



# Situation

**Your colleague, Brian, left you the following note on your office table...**

**Hey!**

**Ich brauche deine Hilfe! Ich hatte einen amerikanischen Kunden am Telefon, ich wusste gar nicht wie das geht...**

**Bitte hilf mir!**

# What was your last phone call about?

- **What was the topic of your last phone call at work?**



## Warm up: Multiple Matching!

- **Before we can pick up the phone and answer calls from customers, we'll have to learn the proper vocabulary.**
- **Match the words in the box with the pictures below!**
- **Work on your own!**



# Exercise 1: Listening



- **Listen to the dialogues and fill in the gaps!**
- **Afterwards, highlight typical sentences that are used in those two phone call examples!**
- **Work on your own! Afterwards, correct and check your partners answers!**



## Exercise 2: Rewriting

- **Find another sentence which has the same meaning as the example!**
- **Work with your partner!**



## Exercise 3: Multiple matching

- **Read the sentences A – I and put them into the correct order!**
- **Work with your partner!**



## Exercise 4: Role play

- **Go together with another classmate and act out this role play on the telephone.**
- **Use the typical sentences in each situation from exercise 1 and from the telephoning phrases!**
- **You have to present the role play afterwards!**



# Complete the Sentence!

From today's lesson I can take...

