



PHONE CALLS

© talkmor.com

Picture Talk

Talkmor.com
Talkmor.com

Phone Calls

A1–A2 English Worksheet

Useful Phrases

- Hello?
- Hi, is that ...?
- Speaking.
- Who's calling?
- Hold on, please.
- I'll put you through.
- Sorry, wrong number.
- Can I take a message?
- Please call back later.
- Thanks. Bye!

1 Office

Good morning! How can I help you?

Hello? Is that Tom, please?

3 Hold On

Hold on, please.

2 Wrong Number

Sorry, wrong number.

4 Take a Message

Can I take a message?

5 Put You Through

I'll put you through to Mr. Lee.

6 Call Back Later

Please call back later. Thanks!

7 Friends

Hi! Long time no talk! How are you?

8 Business Call

Thanks for your call. Goodbye!

Phone Vocabulary

phone	mobile	landline	speaker
wrong number	put you through	message	call back later
call	hang up	signal	battery

Common Situations

- ✓ Making a phone call
- ✓ Taking a message
- ✓ Wrong number
- ✓ Answering the phone
- ✓ Putting someone through
- ✓ Talking to a friend
- ✓ Asking who is calling
- ✓ Calling back later
- ✓ Business calls

Remember!

- Speak clearly.
- Be polite.
- Listen carefully.
- Use short, simple sentences.

Pronunciation Focus

Hello?	/hə'ləʊ/	Hold on.	/həʊld on/
Speaking.	/ˈspiːkɪŋ/	Call back.	/kɔːl bæk/
Wrong number.	/rɒŋ 'nʌmbə(r)/	Through.	/θruː/
Message.	/ˈmesɪdʒ/	Goodbye.	/gʊd'baɪ/

Practice these expressions and you'll be confident on the phone in English! 😊

Talkmor.com

Look carefully at the picture.

Answer the questions.

- How many different phone conversations can you see?
- Who is calling a friend?
- Who has the wrong number?
- Who is taking a message?
- Who is putting someone through?
- Which conversation looks the easiest?
- Which conversation looks the most difficult?
- Which telephone expression do you already know?

Pronunciation Focus

Word	Sounds Like
message	MESS-ij
battery	BAT-uh-ree
mobile	MOH-byle
signal	SIG-nuhl
through	throo
hold	hohld
answer	AN-ser
caller	KAW-ler

Activity 2 – Match the Vocabulary

Match each word with its meaning.

- | | |
|-----------------|--------------------------------|
| 1. message | Phone power |
| 2. wrong number | Telephone connection |
| 3. hold on | The person answering |
| 4. call back | Wait a moment |
| 5. speaking | A portable phone |
| 6. battery | Information for another person |
| 7. signal | You called the wrong person |
| 8. mobile phone | Telephone again later |

Activity 3 – Complete the Sentences

Use these words.

Word Box

message • hold • wrong • back • speaking • mobile • call • battery

1. Hello. _____.
2. Can I take a _____?
3. Please _____ on.
4. Sorry, _____ number.
5. Please call _____ later.
6. My _____ phone is new.
7. I'll _____ you tomorrow.
8. My phone _____ is almost empty.

Activity 4 – About You

Answer the questions.

1. Who do you phone most often?

2. Do you prefer calling or texting?

3. Have you ever called the wrong number?

4. How many phone calls do you make each week?

5. What is the longest phone call you have ever had?

Teacher's Key

Activity 2 – Match the Vocabulary

- | | |
|-----------------|--------------------------------|
| 1. message | Information for another person |
| 2. wrong number | You called the wrong person |
| 3. hold on | Wait a moment |
| 4. call back | Telephone again later |
| 5. speaking | The person answering |
| 6. battery | Phone power |
| 7. signal | Telephone connection |
| 8. mobile phone | A portable phone |

Activity 3 – Complete the Sentences

1. Hello. **Speaking**.
2. Can I take a **message**?
3. Please **hold** on.
4. Sorry, **wrong** number.
5. Please call **back** later.
6. My **mobile** phone is new.
7. I'll **call** you tomorrow.
8. My phone **battery** is almost empty.