



PHONE CALLS

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Activity 1 – Put the Conversation in Order

Number the conversation from 1–7.

- ___ Goodbye!
- ___ Hello. Green Café. How can I help you?
- ___ Certainly. Hold on, please.
- ___ Thank you very much.
- ___ Can I speak to Lisa, please?
- ___ Hello.
- ___ You're welcome.

Activity 2 – Complete the Dialogue

Use these words.

hold • message • speaking • back • help

Receptionist:

Good morning. How can I _____?

Caller:

Hello. This is Emma _____.

Receptionist:

Can you _____ on for a moment?

Caller:

Of course.

Receptionist:

Would you like to leave a _____?

Caller:

Yes, please ask him to call me _____.

Activity 3 – Choose the Best Answer

1. Can I speak to Anna, please?

- a) Yes, I like Anna.
- b) Certainly. Hold on, please.
- c) It's raining today.

2. I'm sorry, she's busy.

- a) Can I take a message?
- b) Happy birthday!
- c) Nice to meet you.

3. Sorry, wrong number.

- a) Thank you.
- b) Oh, sorry!
- c) My favourite colour is blue.

4. Please call back later.

- a) Nice weather.
- b) Good morning.
- c) OK. Thank you.



Talking on the Phone

Useful Telephone Expressions

Answering the Phone

Hello?

Hello, this is Emma speaking.

Good morning.

Talkmor Language School. How can I help you?

Asking for Someone

Can I speak to Ben, please?

Is Sarah there, please?

May I speak to Mr Brown?

Connecting the Call

Hold on, please.

Just a moment, please.

I'll put you through.

Taking a Message

I'm sorry, she's busy.

Can I take a message?

Would you like to leave a message?

I'll tell her you called.

Ending the Call

Thank you for calling.

Have a nice day.

Talk to you soon.

Goodbye.

See you later.

Teacher's Key

Activity 1 – Put the Conversation in Order

1. Hello.
2. Hello. Green Café. How can I help you?
3. Can I speak to Lisa, please?
4. Certainly. Hold on, please.
5. Thank you very much.
6. You're welcome.
7. Goodbye!

Activity 2 – Complete the Dialogue

Receptionist:

Good morning. How can I **help**?

Caller:

Hello. This is Emma **speaking**.

Receptionist:

Can you **hold** on for a moment?

Caller:

Of course.

Receptionist:

Would you like to leave a **message**?

Caller:

Yes, please ask him to call me **back**.

Activity 3 – Choose the Best Answer

1. Can I speak to Anna, please?

- a) Yes, I like Anna. **b) Certainly. Hold on, please.** c) It's raining today.

2. I'm sorry, she's busy.

- a) Can I take a message?** b) Happy birthday! c) Nice to meet you.

3. Sorry, wrong number.

- a) Thank you. **b) Oh, sorry!** c) My favourite colour is blue.

4. Please call back later.

- a) Nice weather. b) Good morning. **c) OK. Thank you.**