



Telephonic conversation Practice Sheet

Poll Question

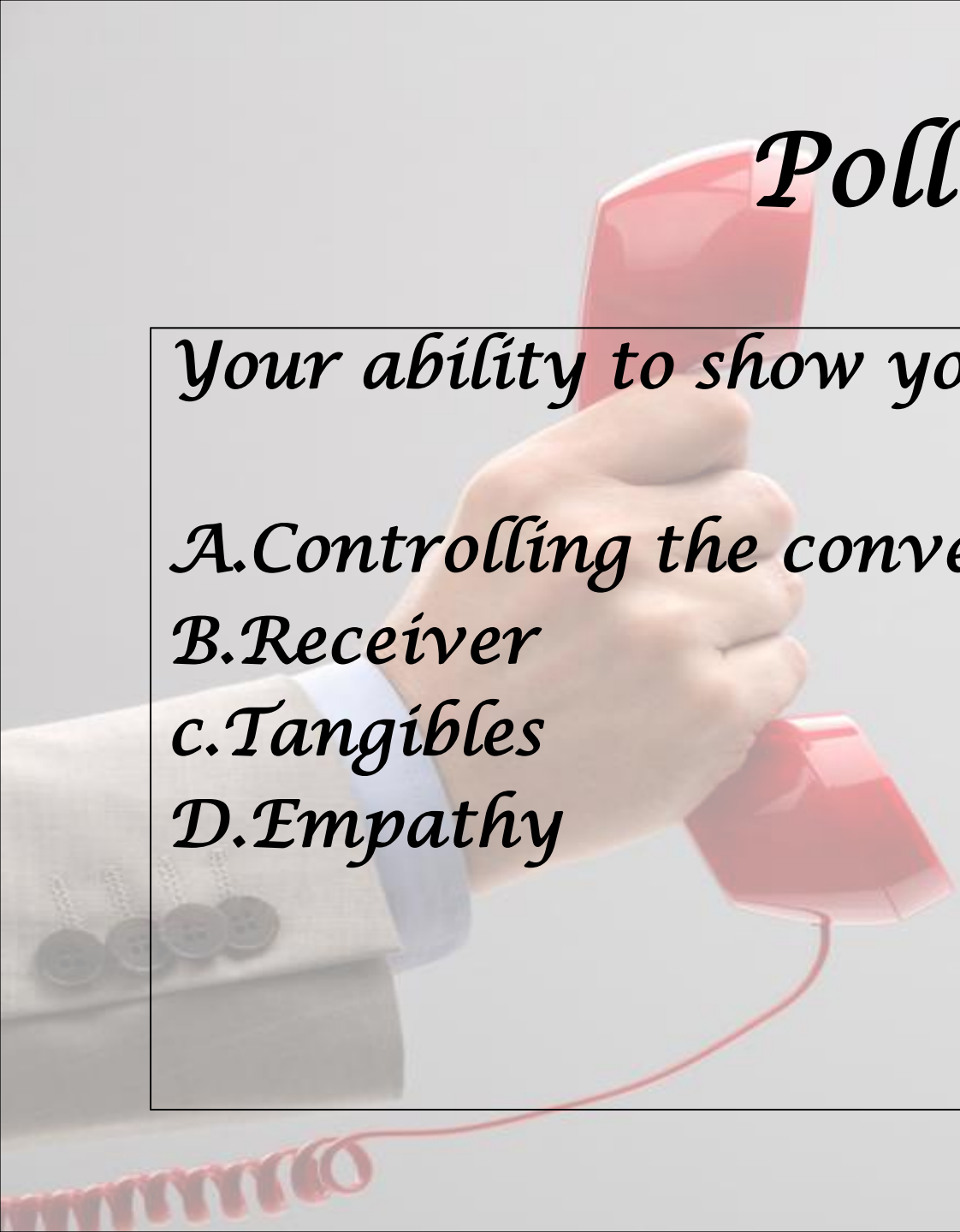
Your ability to show you care is.....

A. Controlling the conversation

B. Receiver

c. Tangibles

D. Empathy



Complete the conversation with ideas shared in bracket.

(What do you think, thinking about, will pick you up, I'd love to! , Sounds great!, wondering if you'd like)

John: Hi, Alice, it's John. How are you?

Alice: Oh, hi, John! I was just thinking about you.

John: That's nice. I was(a) _____ to go to a movie tonight.

Alice: Sure(b)_____, What's playing?

John: I was (c)_____ that new comedy "Lights Out."_____(d) ?

Alice: _____(e)

John: OK, I_____ (f) around 7:30. The movie starts at 8.

Alice: See you then. Bye!

Read the dialogue and complete the conversation with appropriate phrases and sentences.

R: Good morning. Welcome to the Westin Hotel

C: Hi, Good morning. I'd like to make a reservation for this weekend. _____(a)

R: Yes sir, we have several rooms available And what is the exact date of your arrival?

C: The 24th.

R: _____(b)

C: I'll be staying for two nights.

R: _____(c)

C: For two people

R: And would you like a single room?

C: yes, please.

Read the dialogue and complete the conversation with appropriate phrases and sentences.

R: Great. And would you prefer to have a room with a view of the ocean?

C: Sure What's the rate for the room?

R: Your room is \$400 per night,_____ (d)

C: Jack Johnson

R: _____ (e)

C: Sure. J-O-H-N-S-O-N

R: Could you tell me your telephone number?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. _____ (f)

C: Visa. The number is 987654321.

Poll Question

It is said you should make business calls during the time of day most people are freshest to receive them. When is this?

- a. 8 a.m. to 10 a.m.*
- b. 10 a.m. to noon*
- c. 1 to 3 p.m.*
- d. 3 to 5 p.m.*

Read the dialogue and complete the conversation with appropriate phrases and sentences.

Receptionist: Good morning, Pine trees Hotel. How _____(can I help) you today?

Customer: Hello, I would like to book a room for tonight / Friday, August 15th / the 20th till the 23rd.

Receptionist: What kind of room _____(will) you like?

Customer: I _____(will like) a double room, please.

Receptionist: Please hold on I will check I am afraid we only have single room available.

Tomorrow we will have a double room

Customer: OK that will do. How much _____(do you charge) for a single room?

Receptionist: Forty pounds including GST.

Read the dialogue and complete the conversation with appropriate phrases and sentences.

Receptionist: Forty pounds including GST.

Customer: _____(be meals include) in that price?

Receptionist: Yes, your breakfast and dinner are included and are served in our dining room.

Customer: That's great; I will take a single room for tonight and change to a double room tomorrow.

Fill in the gaps with given hints

(Monday, at week, get, I am coming, the evening)

Dear Nadia,

_____to the 'Teaching for Change' conference next_____.

*I'm glad you are going, too. I'm arriving on_____afternoon. I'll
text you when I _____to the hotel. Perhaps we can
meet in_____. Are you free to go out for a meal _____about
7:30?*

Hope to see you soon.

Lisa

Poll Question

Your ability to help the caller is called.....

A.request permission

B.Sender

C.Tangibles

D.responsiveness

Read the following conversation for reservation and fill in the blanks accordingly:

(Listed , Vacancies, prefer , advance , available)

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Good morning. I'd like to make a reservation for the third weekend in September. Do you have any_____?

R: Yes sir, we have several rooms available. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: would you like a room with single bed or a double bed?

C: A double bed, please.

R: Great. And would you _____ to have a room with a view of the ocean?

C: If that type of room is_____, I would love to have an ocean view.

What's the rate for the room?

R: Your room is four thousand rupees per night. Now what name will the reservation be _____under?

C: Raju Rastogi

Read the dialogue and complete the conversation with appropriate phrases and sentences.

Hotel Clerk: Hello. Holiday Inn. May I help you?

Man: _____

Hotel Clerk: we have one suite available,

Man: _____

Hotel Clerk: It's only \$200 dollars

Man: Okay, that'll be fine.

Hotel Clerk: _____

Man: Yes. Ash Simpson.

Hotel Clerk: _____

Man: S-I-M-P-S-O-N

Hotel Clerk: Okay, Mr. Simpson, we look forward to seeing you

Man: _____

Read the conversation and fill in the blanks using words from the below mentioned list:

(may, out, reach, 438-3498, regards, personal, returns)

Secretary: Good morning, ABC Company, how (1)_____ I help you?

Mr. Thomas: Hello, this is Bill Thomas. May I speak with Ms. Tanaka, please.

Sec.: I'm sorry, she is(2)_____of the office right now. May i take a message?

Mr. Thomas: Yes please. This is Anthony Thomas.

Secretary: And how can he (3)_____you, Mr. Thomas?

Mr. Thomas: At 438-3498.

Secretary: Was that (4)_____?

Mr. Thomas: Yes, that's right.

Secretary: And may I tell him what this is in (5)_____ to?

Mr. Thomas: Well, it a rather (6) _____matter.

Secretary: Okay. I will give him the message as soon as he (7)_____.

Poll Question

In the unlikely event that you reach a receptionist or secretary when making a business call (instead of voice mail of the person you are calling), how should you address the call taker?

- a. Ask for the person you're calling for*
- b. Ask for your party's extension without offering any other information*
- c. Ask for the person you're calling for, state your name and purpose for calling*
- d. Ask for the person you're calling for, and state your name*

Poll Question

Defined as the practices and forms prescribed by convention or by authority.

A.request permission

B.Taking a message

C.Etiquette

D.Feedback

Read the conversation and supply appropriate words in proper tense form.

Doctor's Assistant: Good morning, Doctor Jensen's office. How may I help you?

Patient: Hello, I___(will, like, make) an appointment to see Doctor Jensen, please.

Doctor's Assistant: _____(be,be,to see) to see Doctor Jensen before?

Patient: Yes, I have. I _____(have) a physical last year.

Doctor's Assistant: Fine, what is your name?

Patient: Maria Sanchez.

Doctor's Assistant: Thank you, Ms. Sanchez, let me pull up your file... Okay, I_____(locate) your information. What's the reason for your making an appointment?

Patient: I _____(have, be, feel, not) very well lately.

Doctor's Assistant:_____ (do, need, you) urgent care?

Patient: No, not necessarily, but I'd like to see the doctor soon.

A hand holding a red telephone receiver, with the coiled cord visible at the bottom left. The background is a light gray.

Poll Question

Why should you generally not answer your business phone on the first ring?

- a. It's rude*
- b. You don't look busy enough*
- c. You should let the phone ring through to your voice mail so you can talk at a time of your choosing*
- d. It can catch the caller off-guard*

Read the following telephone conversation and fill in the blanks appropriately:

Aria: _____

Biti: Hí, Ray. This is Biti.

Aria: Good morning, Biti. _____

Biti: Things are wonderful. What can I help you with?

Aria: _____ to discuss the new project?

Biti: That would be great. What restaurant did you have in mind?

Aria: _____

Biti: That would be perfect. It's a nice quiet place to meet.

Aria: _____

Biti: I am looking forward to meeting with you. See you then.