



MADE FROM or MADE OF

Don't say: The bowl is made of glass.

Say: The bowl is **made from** glass.

Don't say: The statue is made from marble.

Say: The statue is **made of** marble.

! We usually use **of when you can still recognize the original material. We use **from** when the original materials are unrecognizable. In most cases either is possible.**

"LEAVING" A TELEPHONE MESSAGE



1. Do not speak too fast! - slow down when you are leaving a message, especially if you are not speaking in the mother tongue.

2. Pronounce your name clearly - announce your name slowly and clearly, especially if your name is not a common name.

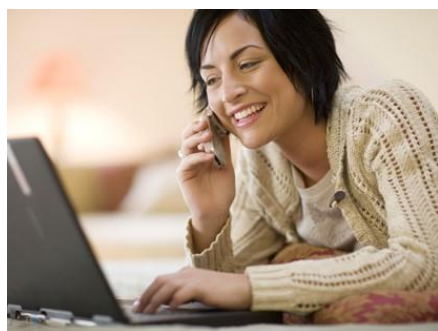
3. Slow down when saying your telephone number - this is the most common complaint: People dictate their telephone numbers TOO FAST!

4. Give your company name, your title & why you are calling - Describe to the person, in a few short sentences who you are, which company you are with and why you are calling. If you are requesting information, leave a detailed but brief message.

5. Let them know when to call you back - Leave when and where you will be available (a date, time, and preferred telephone number).

6. Always sound professional - People DO judge you by the tone of your voice and what you say.

VOCABULARY BUILDING



make a mistake - udělat chybu

make noise - dělat hluk

make coffee - udělat kávu

make a decision - učinit rozhodnutí

make money - vydělávat peníze

make a bet - vsadit se

make a call - volat

make a change - udělat změnu

make a clever move - udělat dobrý tah

QUIZ: TEST YOUR KNOWLEDGE

Use **make** or **do** in the sentences below.



1. Can I _____ you a cup of coffee?
2. Well done! You _____ a very good job.
3. How much money do you _____ ?
4. Be quiet! You are _____ too much noise.
5. You are not listening to my advice? _____ as you like!
6. I know it's hard but you have to _____ a decision.

KEY: 1. make, 2. did, 3. make, 4. making, 5. do, 6. make
