



## PHONE CALLS

© talkmor.com

### 1. Choose Your Situation

Work with a partner. Choose **ONE** situation.

| Situation A<br>The Hotel                                                                                                                                                                                                | Situation B<br>The Doctor's Office                                                                                                                                                                                                                | Situation C<br>A Customer Problem                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>You are calling a hotel.</p> <p><b>You want to:</b></p> <ul style="list-style-type: none"> <li>• ask if they have a room</li> <li>• ask the price</li> <li>• ask about breakfast</li> <li>• book the room</li> </ul> | <p>You are calling a doctor's office.</p> <p><b>You want to:</b></p> <ul style="list-style-type: none"> <li>• make an appointment</li> <li>• ask what time is available</li> <li>• check the date</li> <li>• ask what you should bring</li> </ul> | <p>You bought something online. The package has not arrived. You are calling the company.</p> <p><b>You want to:</b></p> <ul style="list-style-type: none"> <li>• explain the problem</li> <li>• give your order number</li> <li>• ask where the package is</li> <li>• ask what the company can do</li> </ul> |

### 2. Prepare Your Call

Write your information before you start.

Who are you calling? \_\_\_\_\_

Why are you calling? \_\_\_\_\_

What information do you need? \_\_\_\_\_

What questions will you ask?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

### 3. Make the Call

Work with a partner.

**Student A:** Make the phone call.

**Student B:** Answer the phone.

Remember to:

- ☐ Say hello.
- ☐ Say your name.
- ☐ Explain why you are calling.
- ☐ Ask questions.
- ☐ Listen carefully.
- ☐ Check important information.
- ☐ End the call politely.

### 4. Add a Problem!

Now make the phone call more difficult.

**Choose ONE problem:**

- ☐ The person you want is not available.
- ☐ The connection is bad.
- ☐ You did not hear an important number.
- ☐ The time you want is not available.
- ☐ You need more information.

Continue the phone call and solve the problem.

## 5. REAL ENGLISH CHALLENGE

Do the phone call again. This time, try to use at least FIVE phrases.

- ☐ “Could I speak to...?”
- ☐ “I’m calling about...”
- ☐ “Could you repeat that?”
- ☐ “Let me check that.”
- ☐ “Did I get that right?”
- ☐ “I’m afraid...”
- ☐ “That works for me.”
- ☐ “I’ll call you back.”
- ☐ “Thanks for your help.”

## 6. How Did You Do?

Tick ✓ your answers.

I can...

- ☐ start a phone call.
- ☐ ask for someone.
- ☐ take or leave a message.
- ☐ ask someone to repeat information.
- ☐ check names, numbers and times.
- ☐ arrange a meeting or appointment.
- ☐ deal with a phone problem.
- ☐ end a phone call politely.

