

# Conference calls

COMMUNICATION

LEVEL  
Intermediate

NUMBER  
EN\_BE\_2622X

LANGUAGE  
English





## Goals

- Can correctly begin and end a conference call.
- Can interrupt someone politely and ask for clarification.







## Preview and warm-up

In this lesson, you are going to learn words and phrases related to **conference calls**.



Can everyone go on mute, please?



## Brainstorm

Can you remember different ways  
of introducing ourselves at the  
beginning of a phone call?



## Vocabulary review

Hello, my name  
is...

It's...

May I talk to...



I am calling you  
to ask about...

This is...from...

...speaking.



## Sentence examples



**Hello, my name is** Tim Blake.

**This is** Kate **from** Amazon.



**It's** Ron Howard. **May I talk to** Ms. Taylor?

**Vanessa Johns speaking. I am calling you to ask about** a new product.





## Checking for participants

- When you begin a conference call, you first check who is also taking part.
- You can use the phrases below:

■ Who just joined?

■ Is Martina on the call?







## Interrupting someone

- You can **interrupt** someone politely using these phrases:

Can I add something here?

Can I just come in here?

Can I interrupt you there?

Can I jump in here?





## Giving an answer

- You can then **react** to an interruption with these expressions:

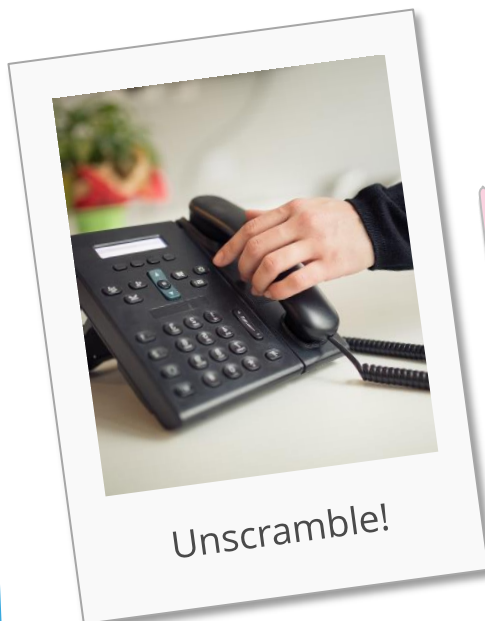
- A: Can I just come in here?  
B: **Yes, go ahead.**
- A: Can I jump in here?  
B: **Yes, carry on.**





## Unscramble

Unscramble the following sentences to form phrases.



Who

the call?

just

joined

here?

just

Can I

come in

you

Can I

there?

interrupt

Is

on the

call?

Andrew



## Dictation

Write down the four sentences your teacher reads out to you.

A spiral-bound notebook with lined pages, ready for writing.



a  
c b



Listen up!





## Role play

**You are a product manager at a clothing company and you are having a conference call with your supplier. The supplier does one of the following. The manager should interrupt politely and tell the supplier there is a problem.**



Offers a very high price for stock

Talks about the wrong product

Gives a long delivery time

Tells you an incorrect quantity



## Ask someone to repeat and clarify

- When we don't hear or understand what someone said, we can ask them to **repeat** or **clarify**.

■ You cut out, can you repeat that?

■ Can everyone go on mute, please?

■ I am having technical issues, can you say that again?

- Technical problems can often happen during conference calls!



## Matching

Complete the sentences by matching two parts.

1. You cut out,

A) on mute,  
please?

2. Can everyone  
go

B) issues, can  
you say that  
again?

3. I am having  
technical

C) can you  
repeat that?



## Discuss

**What can you say in these situations?**



There is a lot of background noise coming from one of your partners' line.

One of your partners is calling from Zimbabwe and has a very weak internet connection.

Your computer is extremely slow.





## Speaking

**Look at the sentences in the previous activity. Have you ever been in a similar situation? What did you say to your partner(s)?**





## Ending a call

- We can **end** a call and **discuss next steps** in different ways.

That's all we have time for today.

I have to jump on another call.

I'll get back to you on that.

Let's speak again.

Let's follow up in three days.





## Matching

**Match the phrase with the situation.  
Why did you choose that phrase?**

1. Let's follow up in four days.

a) Someone is calling you during your conference call.

2. I have to jump on another call.

b) You could not answer a question on an important topic.

3. I'll get back to you on that.

c) You need to carry on with other tasks for that day.

4. That's all we have time for today.

d) You need to see how the project is going in the near future.



## Complete the sentences

Complete the sentences with the correct verb.

have

follow up

get back

speak

jump

1. Let's \_\_\_\_\_ on that in five days.
2. That's all we \_\_\_\_\_ time for today.
3. Let's \_\_\_\_\_ again very soon.
4. I have to \_\_\_\_\_ on another call.
5. I'll \_\_\_\_\_ to you on that.





## Writing

Can you remember all the phrases just by looking at the verbs?

- Write an example sentence using each of the verbs on the right.
- Check your answers with your teacher.





## Complete the dialogue

Use the words on the right to complete the conference call dialogue.

**John:** Good morning, Mr. Hamasaki and Ms. Dabrowski. This is John 1. \_\_\_\_\_. I have good news for you, we got the permission to start manufacturing in Japan.

**Mr. Hamasaki:** Can I just 2. \_\_\_\_\_ here?

**John:** Yes, 3. \_\_\_\_\_.

**Mr. Hamasaki:** We really need to 4. \_\_\_\_\_ about how suitable the factories are.

**John:** We haven't discussed that yet, so I'll 5. \_\_\_\_\_ to you on that.

get back

talk

go ahead

come in

speaking



## Complete the dialogue

Use the words on the right to complete the conference call dialogue.

**Ms. Dabrowski:** Sorry, I am having some

6. \_\_\_\_\_. Can you 7. \_\_\_\_\_ that again, please?

**John:** I said I'll get back to you on that. We haven't clarified how to improve the 8. \_\_\_\_\_ yet.

**Mr. Hamasaki:** Oh, ok. Excuse me, I have to 9. \_\_\_\_\_ another call.

**Ms. Dabrowski:** All right, let's 10. \_\_\_\_\_ in five days. I'll ask my assistant to schedule another call.

**John:** Ok, sounds good. Have a nice afternoon, bye.

jump on

technical issues

follow up

working conditions

say



## Writing

**Now write your own conference call dialogue. Then, share your dialogue with the class. Use the previous exercise to help you.**

How can you interrupt politely?

How can you ask them to clarify something?







## Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no

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## Reflect on this lesson

Think about everything you have seen in this lesson.  
What were the most difficult activities or words? The easiest?



If you have time, go over  
the most difficult slides again



## Answer key

### Exercise 1, p.11

1. Who just joined the call?
2. Can I just come in here?
3. Can I interrupt you there?
4. Is Andrew on the call?

### Exercise 2, p.15

1. C
2. A
3. B

### Exercise 3, p.16

1. Can everyone go on mute, please?
2. You cut out, can you repeat that?
3. I am having technical issues, can you say that again?

### Exercise 4, p.19

1. D
2. A
3. B
4. C



## Answer key

### Exercise 5, p.20

1. follow up
2. have
3. speak
4. jump
5. get back

### Exercise 6, p.22-23

1. speaking
2. come in
3. go ahead
4. talk
5. get back
6. technical issues
7. say
8. working conditions
9. jump on
10. follow up



## Transcription

- Exercise p. 12**
1. Yes, go ahead.
  2. I am calling you to ask about the conference.
  3. Could I add something here?
  4. Hello, my name is Susan Roberts.





## Homework multiple choice

1. Can I \_\_\_\_\_ you there?

- a. cut                      b. interrupt                      c. come                      d. jump

2. Can everyone go \_\_\_\_\_, please?

- a. back                      b. home                      c. to the office                      d. on mute

3. That's all we have \_\_\_\_\_ for today.

- a. time                      b. call                      c. conference                      d. ahead

4. A: Can I jump in here? B: \_\_\_\_\_

- a. Yes, go.                      b. Yes, go ahead.                      c. Yes, jump.                      d. Yes, come.



## Homework writing activity

**Write a reaction to the following sentences. What can you say in these situations?**

1. Today, we are going to talk about our internatio...
2. It'...sure to talk to....and tha....for the...ll.
3. Could I add something here?
4. I need to talk to the management this week.
5. I am not sure about the answer.





## Homework answer key

### Exercise p.30

1.B      2.D      3.A      4.C

### Exercise p.31

1. Can I jump in here?
2. You cut out, can you repeat that?
3. Yes, go ahead.
4. Let's follow up in 8 days.
5. I'll get back to you on that.



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