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STARTING AND ENDING A CALL

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Expemo code:
1EMH-11L9-338

1 Warm-up

Do you need to make or receive a lot of calls in English in your work? Who do you talk to? What typical communication problems do you have?

2 Telephone phrases

Match the two columns to form telephone phrases. Put 'S' (start a call) or 'E' (end a call) next to each expression. Then, complete the questions below with the phrases.

1.	make	a.	a number
2.	hang	b.	a phone call
3.	put the phone	c.	a ring
4.	dial	d.	down
5.	give someone	e.	the phone
6.	answer	f.	through (to someone)
7.	put someone	g.	up

1. Have you ever _____ on someone who was being rude?

2. Do you need to _____ a lot of _____ in your job?

3. Do you always _____ when it rings?

4. When was the last time you _____ the wrong _____ ?

5. Who was the last person to _____ you _____ ?

6. Have you ever had to wait more than five minutes for an operator to _____ you _____ to someone?

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In pairs, ask and answer the questions.

3 **Starting a call**

Listen and complete the following extracts from six telephone conversations.

Audio

Dialogue 1

Maria Gomez: _Good morning_, Simtech Ltd. _How may I help you_? (1)

Daniel Goldman: Good morning, _____ the sales department, please? (2)

Maria Gomez: Certainly, sir. One moment, please.

Dialogue 2

Susan Clarke: _____ Susan Clarke.
_____ Xcel Systems. (3) _____ Miles Henderson, please. (4)

Simtech employee: Certainly. Just a moment.

Dialogue 3

Miles Henderson: Hello, _____ Ashley Smart, please? (5)

Ashley Smart: Speaking.

Miles Henderson: Oh, hi Ashley, _____ Miles. (6) _____ tomorrow's meeting. (7)

Dialogue 4

Susan Clarke: _____ , Susan Clarke _____ . (8)

Mike Jones: Hi Susan, Mike _____ . (9) _____ confirm our meeting tomorrow. (10)

Dialogue 5

Miles Henderson: Hello.

Mary Smith: Hello, _____ Peter _____ ? (11)

Miles Henderson: I'm sorry, there's no one here called Peter.

Mary Smith: _____ 27453010? (12)

Miles Henderson: No, it's 27453011

Mary Smith: Oh sorry, it looks like I dialed the wrong number.

Dialogue 6

Paul Groves: Accounts department.

Maria Gomez: Hello, _____ Maria Gomez _____ Simtech Ltd. (13) _____ we haven't received any payment for the last invoice we sent you. (14)

Now put the expressions into the following categories:

1. Answering the phone:

    _____

    _____

2. Introducing yourself to the receiver (formal):

    _____

    _____

3. Introducing yourself to the receiver (informal):

    _____

    _____

4. Asking to speak to somebody:

    _____

    _____

5. Checking the number:

    _____

    _____

6. Stating the reason for the call:

    _____

4 Role play

In pairs, role-play the following situations. Take turns to be the caller and receiver:

1. Caller: John Smith, TDI Ltd., Receiver: receptionist, Micro Global

   Purpose of call: you want to speak to someone in the marketing department

2. Caller: Dominic Price, Receiver: Franco DeAngelo, sales department

   Purpose of call: you need to speak to Mr. Gomez about a product order

3. Caller: your own name, position, Receiver: Jack Jones (telephone number: 963128743)

   Purpose of call: you want to speak to Anna Carlton (telephone number: 963128744)

4. Caller: Jan Kowalski, Receiver: Jane Williams

   Purpose of call: you want to ask how her interview went

5. Caller: your own name, position, Receiver: David Shultz

   Purpose of call: you want to know the date of a conference
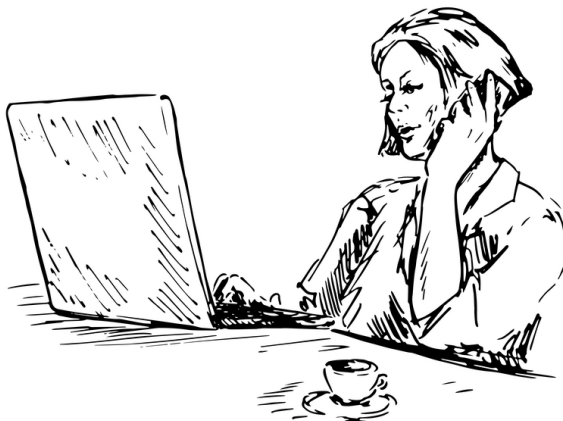
5 Ending a call

Listen to the five short telephone dialogues. What was the likely topic of each telephone conversation? Audio
Write 1-5 next to the following topics:

1. Arranging a meeting (informal)

2. Arranging a meeting (formal)

3. Inquiring about a product

4. Chatting about something

5. Making a complaint

Now complete the dialogues:

Ashley Smart: Ok, _____[1]. I look forward to seeing you on Tuesday. _____[2] if you have any problems.

Daniel Goldman: Sounds good. _____[3] to your boss.

Ashley Smart: _____[4]. Goodbye.

Daniel Goldman: Goodbye.

Maria Gomez: Okay, _____[5] all your help.

Sam Clarke: No problem at all. _____[6]. Goodbye.

Daniel Goldman: Okay, _____[7] next Monday.

Miles Henderson: Great. _____[8].

Anthony Smart: Anyway, _____[9]. I know you have a lot of work to do.

Susan Clarke: OK Anthony, it was good talking to you again. _____[10]. Bye.

Sam Clarke: I apologize once again. _____[11] we can be of any further help.

Maria Gomez: Thanks, _____[12]. Goodbye, then.

Sam Clarke: Goodbye.

6   Role play

In pairs, practice ending the following telephone conversations:

1. You have arranged to meet a friend at 7 pm on Friday.

2. You have solved a difficult problem for one of your customers.

3. You have been chatting with a friend who is now very busy.

4. You have called a potential supplier to inquire about their products.

Transcripts

3. Starting a call

Dialogue 1

Maria Gomez:	Good morning, Simtech Ltd. How may I help you?
Daniel Goldman:	Good morning, could you put me through to the sales department, please?
Maria Gomez:	Certainly, sir. One moment, please.

Dialogue 2

Susan Clarke:	Hello, my name is Susan Clarke. I'm calling from Xcel Systems. I'd like to speak to Miles Henderson, please.
Simtech employee:	Certainly. Just a moment.

Dialogue 3

Miles Henderson:	Hello, could I speak to Ashley Smart, please?
Ashley Smart:	Speaking.
Miles Henderson:	Oh, hi Ashley, it's Miles. I'm calling about tomorrow's meeting.

Dialogue 4

Susan Clarke:	Hello, Susan Clarke speaking.
Mike Jones:	Hi Susan, Mike here. I'm calling to confirm our meeting tomorrow.

Dialogue 5

Miles Henderson:	Hello.
Mary Smith:	Hello, is Peter there?
Miles Henderson:	I'm sorry, there's no one here called Peter.
Mary Smith:	Is this 27453010?
Miles Henderson:	No, it's 27453011
Mary Smith:	Oh sorry, it looks like I dialed the wrong number.

Dialogue 6

Paul Groves:	Accounts department.
Maria Gomez:	Hello, this is Maria Gomez from Simtech Ltd. I'm calling because we haven't received any payment for the last invoice we sent you.

5. Ending a call

Dialogue 1

Ashley Smart: Ok, I think that's everything. I look forward to seeing you on Tuesday. Give me a call if you have any problems.

Daniel Goldman: Sounds good. Give my regards to your boss.

Ashley Smart: I'll do that. Goodbye.

Daniel Goldman: Goodbye

Dialogue 2

Maria Gomez: Thank you very much for all your help.

Sam Clarke: No problem at all. Thank you for your call. Goodbye.

Dialogue 3

Daniel Goldman: Okay, see you next Monday.

Michelle Harvey: Great. Bye now.

Dialogue 4

Anthony Smart: Anyway, I'll let you go. I know you have a lot of work to do.

Susan Clarke: OK Anthony, it was good talking to you again. Speak to you later. Bye.

Dialogue 5

Sam Clarke: I apologize once again. Give us a call if we can be of any further help.

Maria Gomez: Thanks, I will. Goodbye, then.

Sam Clarke: Goodbye.

Key

2. Telephone phrases

1. b	2. g	3. d	4. a	5. c	6. e	7. f

1. hung up/put the phone down
2. make; phone calls
3. answer the phone
4. dialed; number
5. give; a ring
6. put; through

3. Starting a call

Students can work alone and check in pairs. Play the audio file or use your mobile device to scan the QR code (make sure you have installed a QR code reader app and can access the internet on your device).

1. Good morning ..... How may I help you?
2. Could you put me through to....?
3. Hello, my name is ..... I'm calling from ...
4. I'd like to speak to ...
5. could I speak to ....?
6. it's ...
7. I'm calling about ...
8. ... speaking
9. ... here
10. I'm calling to ...
11. is ... there?
12. Is this ...?
13. this is ... from ...
14. I'm calling because ...

If you feel it necessary, you can also teach questions used to find out the reason for a call, e.g. 'What is the call in connection with?', 'What is the call regarding?'

INTRODUCING YOURSELF TO THE RECEIVER (FORMAL): my name is ...; I'm calling from ...; this is... from ...
INTRODUCING YOURSELF TO THE RECEIVER (INFORMAL): It's ...; ...here.
ASKING TO SPEAK TO SOMEBODY: I'd like to speak to ...; Could I speak to ...? Is ... there? Could you put me through to ...?
CHECKING THE NUMBER: Is this ...?
STATING THE REASON FOR THE CALL: I'm calling about ...; I'm calling to ...; I'm calling because ...

5. Ending a call

Students can work alone and check in pairs. Play the audio file or use your mobile device to scan the QR code.

1. 3	2. 1	3. 2	4. 4	5. 5

1. I think that's everything
2. Give me a call
3. Give my regards
4. I'll do that
5. thank you very much for
6. Thank you for your call
7. see you
8. Bye now
9. I'll let you go
10. Speak to you later

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11. Give us a call if

12. I will