi l i l i nh n đ c không?

Spell your name, please=xin đánh v n quý danh.

Could I have your telephone number please=Đi n tho i c a ông/bà s m y?

## CUT 5

Larry: Listen and repeat.

Larry: Repeat these key sentences.

Eliz: I'm afraid Mr. Webber isn't here right now. (pause for repeat)

Eliz: Can I take a message? (pause for repeat)

Eliz: Would you please spell your last name? (pause for repeat)

Eliz: Could I have your telephone number, please? (pause for repeat)

Eliz: I'll give Mr. Webber your message. (pause for repeat)

## Music

## Vietnamese explanation

Trong phần tiếp, ta nghe Gary chỉ cách để nói những tin. Trước hết dùng chữ COULD cho những:

Could I speak with Mr. Webber, please. Xin cho tôi nói chuyện với Ông Webber.

Nghe giọng receptionist dùng COULD hay WOULD.

Would you please spell your last name? Xin vui lòng đánh vần họ của ông/bà.

Could I have your telephone number, please? Xin cho tôi số điện thoại của ông/bà.

Quý vị cũng nghe câu: You will save yourself a lot of trouble! Quý vị sẽ tránh cho mình khỏi bị phiền hà, bớt tốn.

## CUT 6

Gary's tips: Leaving a Message.

Larry: Larry's Tips.

Gary talks about how to leave a message.

Eliz: Now it's time for Gary's Tips with Gary Engleton!

Gary: Hello, Elizabeth.

Today we'll focus on how to leave a message.

Notice how Ms. Milton uses “Could” to make polite requests:

Milton: Could I speak with Mr. Webber, please?

Receptionist: I'm afraid Mr. Webber isn't here right now. Can I take a message?

Milton: Yes, of course. Could you please ask Mr. Webber to call me back before 5:00 today?

Receptionist: Yes, of course.

Gary: The receptionist also uses the polite form “Could” and “Would” to ask for information.

Would you please spell your last name?

Milton: Certainly. M I L T O N.

Receptionist: That's M I L D O N.

Milton: No, M I L...Tee! as in TEN..O N.

Receptionist: Oh, M I L T O N.

Milton: That's right.

Receptionist: Could I have your telephone number please?

Milton: Yes. 877 30 88

Gary: Notice that the receptionist made a mistake in spelling Ms. Milton's name. But that wasn't a problem because she repeated what she heard and then Ms. Milton corrected her.

Notice that Ms. Milton used the expression “T as in TEN” to help the receptionist understand how to spell her name.

Let's listen again.

Receptionist: That's M I L D O N.

Milton: No, M I L...Tee! as in TEN..O N.

Receptionist: Oh, M I L T O N.

Gary: So always be sure to confirm all information when you are leaving a message. You will save yourself a lot of trouble!

Well, that's all the time we have.

Thanks for joining us today for Gary's Tips. We'll see you again next time.

Eliz: Thanks, Gary.

## Anh Ng $\ddot{a}$ sinh đ $\ddot{a}$ ng - bài s $\ddot{a}$ 34: Đàm tho $\ddot{a}$ i

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Music

Eliz: Well, our time is up. Tune in next time for Functioning in Business. See you then!

Vietnamese explanation

Quý v $\ddot{a}$  v $\ddot{a}$  a h $\ddot{a}$ c xong bài s $\ddot{a}$  34 trong ch $\ddot{a}$ ng trình ANH NG $\ddot{a}$  SINH Đ $\ddot{a}$ NG NEW DYNAMIC ENGLISH. Ph $\ddot{a}$ m V $\ddot{a}$ n xin kính chào quý v $\ddot{a}$  thính gi $\ddot{a}$  và xin h $\ddot{a}$ n g $\ddot{a}$ p l $\ddot{a}$ i trong bài h $\ddot{a}$ c k $\ddot{e}$  ti $\ddot{e}$ p.