



Answering a Call

Business > Intermediate 6



Exercise 1 – Reading

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

Secretary: J&M Imports, Julia Collins speaking. How may I help you?

Mr. Holt: Hello! May I speak with Mr. Carter?

Secretary: Can I have your name, sir?

Mr. Holt: My name is David Holt.

Secretary: Would you mind spelling that for me?

Mr. Holt: David Holt. That's D-A-V-I-D-H-O-L-T.

Secretary: Thank you, sir. And where are you calling from?



Mr. Holt: I'm calling from HCA Shipping.

Secretary: Ok, Mr. Holt, I'll try to put you through. Kindly wait for a few seconds.

Mr. Holt: Thank you very much!

Check your understanding:

1. Which company did Mr. Holt call?
2. What information did Mr. Holt have to provide?
3. What company does Mr. Holt work for?



Exercise 2 – Learning

Useful Expressions

- Hello, how may I help?
- J&M Imports, Julia Collins speaking, how can I help you?
- Can I have your name, sir/madam?
- May I ask who's calling, please?
- I'm sorry, I didn't get your name.
- Could you spell that for me, please?
- Would you mind spelling that for me?
- Where are you calling from?
- Can you please tell me where you are calling from?
- Just a moment, please.
- Could you wait for a moment, please?
- I'll try to put you through.



Exercise 3 – Role Play

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

Scene: You work as a receptionist for a sales company. You receive a call from a web designer that your company has recently hired. He/she would like to speak with the Accounting Manager. Take the caller's details and put the call through. Your teacher will act as the caller.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. In your line of work, do you have to make many phone calls?
2. Do you prefer to talk on the phone or face-to-face?
3. Have you ever had to deal with a rude customer/client on the phone?