

COMMUNICATION

On the phone

LEVEL

Elementary (A2)

NUMBER

EN_A2_1032X

LANGUAGE

English



Learning outcomes

- I can have a simple telephone conversation.
- I can make a reservation or appointment over the phone.



Warm-up

**When was the last time
you made a phone call in
English?**

**What was the reason?
Was it a long or short conversation?**



Informal phone phrases

Categorise the words and phrases below.

1

*Hi, Matt **here**.*

2

*Great. **Chat soon**.*

3

*Hi, **what's up?***

4

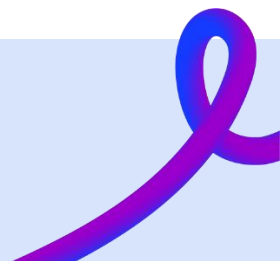
*That's fine. **I'll call back later**.*

5

*I've got to go. **Bye for now!***

Answering a call

Ending a call





Multiple choice: informal phone phrases

Complete the sentences with the correct word or phrase.

1 Sorry Justine, I've got to run. Chat _____!

a. for now

b. soon

2 Hey, Sarah _____.

a. what's up

b. here

3 No problem. I'll _____ back later.

a. call

b. chat



Starting a phone call



Hello. **This is** Frank Miller **speaking**.

Hi. **I'm trying to contact** Harry Piles. Do I have the right phone number?





Asking to speak with someone



Hello. **This is** the manager at Julio's restaurant **speaking**.

May I please speak with Mr. Smith?



I'll check if Mr. Smith is available. **Please hold**.

I'm sorry. Mr. Smith **is unavailable at this time**.





Choose the correct word

1 Hello. This is June James _____.

a. speak

b. speaking

2 May I please _____ with Henry Smith?

a. speak

b. speaking

3 I'm sorry. Mr. McInnes is _____ right now.

a. available

b. unavailable



Fill in the gaps and practise the dialogue



Hotel Manager

Hello. _____ the manager of the hotel speaking. I'm trying to contact the person who stayed in room 220 last night. Someone left their passport at the hotel.

Ms. Jeffreys stayed at the hotel last night. I'll see if she's available. Please _____. I'm sorry, Ms. Jeffreys is unavailable right now.



Secretary



Hotel Manager

May I please speak _____ her assistant?

with

This is

hold



What do you need?



I need to rent a car when I'm in Paris. **I would like to schedule an appointment** to pick it up, please.

I need to get a haircut. **I'd like to make an appointment** for next week, please.





Leaving a message

1



I'm sorry. Mr. Johnson is **unavailable** right now.

2



Can I leave a message for Sarah, **please**?

3



Can you please **call me back** as soon as possible?

4



I appreciate your help. I look forward to speaking with him.

What do you need?

I would like to make a reservation, please.



I would like to make a **reservation** for dinner on Saturday evening, please.

I would like to schedule an appointment, please.



I would like to schedule an **appointment** with the doctor tomorrow, please.

Leaving a message

Can I leave a message?



Can I leave a message?
Please tell her that I found her
purse.

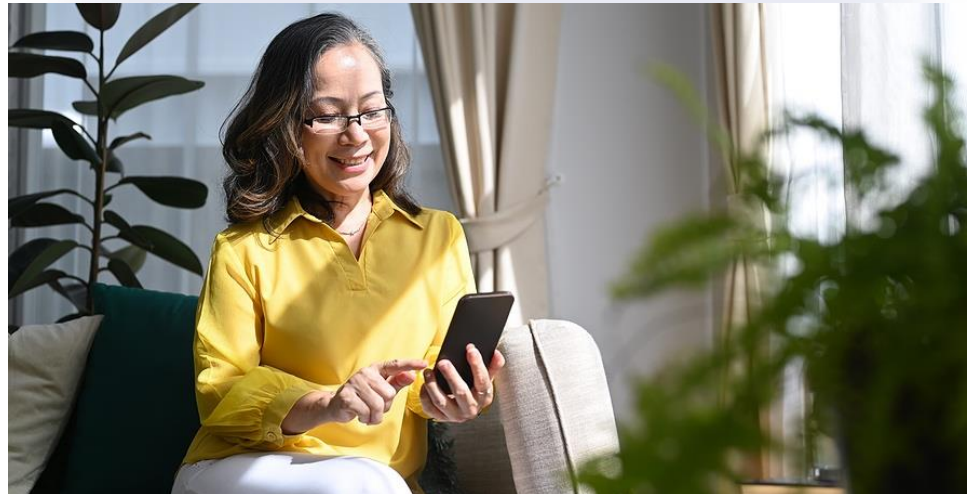
**Can you please call me
back?**



I'm busy right now. **Can you
please call me back later?** I'm
free between 3 and 5 p.m.

”

I appreciate your help



Thank you. **I appreciate your help.**



Put these in the correct list

Do you make a **reservation** or an **appointment**?

I would like to make a reservation, please.

I would like to schedule an appointment, please.



to see the doctor



to eat dinner at a restaurant



to get my hair cut



to rent a car





Fill in the missing words

Fill in the gaps in breakout rooms.

Correct the activity together with your teacher and **practise** the dialogue with a partner.

message

call

This is



Hello. _____ Mary speaking.
May I please speak with Simon?

I would like to leave a _____,
please.

Can you ask him to _____ me
before he leaves the office today,
please?



Thank

sorry

Please

I'm _____ but Simon's
unavailable right now.

Sure, just a moment. _____
hold. OK, I'm ready. What would you
like to tell him?

I'll make sure he gets the message.
_____ you.



Trying to contact a friend

Role-play a conversation between the caller and the secretary. Use the vocabulary in the red box to help you.



Caller

You are trying to call your friend Sarah at work.

You want to make dinner plans.



Sarah's secretary

Sarah will be in a meeting until 5 p.m.

Help the caller as best as you can.

Hello, this is... I'm...

I'm sorry, ...

- I'm trying to contact...
- May I please speak with...
- Please hold...
- unavailable
- Can I leave a message?
- I appreciate your help.



Taking a call

May I take a message?



May I ask who's calling?



She can't come to the phone right now. **May I take a message?**

I can take a message. **May I ask who's calling?**



Asking for more details

How do you spell that?



I am not familiar with your name. **How do you spell that?**

Could you please repeat that?



I didn't understand you. **Could you please repeat that?**



Taking a message



I'm sorry. Ms. Green is unavailable. **May I take a message?**

I didn't get that. **May I ask who's calling** again?





Match the questions to the replies

1 May I take a message?

2 May I ask who's calling?

3 Could you please repeat that?

4 How do you spell that?

5 Is there anything else I can do for you?

a I said my name is Frank.

b It's F-R-A-N-K.

c Sure. Please tell him to return my call.

d No, thank you. Goodbye.

e This is Frank speaking.



Speaking to the bank

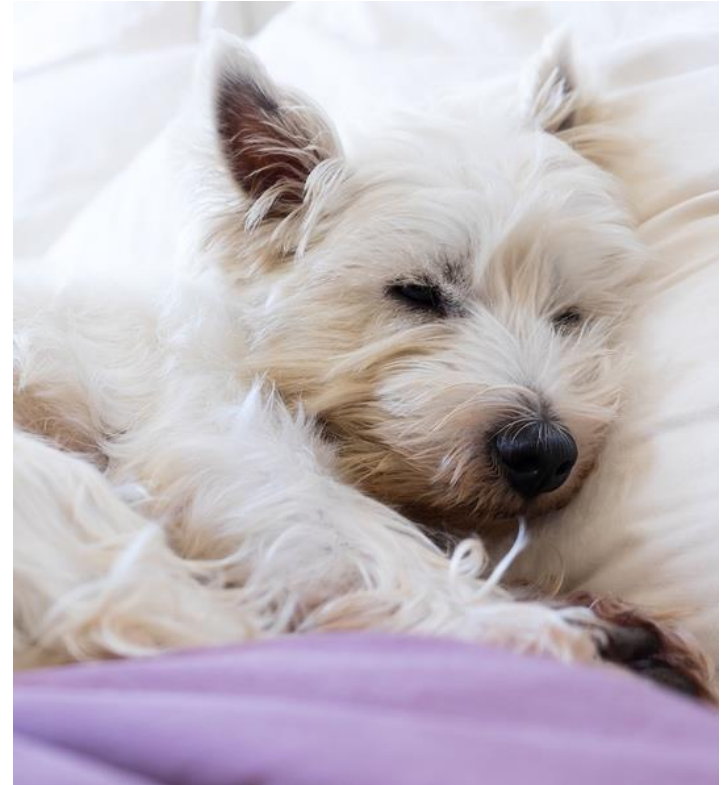
You are having problems accessing your bank account online.
You have to answer some security questions.

Role-play the phone conversation with a classmate or your teacher.

1 What is your full name?

2 What is the name of your first pet?

3 How do you spell that?



Review the phrases from the lesson

May I please
speak with...?

I'm sorry,
they're
unavailable...

This is... speaking

I appreciate your help

Please hold...

I would like to make an
appointment...

Can I leave a
message for...?

May I take a
message...?



Practise having a phone conversation

Role-play a phone call with your classmate for **one** of the prompts below.
Use as many phrases as you can from the lesson.



Make an appointment
with your hairdresser.

Make a reservation for
lunch at your favourite
restaurant.

Leave a message with
your friend's secretary.

Take a message for your
colleague and ask for
more details.



End of the lesson

Idiom

Hold the phone!

Meaning: This phrase is sometimes used to show surprise.

Example: Hold the phone! I think we missed our stop.



Additional practice



Practise saying these phrases

I would like to make a reservation, please.

I would like to make an appointment, please.

I would like to leave a message, please.

Could you repeat that please?



What's the question?

Form a **question** for each answer below. Then, **practise** asking and answering them.

1 It's Lisa – Lisa Hardwick.



May I ask who's calling?

2 I said my name is Lisa Hardwick.



3 I would like to speak to the manager.



4 No problem. Yes, please ask them to return my call. It's quite urgent.

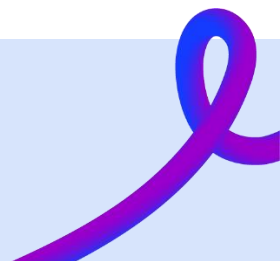


5 It's H-A-R-D-W-I-C-K.



6 No, thank you. That's all. Goodbye.







About you



Do you always go to the same hairdresser?



Do you have to make a reservation at your favourite restaurant?

Where do you usually meet friends for coffee?



Answer key

P.4: Answering a call: 1, 3 Ending a call: 2, 4, 5

P.5: 1. b 2. b 3. a

P. 8: 1. b 2. a 3. b

P. 9: This is; hold; with

P. 16: (Person 1) This is; message; call (Person 2) sorry; Please; Thank

P. 21: 1. c 2. e 3. a 4. b 5. d

P. 29: Suggested answers: 2. Could you repeat that, please? 3. How may I help you? What can I do for you? 4. I'm afraid they can't speak right now/they are unavailable at this time. Can I take a message? 5. How do you spell your surname? 6. Is there anything else I can do for you?



Summary

Phrases when making a phone call:

- *This is... speaking; I'm trying to contact... ; May I please speak with...?*
- *Can I leave a message?; Can you please call me back?*
- *I appreciate your help.*

Phrases when answering a phone call:

- *Please hold; ... is unavailable at this time.*
- *May I take a message?; May I ask who's calling?;*
- *How do you spell that?; Could you repeat that, please?*

Phrases to make reservations and appointments:

- *I would like to make a reservation, please.*
- *I would like to schedule an appointment, please.*



Vocabulary

This is ... speaking

I'm trying to contact ...

May I please speak with ... ?

Please hold.

... is unavailable at this time.

I would like to make a reservation, please.

I would like to schedule an appointment, please.

Can I leave a message?

Can you please call me back?

I appreciate your help.

May I take a message?

May I ask who's calling?

How do you spell that?

Could you please repeat that?



Notes

