



## PHONE CALLS

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### 1. Someone Is Not Available

Read the situations. What should you say?

1. Maria is not in the office. Someone calls for her.

You can say:

- ☐ "She's not here. Bye."
- ☐ "I'm sorry, she's not available at the moment. Can I take a message?"

2. Your friend is busy. Someone calls for him.

You can say:

- ☐ "He's busy."
- ☐ "He's busy right now. Would you like to leave a message?"

3. You don't understand the caller's name.

You can say:

- ☐ "What?"
- ☐ "Sorry, could you repeat your name, please?"

### 2. What Information Do You Need?

A person wants to leave a message. Ask for this information.

**Name:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

**Reason for calling:** \_\_\_\_\_

**Best time to call:** \_\_\_\_\_



### 3. Complete the Message

Read the phone conversation. Then complete the message.

A: Good morning, GreenTech. How can I help you?

B: Hello. Could I speak to Mr. Kim, please?

A: I'm sorry, Mr. Kim isn't available right now. Can I take a message?

B: Yes, please. My name is Peter Wilson. I'd like to speak to him about tomorrow's meeting.

A: Certainly. What's your phone number?

B: 555-3489.

A: Thank you. I'll give him the message.

## MESSAGE FOR MR. KIM

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Reason for calling: \_\_\_\_\_

### 4. Useful Phone Phrases

Match the two halves.

- |                   |                                |
|-------------------|--------------------------------|
| 1. Can I          | a. your phone number?          |
| 2. Would you like | b. take a message?             |
| 3. Could you      | c. to leave a message?         |
| 4. I'll give      | d. repeat that, please?        |
| 5. Can you        | e. him the message.            |
| 6. What is        | f. speak a little more slowly? |

**Answers:** 1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 \_\_\_\_ 6 \_\_\_\_

### REAL ENGLISH BOX

“Can I take a message?”

This is a very common and polite way to ask if the caller wants to leave information.

“I'll give him the message.”

This means you will tell the person what the caller said.

### 5. Role-Play

Work with a partner.

**Student A:** Call your partner and ask for **Mr. Brown**.

**Student B:** Mr. Brown is not available. Take a message.

**Student A** must give:

- your name
- your phone number
- a reason for calling

Then change roles.

## Teacher's Key

### 1. Someone Is Not Available

- 1 – first answer
- 2 – second answer
- 3 – second answer

### 3. Complete the Message

Name: Peter Wilson

Phone number: 555-3489

Reason: To speak to Mr. Kim about tomorrow's meeting.

### 4. Useful Phone Phrases

1-b, 2-c, 3-d, 4-e, 5-f, 6-a