

### 3. Telephoning - Key Phrases

Level: A2-B1

Aims: To understand and practise key phrases for telephoning.

Timing: 45 minutes with ideas for extension

Stage	Objective	Interaction	Timing
Introduction	Discussing how to answer the phone in English	Whole class	5 mins
Task 1	Key phrases for making and answering calls	Individual or pairs	15
Task 2	Deciding the order of a phone conversation	Individual, then pairs	20
Task 3	Paying attention to verbs in phone expressions	Individual	5
Extra task	Role play making and answering a call	Whole class	15

#### Introduction. How do you answer the phone in English?

Students choose from 8 options.

Answers:

Hello. Good morning. Bluesea Travel. How can I help you?

James speaking. Hello. IT. Maria Truman speaking.

#### Task 1 Key phrases for making and answering calls

Answers:

Answering the phone	<i>Hello, Mic Computers. Jan speaking. Can I help you? Good morning, Jetset Travels, Elle Brown speaking. How can I help you?</i>
Asking for the caller's name	<i>May I ask who's calling? Who's calling, please?</i>
Introducing yourself	<i>This is Haley Hill speaking. My name is Aaron Ren. I'm calling from Big Tree Communications.</i>
Asking for someone	<i>Can I speak to JR Rolfe, please? I'd like to speak to Miles Martin, please.</i>
Saying someone's not available	<i>I'm afraid Mr Rolfe isn't here right now. I'm sorry, JR's in a meeting at the moment.</i>
Putting someone on hold	<i>Just a moment, please. Can I put on hold for a moment?</i>
Problems	<i>I'm sorry, I didn't catch that. Could you repeat it, please? I'm afraid you've got the wrong number.</i>
Taking a message	<i>Can I take a message? Would you like to leave a message?</i>

**Task 2 A phone conversation**

Students put the conversation in order. Once they have completed this, they can practice reading the dialogue in pairs.

**Answer:** C – F – G – D – B – E – A

*Conversation:*

*Elle:* Good morning, Jetset Travels, Elle Brown speaking. How can I help you?

*Oliver:* Hello, can I speak to Tina West, please?

*Elle:* Who's calling?

*Oliver:* This is Oliver Ralf from Samson Consulting.

*Elle:* Can I put you on hold for a moment, Mr Samson.

*Oliver:* Of course.

*Elle:* Mr Samson? I'm afraid Tina isn't available at the moment. Can I take a message?

*Oliver:* Yes please, that would be great. Tell her to call me back as soon as possible.

**Task 3 Focus on verbs in telephone expressions.**

Students complete the sentences using the verbs.

*Answers:*

Can I \_\_\_\_\_ take \_\_\_\_\_ a message?

Can I \_\_\_\_\_ put \_\_\_\_\_ you on hold for a moment?

Can I \_\_\_\_\_ speak \_\_\_\_\_ to JR Rolfe, please?

Good morning, Jetset Travels, Elle Brown \_\_\_\_\_ speaking \_\_\_\_\_. How can I help you?

Hello, Mic Computers. Jan \_\_\_\_\_ speaking \_\_\_\_\_. Can I help you?

I'd like to \_\_\_\_\_ speak \_\_\_\_\_ to Miles Martin, please.

I'm afraid you've \_\_\_\_\_ got \_\_\_\_\_ the wrong number.

My name is Aaron Ren. I'm \_\_\_\_\_ calling \_\_\_\_\_ from Big Tree Communications.

This is Haley Hill \_\_\_\_\_ speaking \_\_\_\_\_.

Who's \_\_\_\_\_ calling \_\_\_\_\_, please?

**Extra task**

Students role play making and answering calls using the outline.

### 3. Telephoning - Key Phrases

#### Introduction: How do you answer the phone in English?

Underline the correct options.

Yes?      Hello.      Good morning.      Blue-sea Travel.      How can I help you?      What?  
James speaking.      Smith.      Who is it?      Hello.      IT.      Maria Truman speaking.

#### Task 1 Key phrases for making and answering calls.

Answering the phone	<i>Hello, Mic Computers. Jan speaking. Can I help you?</i>
Asking for the caller's name	<i>May I ask who's calling?</i>
Introducing yourself	<i>This is Haley Hill speaking.</i>
Asking for someone	<i>I'd like to speak to Miles Martin, please.</i>
Saying someone's not available	<i>I'm afraid Mr Rolfe isn't here at the moment.</i>
Putting someone on hold	<i>Can I put on hold for a minute?</i>
Problems	<i>I'm sorry, I didn't catch that. Could you repeat it, please?</i>
Taking a message	<i>Can I take a message?</i>

#### Task 2 Key phrases for making and answering calls.

Put the sentences in order to make a conversation. The first one has been done

*Elle: Good morning, Jetset Travels, Elle Brown speaking. How can I help you?*

- A Yes please, that would be great. Tell her to call me back as soon as possible.*
- B Of course.*
- C Hello, can I speak to Tina West, please?*
- D Can I put you on hold for a moment, Mr Samson.*
- E Mr Samson? I'm afraid Tina isn't available at the moment. Can I take a message?*
- F Who's calling?*
- G This is Oliver Ralf from Samson Consulting.*

**Task 3 Focus on verbs in telephone expressions.**

Fill in the gaps with the correct verbs.

*calling      calling      got      put      speak*  
*speak      speaking      speaking      speaking      take*

Can I \_\_\_\_\_ a message?

Can I \_\_\_\_\_ you on hold for a moment?

Can I \_\_\_\_\_ to JR Rolfe, please?

Good morning, Jetset Travels, Elle Brown \_\_\_\_\_. How can I help you?

Hello, Mic Computers. Jan \_\_\_\_\_. Can I help you?

I'd like to \_\_\_\_\_ to Miles Martin, please.

I'm afraid you've \_\_\_\_\_ the wrong number.

My name is Aaron Ren. I'm \_\_\_\_\_ from Big Tree Communications.

This is Haley Hill \_\_\_\_\_.

Who's \_\_\_\_\_ calling \_\_\_\_\_, please?

**Extra Task. Role play.**

Student A answers the phone.

Student B, the caller, asks to be connected to someone.

The caller is told that the person they are looking for is not available.

The caller is asked to leave a message.

The caller leaves a message or asks other questions.

The speakers end the call.