



PHONE CALLS

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1. A Problem on the Phone

Match the problem with the best response.

- | | |
|--|---|
| 1. The connection is bad. | a. "I'm sorry, I can't hear you very well." |
| 2. You cannot hear the other person. | b. "Could you speak a little more slowly?" |
| 3. The other person is speaking too quickly. | c. "I'm sorry, the connection is very bad." |
| 4. You need to end the call. | d. "I have to go now. I'll call you later." |

Answers: 1 ____ 2 ____ 3 ____ 4 ____

2. What Would You Say?

Choose the best answer.

- | | |
|---|--|
| 1. 1. You cannot hear your customer clearly. | A. "Speak louder!" |
| | B. "I'm sorry, I can't hear you very well." |
| 2. 2. You have another meeting in five minutes. | A. "I need to go." |
| | B. "I'm sorry, I have another meeting in five minutes. |

Can we finish this later?"

- | | |
|---|--------------------------------|
| 3. 3. You want to call someone again later. | A. "I'll call you back later." |
| | B. "Call me." |
| 4. 4. You want to arrange a meeting. | A. "When can you meet?" |
| | B. "Tell me your time." |



3. Arrange a Meeting

Work with a partner.

You need to arrange a meeting.

Choose a day:

Monday / Tuesday / Wednesday / Thursday / Friday

Choose a time:

9:00 / 10:30 / 1:00 / 2:30 / 4:00

Student A: Suggest a day and time.

Student B: You cannot meet at that time.

Suggest another time.

Continue until you agree.

Use

- "Are you free on...?"
- "How about...?"
- "I'm afraid I'm busy then."
- "Would Thursday work for you?"
- "That works for me."
- "Great. See you then."

4. The Phone Connection Is Bad

Work with a partner.

Student A: You are calling from a noisy place.

Student B: You cannot hear A clearly.

Try to solve the problem.

You can:

- speak more slowly
- repeat information
- move to a quieter place
- call again
- send the information by message or email

Try to agree on the best solution.

REAL ENGLISH BOX

“That works for me.”

= That time/day is OK for me.

“I'm afraid I'm busy then.”

= I cannot meet at that time.

“I'll call you back.”

= I will call you again later.

“I didn't catch that.”

= I didn't hear or understand what you said.

Teacher's Key

1. A Problem on the Phone

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

2. What Would You Say?

1-B, 2-B, 3-A, 4-A