

Telephone Conversations with Possessive Pronouns and Contractions

Practice saying and using these possessive pronouns and contractions before reading the problem on the next page. Your teacher will help you.

Possessive Pronouns

my	call	I don't see <u>my</u> call to Martinsville on this bill.
your	bill	I think <u>your</u> bill is too high.
his, her, its	account number	<u>His</u> account number is wrong.
our	phone number	That's not <u>our</u> phone number.
their	problem	Forget about it--it's <u>their</u> problem.

Common Contractions:

I'm	I am	<u>I'm</u> not paying this bill until it's correct.
you're	you are	I'm sorry; I think <u>you're</u> wrong about that.
he's, she's, it's	he is, she is, it is	<u>She's</u> right—that's a long distance number.
we're	we are	<u>We're</u> sorry about the mistake.
they're	they are	He said <u>they're</u> going to pay the bill on time.
what's	what is	<u>What's</u> the problem?
that's	that is	<u>That's</u> not what I said.
where's	where is	<u>Where's</u> the phone number I gave you?
how's	how is	<u>How's</u> it going with your problem with the phone company?

there's	there is	<u>There's</u> a mistake with my bill.
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Problem Solving:

You received your phone bill yesterday. You were ready to write a check for the amount you owed when you saw that your account number was wrong. Also, you noticed that there were three long distance calls to people you do not know. One was to Orlando, Florida for \$2.89. The second call was to Cincinnati, Ohio for \$1.74. The third call was to Huntington Beach, California for \$8.17. You're sure that no one in your family made these calls. You spoke with a friend about your problem, and her advice was to pay the bill as it is. She said, "Forget it. It's more trouble to complain about it. Just pay the bill." What should you do?

Explain the problem

What will you do? Explain your decision:

Sample Dialogue:

You: Hello, I think there is a problem with my phone bill.

Customer Service Rep.: What's your name and address, please?

You: My name is _____. My address is _____.

Customer Service Rep.: O.K. I see your bill. How can I help you?

You: There's a problem with my long distance charges. I'm sure I did not make some of these calls.

Customer Service Rep.: Which calls are incorrect?

You: There's one call to Orlando, Florida for \$2.89. Then there's another call to Cincinnati, Ohio for \$1.74. The third call was to Huntington Beach, California for \$8.17. We're not home during the day to make any phone calls. Also, my account number is wrong.

Customer Service Rep.: I'm seeing account number 5894-3401-0932.

You: That's not my account number. All of my other bills have the number _____.

Customer Service Rep.: I think you're right. There's a problem with your account. We're showing that you live at a different address. I'm sorry for the mistake. I will reverse those charges right now.

Write your own dialogue with another student. Do your dialogue in front of the class. Here is your problem:

You have a new account with the phone company. Your first phone bill says you owe \$41.53. Your regular monthly bill is \$29.50. Long distance charges are extra. When you look at your bill, you see that your bill says you wanted call waiting and call forwarding. You did not want this service. Also, the phone company charged you a long distance rate of \$.25 a minute for three local calls. These incorrect charges cost \$5.65. You made two calls to New York for a total of \$6.38. What do you say to the customer service representative?