

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:

The emoji (and their derivatives) used in this resource are from Twemoji, an open-source project by Twitter. They are licensed under CC-BY 4.0. <https://github.com/twitter/twemoji>