



PHONE CALLS

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Lesson Objectives

By the end of this lesson, students will be able to:

- answer a phone politely.
- ask to speak to someone.
- leave and take simple messages.
- deal with wrong numbers.
- ask someone to call back.
- use common telephone expressions confidently.

Warm-up (5–8 minutes)

Ask your students:

1. Do you like talking on the phone?
2. Who do you call most often?
3. Which do you prefer—calling or texting?
4. Have you ever dialled the wrong number?
5. When was your last phone call?

Lead-in Discussion

Write these on the board.

-  Family
-  Friend
-  Doctor
-  Pizza Shop
-  Hairdresser

Ask:

Which person do you call most often?

Common Learner Mistakes

-  I want speak Tom.
-  I'd like to speak to Tom.
-  Who are you?
-  Who's calling, please?
-  Wait.
-  Hold on, please.

Target Vocabulary

phone
mobile
call
answer
message
wrong number
call back
hold on
line
speaker
signal
battery
through

Useful Expressions

Hello?
Speaking.
Who's calling, please?
Can I speak to...?
Hold on, please.
I'll put you through.
Sorry, wrong number.
Can I take a message?
Please call back later.
Thanks for your call.
Goodbye.

Teaching Tips

- ✓ Encourage polite telephone English.
- ✓ Students should not rely on body language.
- ✓ Pair stronger students with weaker students.
- ✓ Practise with backs turned to each other for authentic listening.