

Making phone calls

Criteria grid

In order to prepare for your first oral exam, in which you will have to make a phone call, here is a grid listing everything (or almost everything) you need to know.

You just need to tick the grid as we go along and once everything has been ticked, that means you are ready!

Of course, be prepared, for some items in the grid, to add some personal time if necessary...

To make phone calls, you need to know how to :	I'm ready!
- Ask grammatically correct questions	
- Use tenses correctly	
-Ask for/ give the time/ the date correctly	
- Make a professional appointment	
- Talk about numbers	
- Use appropriate/ specific vocabulary	
- Spell (names, places...)	
- Ask something politely	
- Start and end a conversation	
-Introduce yourself politely and clearly	
- Ask people to repeat/ speak louder etc...	