



Business Calls

Business > Intermediate 6



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

Call 1

Secretary: Triple M, you're speaking with Alice.

James: Hello, I am James Johnson from Future Innovation.

Secretary: Good afternoon, sir. What can I do for you?

James: I would like to speak with Mr. Walker.

Secretary: I am afraid he is in a meeting at the moment.

James: Could you please take a message?

Secretary: Of course.



Call 2

Receptionist: Yes, sir. How may I help you?

James: I am looking for your company's CEO, Josh Antua.

Receptionist: I am afraid you have the wrong number, sir. Our CEO is John Jackson.

James: Really? I apologize. I will check the number again.

Receptionist: Have a great day, sir.

James: Thank you! You too!



Call 3

James: Hello, this is James Johnson and I am calling to inquire about...

Answering Machine: The recipient that you've dialed is currently unavailable. Please leave a message after the beep.

James: Hello, Mr. Antua. This is James Johnson from Future Innovation. I am calling to inquire about further details of our meeting. We decided that the meeting will be held on the 23rd of January. However, we haven't decided on the exact time yet. Please let me know when you will be available. The best way to reach me is to call or text me on my cell at 555-1234. I am looking forward to your call. Speak to you soon!



Check your understanding:

1. Why was James not able to talk to Mr. Walker in the first call?
2. Why was James not able to talk to the CEO, Josh Antua, in the second call?
3. Why did James try to reach Mr. Antua in the third call?



Exercise 2 – Learning

How to Make a Business Phone Call

Introduce yourself: Start the conversation by introducing yourself - state your name and the name of your company. After that, state the purpose of your call.

Be polite, brief and informative: Make sure to use polite expressions (e.g. *I'm afraid* I can't hear you.) and indirect questions when making requests. (e.g. *I would like to...*)

Repeat the important information: If you are deciding on some specific details such as the date and place of a meeting, make sure to repeat it twice so there are no misunderstandings.

Leave a message: If the recipient is busy, you can leave an informative message. Don't forget to mention your contact details before ending the call if you are calling for the first time.

End the call in a pleasant manner: Thank the person for their time and wish them a good day.



Useful Expressions

- Hello, this is James Johnson from Future Innovation.
- May I speak to Mr. Walker?
- I would like to make an appointment.
- I am calling to inquire about further details of our meeting.
- I'm afraid he/she's not available at the moment.
- Can I take a message?
- Could you please take a message?
- I am looking forward to your call.



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You want to reach the CEO of your future company so that you can set up a meeting. Call the company and talk with the secretary, try to reach the CEO. The teacher can be the secretary.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Have you ever made a business phone call in English? If so, how did it go?
2. What would be the biggest obstacle for you when making a business phone call in English?
3. Do you prefer to talk to the person you are calling or to leave a message? Why?