

Telephone Etiquette



Exercise 1

COMPLETE THE QUESTIONS

Listen to the recording. Complete the questions.

Ex. May I ask who's calling ?

1. Hi. Is Robyn _____, please? (*informal*)
2. Fresh Air Co. How can I _____ you?
3. May I _____ with the manager, please?
4. Could you put me _____ to the furniture department, please?
5. Could I put you on _____ for a moment?
6. Would you like to leave a _____ ?
7. Could you _____ later?
8. Have we _____ before?
9. Is there a good time to _____ him?
10. Could you take me off your phone _____, please?

Exercise 2

CHOOSE THE CORRECT RESPONSE

Listen to the recording.

Circle the best response to each question.

1. a) Hi. Do you deliver?
b) Sure, I'll transfer you.
c) I'm sorry. She's not here at the moment.
2. a) Thanks for calling. Bye.
b) From 8 am to 5 pm.
c) Certainly. One moment, please.
3. a) Speaking.
b) I'm afraid the doctor isn't in today.
c) Talk to you later.
4. a) Bye for now.
b) Sure. No problem.
c) Could he call back later?
5. a) Yes, I did.
b) That's okay. I'll call back tomorrow.
c) I'm calling from my cell.
6. a) No, it's my first time calling.
b) Sure. When is a good time?
c) I think you have the wrong number.
7. a) Yes, I called last week.
b) I'll have Taylor call you back.
c) I'm afraid he's not in.
8. a) I'm afraid you have the wrong number.
b) No, thanks. I'll call later.
c) Of course. Sorry for disturbing you.
9. a) Around 9 pm.
b) I'm sorry. I'll call back.
c) Yep. Just a second.
10. a) I'll try again later.
b) This is Tanya.
c) Try tomorrow around noon.

Exercise 3

WRITE THE QUESTIONS

Listen to the recording. Write all the questions that you hear. Then take turns asking a partner the questions. Pretend one of you is the caller and the other is the person who answers the phone. Extend the conversation.

#	Question
Ex	<i>May I ask who's calling?</i>
1	
2	
3	
4	
5	
6	
7	
8	

- A:** May I ask who's calling?
- B:** It's Doctor McCabe's office.
- A:** I'm afraid Niko is out at the moment.
Would you like to leave a message?
- B:** Can you ask him to call the doctor's office, please?
- A:** Okay. I'll let him know you called.
- B:** Thank you. Bye.

Teacher Assessment

Student: _____




Resource Used: Telephone Etiquette (Listening Resources, ESL Library)

Theme	Skill Competency	Date Completed	Score / Success	CLB Level
On the phone	<input type="checkbox"/> I. Interacting with Others <input type="checkbox"/> IV. Comprehending Information			

Exercise	Task	Score / Success / Note
1	listen for vocabulary	
2	listen for information	
3	listen and respond	

Learner Reflection

Add check marks (✓) to show what you've learned in this lesson.

Can I...	Yes (very well) 	Yes (with help) 	Not yet 
use polite language when answering or making a telephone call?			
ask questions on the phone?			
understand a caller's questions?			
have a simple conversation on the telephone?			

Answer Key

Exercise 1

- | | |
|------------|--------------|
| 1. there | 6. message |
| 2. help | 7. call back |
| 3. speak | 8. spoken |
| 4. through | 9. reach |
| 5. hold | 10. list |

Exercise 2

- | | | | | |
|------|------|------|------|-------|
| 1. a | 3. a | 5. b | 7. a | 9. c |
| 2. c | 4. b | 6. b | 8. c | 10. c |

Transcript:

- 2-4-1 Doughnuts. How can I help you?
- Could you put me through to the repair shop, please?
- May I speak with the manager, please?
- Could I put you on hold for a moment?
- Would you like to leave a message?
- Could you call back later?
- Have we spoken before?
- Could you take me off your phone list, please?
- Hi. Is Robyn there, please?
- Is there a good time to reach her?

Exercise 3

Place students in pairs to have follow-up conversations.

Transcript:

- Ex. May I ask who's calling?
- Could you put me through to Ben?
 - Would you like to leave a message?
 - Have we spoken before?
 - Is Eduardo there, please?
 - Could you call back later?
 - Speedy Sushi. How can I help you?
 - Could I put you on hold for a minute?
 - Is there a better time to call?

Teacher Assessment

Use this assessment tool to record each student's listening abilities.

Learner Reflection

When your students have completed these tasks, have them reflect on their learning by filling in the chart.

ABOUT THE EMOJI:

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