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**Good Morning Everyone 😊**



## LET'S DISCUSS

- How often do you have to make business phone calls?
- Who do you usually speak to?
- Are your business phone calls in English?
- Do you feel comfortable? Or lost for words?

COMPLETE THE QUESTIONNAIRE WITH VERBS IN THE CORRECT FORM:  
( HAVE- KEEP- LOSE- MISUNDERSTAND- SHOUT – SOUND- TRY – WANT – WISH)  
CAN YOU REMEMBER A TIME WHEN YOU..... (P.13)

- Totally \_\_\_\_\_ what someone said on the phone?
- Really \_\_\_\_\_ rude and unhelpful because you were busy?
- Constantly, \_\_\_\_\_ to ask the other person to repeat what they said?
- Just \_\_\_\_\_ putting off a call because you didn't want to speak English?
- Actually \_\_\_\_\_ at someone on the phone?
- Completely \_\_\_\_\_ track of the conversation?
- Just \_\_\_\_\_ you could talk to the other person face to face ?
- Even \_\_\_\_\_ pretending you were out to avoid taking a call?
- Really \_\_\_\_\_ to kill the person on the other end of the phone?

## NOW YOU TAKE THE QUESTIONNAIRE (YES/ NO)

- Totally **misunderstood** what someone said on the phone?
- Really **sounded** rude and unhelpful because you were busy?
- Constantly **had** to ask the other person to repeat what they said?
- Just **kept** putting off a call because you didn't want to speak English?
- Actually **shouted** at someone on the phone?
- Completely **lost** track of the conversation?
- Just **wished** you could talk to the other person face to face?
- Even **tried** pretending you were out to avoid taking a call?
- Really **wanted** to kill the person on the other end of the phone?

# TELL THE CLASS

- If most of your answers were (yes)
- Tell the class about a recent phone call you had.
- What happened?
- Who were you talking to?
- What went wrong?

# MATCH THE TELEPHONE PHRASES WITH SITUATIONS

- 1. You need to know who is calling.
  - 2. The person you are calling isn't there at the moment. You have some information to give them.
  - 3. You need to check some figures with your boss before you can answer the question.
  - 4. You need to get file from the other side of the room.
  - 5. You want to make complaint.
  - 6. The person you're calling isn't there. You want him to know that you called.
  - 7. You don't want to leave a message. You want to know when to call back.
- A. Can you tell him that I called, please?
  - B. Can I get back to you on that?
  - C. Can I speak to someone about it, please?
  - D. Can I have your name, please?
  - E. Can I leave a message?
  - F. Can you tell me when she'll be back?
  - G. Can you hold on a moment, please?

# ANSWERS

- 1.D
- 2.E
- 3.B
- 4.G
- 5.C
- 6.A
- 7.F

## LET'S LISTEN TO CD 1.11 & 1.12

### CD. 1.11

- What went wrong?
- Why was the speaker angry?
- Rephrase the conversation to make it better.

### CD 1.12

- What was the sequence of the conversation ?
- How was it better?
- Complete the following statements:
- \_\_\_\_\_, accounts \_\_\_\_\_, Marius Pot



# LET'S LISTEN TO CD 1.13 & 1.14

## CD 1.13

- What is wrong with this conversation?
- How could it have been better?

## CD 1.14

- Compare the previous conversation with this one.
- Complete the following statements
- \_\_\_\_\_ Ramon Berenguer \_\_\_\_\_  
Genex Ace Pharmaceuticals.
- \_\_\_\_\_  
\_\_\_\_\_ Catherine Mellor, \_\_\_\_\_?
- \_\_\_\_\_ an invoice.

# ANSWERS

## CD 1.12

- Hello ,accounts departments ,Marius Pot

## CDI.14

- This is Ramon Berenguer from Genex Ace Pharmaceuticals.
- Can I speak to Catherine Mellor, please ?
- It's about an invoice.

# ROLE PLAY : PRETEND YOU ARE ON THE PHONE ....

- **Role-Play Cue 1:**

- *John*
- You'd like to speak to Kevin at FunStuff Brothers, a toy-making company. You're returning his sales call because you're interested in the company's products.
- *Jimmy*
- You're the receptionist at FunStuff Brothers, try to transfer the call to Kevin, but take a message when you find out Kevin can't take the call.

- **Role-Play Cue 2:**

- *Tommy*
- You're calling to schedule a meeting with the head of the personnel department. You'd like to meet on Tuesday morning but can come in on Thursday and Friday as well.
- *Bob*
- You're able to schedule a meeting at the end of next week, but you will be out of the office until Thursday morning.

## Phrase bank : telephoning ( P.19) ( Mark C ( caller) or R ( receiver) or B (both)

It's  
I'm calling

- b. About an invoice

Can I

- c. Speak to Jane green please?
- d. Ask who's calling, please?
- e. Take a message?
- f. Get back to you on that?
- g. Leave it with you?
- h. Call you back in a few minutes/ an hour ?

Could you

- i. Speak up, please?
- j. Say that again?
- k. Spell that (for me), please?
- l. Hold on a moment, please?
- m. Read that back to me?
- n. Tell me when she'll/he'll be back?
- o. Ask her to call me back ?

# LET'S SUMMARIZE

- **Greetings** : Good morning, Good afternoon
- **Introductions**: Hello, this is [your name] from [company name].
- **Asking for somebody**: May I speak to [person's name]? OR I'd like to speak to [person's name], please.
- **Giving reasons for calling** : I'm calling to ask about/discuss/clarify... "OR" I just wanted to ask... "OR" Could you tell me...?
- **Small talk**: Hi, [first name], how are you? /How are you getting on with...?
- **Leaving messages** : Could you please take a message? Please tell her/him that.../ I'd like to leave her/him a message. Please let her/him know that...
- **Asking when somebody will be available** : When is a good time to call? / When is she/he going to be back?
- **Making arrangements** : Shall we say January 20?/ How about the following week? / Would the week of January 18 work for you?
- **Making requests** : Could you send me an email with the detailed offer? / Do you mind sending me the report again, please?
- **Ending the call** : Thank you very much for your help./ Thank you for your time.