



MAKING A PHONE CALL



Scan to review worksheet

Expemo code:

13IN-16CF-UZBF



1

Telephone equipment and functions

Which of the following devices or functions do you need to...

a charger

a headset

a keypad

an answering machine

a pay phone

a phone card

a sim card

voice mail

1. write a text message? _____
2. make a call when you are outside and don't have your cell phone with you? _____
3. listen to recorded messages on your cell phone? _____
4. listen to recorded messages to your home telephone? _____
5. make your cell phone work? _____
6. use your cell phone without holding the phone up to your ear? _____
7. increase the battery life of your cell phone? _____
8. operate a public telephone without using coins? _____

2

Using a telephone

Match the two halves of the telephone phrases and complete the sentences below:

- | | |
|------------------|-------------|
| 1. give somebody | a. a call |
| 2. call somebody | b. a number |
| 3. dial | c. a text |
| 4. put somebody | d. back |
| 5. send somebody | e. on hold |



1. I'm afraid I don't have time to talk right now. I'll _____ you _____ later.
2. Please _____ me _____ with your new address and telephone number.
3. I'm sorry, there's nobody named Robert here. You probably _____ the wrong _____.
4. I wanted to speak to the manager, but the receptionist _____ me _____ for five minutes.
5. _____ me _____ next time you are in London. I'll be happy to meet you again.

What words can be used instead of 'call' in the above expressions?

3**Making contact**

Audio



Listen to the beginning of three telephone calls and complete the mini-dialogues below.

DIALOGUE 1

- Mary: Hello.
- Simon: Hello, can I speak to Alice, please?
- Mary: Sure. Who's _____¹?
- Simon: It's Simon.
- Mary: Just a second.
- Alice: Hello, Alice _____².
- Simon: Hi Alice, _____³ Simon. How are you?

DIALOGUE 2

- George: Hello.
- Simon: Hi, is George _____⁴?
- George: _____⁵.
- Simon: Hi George, I didn't recognize your voice. It's Simon. I'm just calling to say hello.

DIALOGUE 3

- Receptionist: Good morning, Telecom Network Services, Andrea speaking. _____⁶ may I help you?
- Robert Caulson: Good morning, _____⁷ is Robert Caulson. Could you put me through to the customer care department, please?
- Receptionist: Certainly. One moment, please.



Now put words and expressions from the above dialogues into the correct categories below:

1. Answering the phone:

2. Asking for the caller's name:

3. Identifying yourself (caller):

4. Identifying yourself (receiver):

5. Asking to speak to someone:

Put F (Formal) next to the more formal expressions above.

4

Role play

In pairs, practice beginning a telephone conversation in 3 different ways.

5

Leaving a message

Now complete the dialogue below with the following words and listen to check your answers.

Audio



back
in

call
leave

gets
make

got
read

hold
take

DIALOGUE 1

Mary: Hello.

Simon: Hello, can I speak to Alice, please?

Mary: Just a second... I'm afraid Alice isn't _____¹ at the moment.

Simon: Do you know what time she'll be _____²?

Mary: She should be back this evening. Can I _____³ a message?

Simon: No thanks, I'll call back later. Goodbye.

**DIALOGUE 2**

Mary: Hello.

Simon: Hello, it's Simon again. Is Alice back yet?

Mary: No she isn't I'm afraid.

Simon: OK, can I _____⁴ a message?

Mary: Of course.

Simon: Could you tell her to _____⁵ me back when she _____⁶ in? I have a new number. It's 57..

Mary: _____⁷ on a second. Let me get a pen and paper... OK, go ahead.

Simon: The number is 57929003. Have you _____⁸ that?

Mary: OK, let me _____⁹ that back to you. That's 57929003.

Simon: Yes, that's right.

Mary: Right. I'll _____¹⁰ sure she gets your message. Goodbye.

Put sentences from the two dialogues into the following categories:

1. Saying that someone is unavailable:

2. Asking someone to wait:

3. Taking a message:

4. Leaving a message:

5. Checking information:

6**Role play**

In pairs, practice taking and leaving messages as in the dialogue in Exercise 3. Leave your real name and telephone number as part of your message.



Transcripts

3. Making contact

DIALOGUE 1

Mary: Hello.

Simon: Hello, **can I speak to Alice, please?**

Mary: Sure. **Who's calling?**

Simon: It's Simon.

Mary: Just a second.

Alice: Hello, Alice here.

Simon: Hi Alice, it's Simon. How are you?

request: you
want/need to
speak to someone
on the phone

if you don't know
who is calling

DIALOGUE 2

George: Hello.

Simon: Hi, **is George there?**

George: **Speaking.**

you are the person that the caller is asking for

Simon: Hi George, I didn't recognize your voice. It's Simon. **I'm just calling to say hello.**

DIALOGUE 3

Receptionist: Good morning, Telecom Network Services, Andrea speaking. How may I help you?

Robert Caulson: Good morning, this is Robert Caulson. **Could you put me through to the customer care department, please?**

Receptionist: Certainly. One moment, please.

to put through to someone:
TRANSFER THE CALL

5. Leaving a message

DIALOGUE 1

Mary: Hello.

Simon: Hello, **can I speak to Alice, please?**

Mary: Just a second... **I'm afraid Alice isn't in at the moment.**

Simon: Do you know what time she'll be back?

Mary: She should be back this evening. **Can I take a message?**

Simon: No thanks, I'll call back later. Goodbye.



DIALOGUE 2

can I leave a message?

Mary: Hello.

Simon: Hello, it's Simon again. Is Alice back yet?

Mary: No she isn't I'm afraid.

Simon: OK, can I leave a message?

can I take a message

Mary: Of course.

Simon: Could you tell her to call me back when she gets in? I have a new number. It's 57..

Mary: Hold on a second. Let me get a pen and paper.....OK, go ahead.

Simon: The number is 57929003. Have you got that?

Mary: OK, let me read that back to you. That's 57929003.

Simon: Yes, that's right.

Mary: Right. I'll make sure she gets your message. Goodbye.

I will ask him to call you when he comes back



Key

1. Telephone equipment and functions

- | | | | |
|---------------|----------------|---------------|-------------------------|
| 1. a keypad | 2. a pay phone | 3. voice mail | 4. an answering machine |
| 5. a sim card | 6. a headset | 7. a charger | 8. a phone card |

2. Using a telephone

- | | | | | |
|------|------|------|------|------|
| 1. a | 2. d | 3. b | 4. e | 5. c |
|------|------|------|------|------|

Make sure the students understand the meaning of the phrases. Give sb a call = call somebody; call sb back = call somebody again or call somebody who called earlier; dial a number = press the buttons on a phone (or turn a numbered disc) in order to call somebody; put sb on hold = make somebody wait on the phone while you try to connect them to the person they want to speak to; send sb a text = send sb an sms

1. call you back
2. send me a text
3. dialed the wrong number
4. put me on hold
5. Give me a call

You can use 'phone sb back', 'ring sb back' (UK English), 'give sb a phone call', and 'give sb a ring' (US/UK English). Also: 'give sb a bell' (UK English, Informal).

3. Making contact

Students can work alone and check in pairs. Play the audio file or use your mobile device to scan the QR code (make sure you have installed a QR code reader app and can access the Internet on your device).

- | | | | | | | |
|------------|---------|---------|----------|-------------|--------|---------|
| 1. calling | 2. here | 3. it's | 4. there | 5. speaking | 6. How | 7. this |
|------------|---------|---------|----------|-------------|--------|---------|

ANSWERING THE PHONE: Hello,...; Good morning...how may I help you?

ASKING FOR THE CALLER'S NAME: Who's calling?

IDENTIFYING YOURSELF (CALLER): It's...; This is...

IDENTIFYING YOURSELF (RECEIVER): Speaking; Andrea speaking.

ASKING TO SPEAK TO SOMEONE: Can I speak to-? Is ... there? Could you put me through to...?

4. Role play

Have the student practice identifying themselves on the phone and asking to speak to someone. In the first dialogue, Student A should ask to speak to a fictitious third person. Student B plays the role of the receiver and the third person. In the second dialogue, Student A should ask to speak to Student B, the receiver of the call. In the third dialogue Student A calls a company reception or switchboard and asks to be transferred to a different department. If the students are lacking in imagination, write the names of a fictitious person, company, and department on the board. Students reverse roles so that everyone has an opportunity to practise making and receiving calls.



5. Leaving a message

When the students have completed the task individually or in pairs, play the audio file or use your mobile device to scan the QR code.

1. in 2. back 3. take 4. leave 5. call 6. gets 7. hold 8. got 9. read 10. make

SAYING THAT SOMEONE IS UNAVAILABLE

I'm afraid Alice isn't in at the moment.

ASKING FOR SOMEONE TO WAIT

Just a second. / Hold on a second.

TAKING A MESSAGE

Can I take a message? / I'll make sure she gets your message.

LEAVING A MESSAGE

Can I leave a message? / Could you tell her to call me back when she gets in?

CHECKING INFORMATION

Have you got that? / Let me read that back to you.

6. Role play

Write some possible messages on the board, for example Student A is going to be late for a meeting, Student A can't make it to a party, Student A has found Student B's keys, etc. Students reverse roles so that everyone has an opportunity to practise taking and leaving messages.