



Dealing with a Wrong Number

Business > Intermediate 6



Exercise 1 – Reading

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

Mr. Duke: Hello, I am calling about the meeting we scheduled for today.

David: Hello, who is this?

Mr. Duke: I'm sorry, this is Liam Duke, from Office Best. We were supposed to have a meeting today.

David: I am sorry, you must have dialed the wrong number... Who are you trying to reach?

Mr. Duke: I am trying to reach Mr. Walters.

David: There is no Mr. Walters here. What number did you dial?

Mr. Duke: I was trying to call 555-333.

David: Oh, I see. This is 555-334. You probably missed the button.



Mr. Duke: Oh, I am so sorry for the inconvenience!

David: It's not a problem at all.

Check your understanding:

1. Who was Mr. Duke trying to reach?
2. Why couldn't he reach his client?
3. Why did he want to talk to Mr. Walters?



Exercise 2 – Learning

Useful Expressions

- I'm afraid you've dialed the wrong number.
- You must have dialed the wrong number.
- Sorry, I think you have the wrong number.
- May I ask who you are trying to contact?
- Who are you trying to reach?
- There's no Mark here.
- Sorry, there's no one by that name here.
- What number did you dial?
- It's not a problem at all.



Exercise 3 – Role Play

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

Scene: Somebody called you to make an appointment at the dentist but they've dialed the wrong number. Your teacher will be the person calling the wrong number.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Have you ever had to deal with someone calling the wrong number? What did you do?
2. How do you react when you realize you have called the wrong number?
3. Do you usually answer calls from unknown phone numbers?