

**Making a phone call**  
**Check list**

Here is a list a things you have to during your phone conversation.  
Make sure that you tick as many items as possible.

**Elements of the conversation**

**Tick if done  
successfully**

Polite greetings

Introducing yourself politely

Explaining clearly and politely why you are calling

Asking people to repeat/ speak up/ spell

Ask polite and grammatically correct questions

Vary your polite expressions

Ex:

Use the specific phone vocabulary seen in classroom

Ex:

Make an appointment/ Talk about time/ dates

Politely put an end to your conversation