



PHONE CALLS

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1. How Do You Start a Phone Call?

Match the situation with the best sentence.

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|---|---|
| 1. You are calling a company. | a. "Hi, is Maria there?" |
| 2. You want to speak to Maria. | b. "Hello, this is David speaking." |
| 3. You are calling a friend. | c. "Hi, it's David. How are you?" |
| 4. You are not sure who answered the phone. | d. "Hello, could I speak to Maria, please?" |
| 5. You are calling someone you do not know. | e. "Hello, may I ask who is calling?" |

Answers: 1 ____ 2 ____ 3 ____ 4 ____ 5 ____

2. Complete the Phone Calls

Choose a phrase from the box.

Could I speak to Anna, please? • This is John speaking. • Who's calling, please? • Is Anna there?

Call 1	Call 2	Call 3
A: Hello, Green Hotel. How can I help you?	A: Hi, _____	A: Hello.
B: Hello, _____?	_____?	_____?
A: Of course. I'll connect you.	B: Yes, speaking.	B: It's Maria from ABC Company.
	A: Hi, Anna. It's John.	

3. Formal or Informal?

Write F for formal or I for informal.

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|--|-------|
| 1. "Hi, it's Tom." | _____ |
| 2. "Good morning. This is Sarah from Global Travel." | _____ |
| 3. "Hey, are you free?" | _____ |
| 4. "Could I speak to Mr. Brown, please?" | _____ |
| 5. "Hi, is Mike there?" | _____ |

4. Speaking Practice - Work with a partner.

Student A: Call a company and ask to speak to a person called Mr. Lee. **Student B:** Answer the phone.

Then change roles. Try to use:

- ☐ "Hello..."
- ☐ "Could I speak to...?"
- ☐ "This is..."
- ☐ "Who's calling, please?"

REAL ENGLISH BOX

On the phone, people often say:

"This is Anna speaking."

= My name is Anna.

"Could I speak to...?"

= I want to talk to someone.

"Is Maria there?"

= Is Maria available?

"Who's calling, please?"

= What is your name?

Teacher's Key

1. How Do You Start a Phone Call?

1-d, 2-a, 3-c, 4-e, 5-b

2. Complete the Phone Calls

Call 1 – This is John speaking.

Call 2 – Is Anna there?

Call 3 – Who's calling, please?

3. Formal or Informal?

1-I, 2-F, 3-I, 4-F, 5-I