

Making phone calls in depth

COMMUNICATION

LEVEL
Intermediate

NUMBER
EN_BE_2436X

LANGUAGE
English

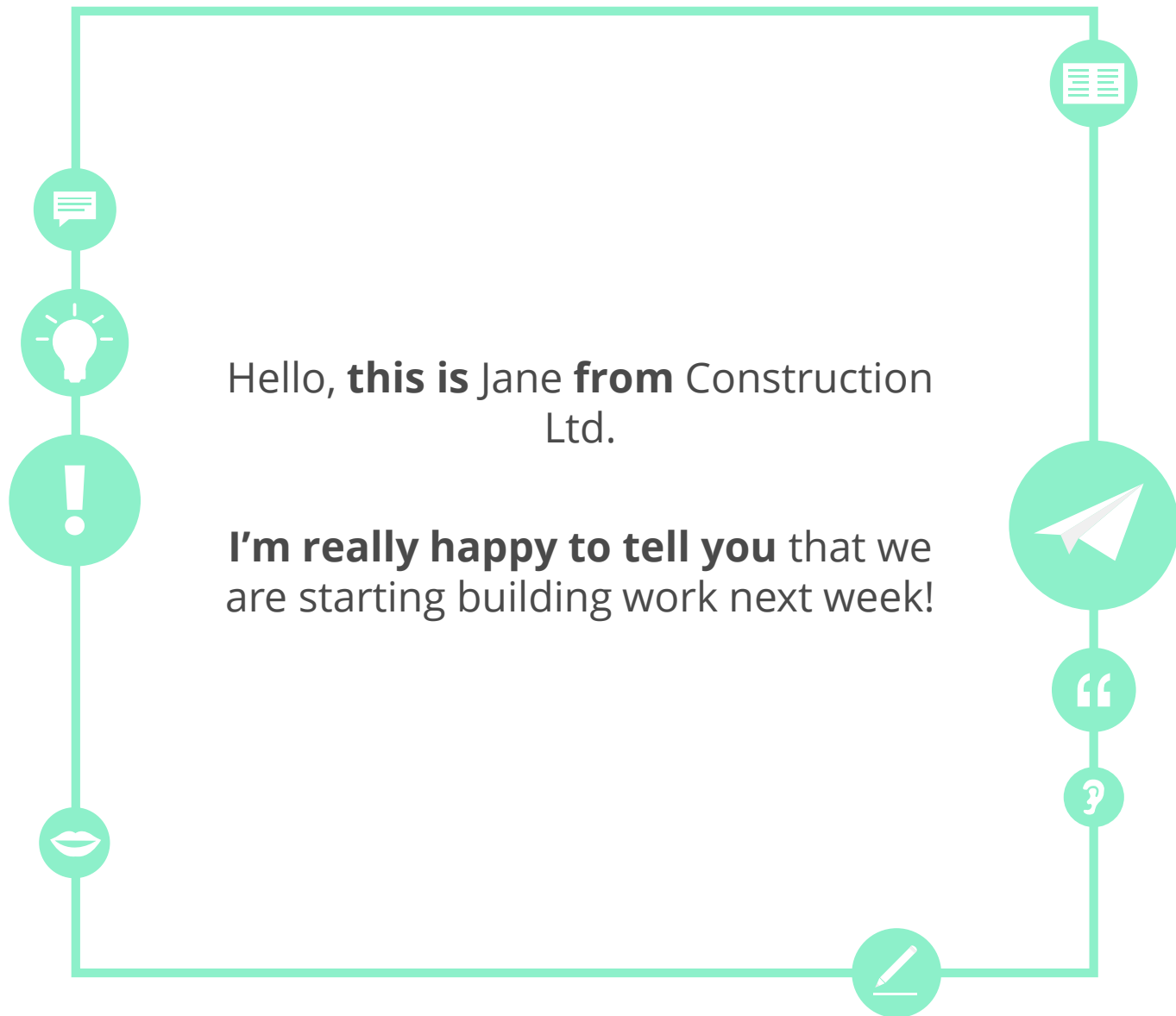




Goals

- Can make a phone call.
- Can correctly say who's calling and why.







Preview and warm-up

In this lesson you are going to learn how to **make phone calls** in more **detail**.



I'm excited to tell **you** that you got the job.



Vocabulary review

Hello, this is...

Can I speak to...

I'm calling
regarding...

Please hold

Can I take a
message?

The reason I'm
calling is...

This is...
speaking

Is that you...?





Sentences



Hello, this is Ben from HR.

Can I speak to Mr Jones, please?



I'm calling regarding the email you sent.

Please hold for a moment.





Sentences



Can I take a message?

The reason I'm calling is to confirm our meeting on Thursday.



This is Martin speaking.

Is that you, Sally?



Introducing yourself

During a **business call**, you should **introduce yourself** by giving your **name**.

You can also tell the listener your **position** and the **company** you work for if you need to.



Hello, **this is** David from the marketing department at Fenwicks.

It's...

When we **introduce ourselves** on the **phone** we do it **impersonally**. *It's...* is a way to do this.



It's Naomi from VSolutions.

This is... from...

...speaking

When we **introduce ourselves** on the **phone** we can say ***This is... from...***

When we **introduce ourselves** or we **answer** the **phone** we can say ***...speaking.***



This is Amy **from** head office.



Charlie **speaking.**



Speaking

Practise introducing yourself on the phone to a business associate using the phrases from the previous pages. Give details about your position and where you work.

It's...



This is...

Student A: Introduce yourself first

Student B: Listen to student A and then swap roles



Discuss

How do you **introduce yourself** on the **phone** in your country?

Do you do it **impersonally** like in English speaking countries?



Saying why you are calling

During a **business call**, it is important to say **clearly why** you are **calling**.

You should do this **after** your **greeting** and you can use a **present continuous tense** here to explain your reason.



I'm calling...

to ask about

Use this phrase when you **have** a **question** for your listener.



I'm calling **to ask about** setting up a meeting.

to discuss

to clarify

To discuss means to **talk about**.

To clarify means to **make clear** or to get **more details** about.



I'm calling **to discuss** our project.



I'm calling **to clarify** the details of our presentation.

I'm just calling to ask...

Could you tell me...?

I'm just calling to ask is a **less formal** way to say **why** you are **calling**.

Could you tell me is used when someone has a **specific question**.



I'm just calling to ask if you will be at the meeting tomorrow?



Could you tell me how many people are in your department?



Fill in the gaps

Choose one of the words below to fill in the gaps.

tell

just

discuss

about

clarify

1. I'm calling to _____ the Redwood project we're working on.
2. I'm _____ calling to ask if Mr Peters is back in the office?
3. I'm calling to ask _____ job opportunities in your company.
4. I'm calling to _____ the details of the meeting on Friday. I'm a little confused.
5. Could you _____ me when you think Igor will be back?





Speaking

Choose one of the people to call below. Give the reason you're calling and ask them a question. One of your classmates should play the other role.

clarify



James from the legal department



Lee from a rival company

ask

discuss



Grace from the HR department



Alice from the local coffee shop

tell

Giving news

We often **make phone calls** to **give** our **listeners** some **news**.

It is polite to **prepare** the **listener** for **good** or **bad news** by using certain phrases.



I'm calling to tell you...

I'm really happy to tell you...

This is a **formal** way to give someone **good news**.



I'm happy to tell you that we would like to offer you the job.

I'm excited to tell you...

I've got something exciting to tell you

Both of these phrases are ways to give **good news**. They are **less formal** than the phrase on the previous page.



I'm excited to tell you that our boss has agreed to come.



I've got something exciting to tell you!

I'm sorry to tell you...

I've got some bad news
for you

Both of these phrases are ways to **prepare** your **listener** for some **bad news**.



I'm sorry to tell you that you didn't get the job.



Fill in the gaps

Fill in the gaps with the words on the right.

1. I'm _____ to tell you that my boss has agreed to meet you.
2. I'm _____ to tell you that the project is being closed down.
3. I've got something _____ to tell you! You're being promoted!
4. I'm really _____ to tell you that all employees will have 5 extra days of paid holiday next year.
5. I've got some _____ news for you: my boss didn't like your proposal.

sorry

bad

excited

exciting

happy



Speaking

When was the last time you got good news at work over the phone?



**Have you ever got bad news at work over the phone?
What happened?**



Ending a call

When you want to **end a call** there are some phrases that you should use to do it politely.



Goodbye!

Thank you very much for
your help

Thanks for your time

These are both **polite phrases** to **end** a business phone **call**.

Remember that **time** is **precious** so it's nice to **thank** someone for talking to you for a few minutes!



Thank you very much for your help, goodbye.



Thanks for your time, bye.



Order the text of a phone call

1

2

3

4

A

Thanks for your time.

B

I'm calling to discuss the job interview you attended here last week.

C

Hello, it's Zara from Verda.

D

I'm really happy to tell you that we'd like to offer you a position in the accounting department.



Put the words into the gaps then read the dialogue with a partner



Hi this is Josh _____ Rocco Ltd. Is that Tina?

I'm _____ calling to ask how many people you're bringing to Thursday's meeting?

Thanks very much for your _____, goodbye.

Yes, Tina _____.

There'll be 6 of us, including me.



Dialogue

Now create a phone dialogue and choose between role play 1 or role play 2. Then act out your role play with a partner.

I'm just calling to ask...



I'm sorry to tell you...

**Role Play 1:
asking a question about a
work event**

**Role Play 2:
giving news of a new job**



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





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 p. 17

1. discuss 2. just 3. about 4. clarify 5. tell

Exercise p. 23

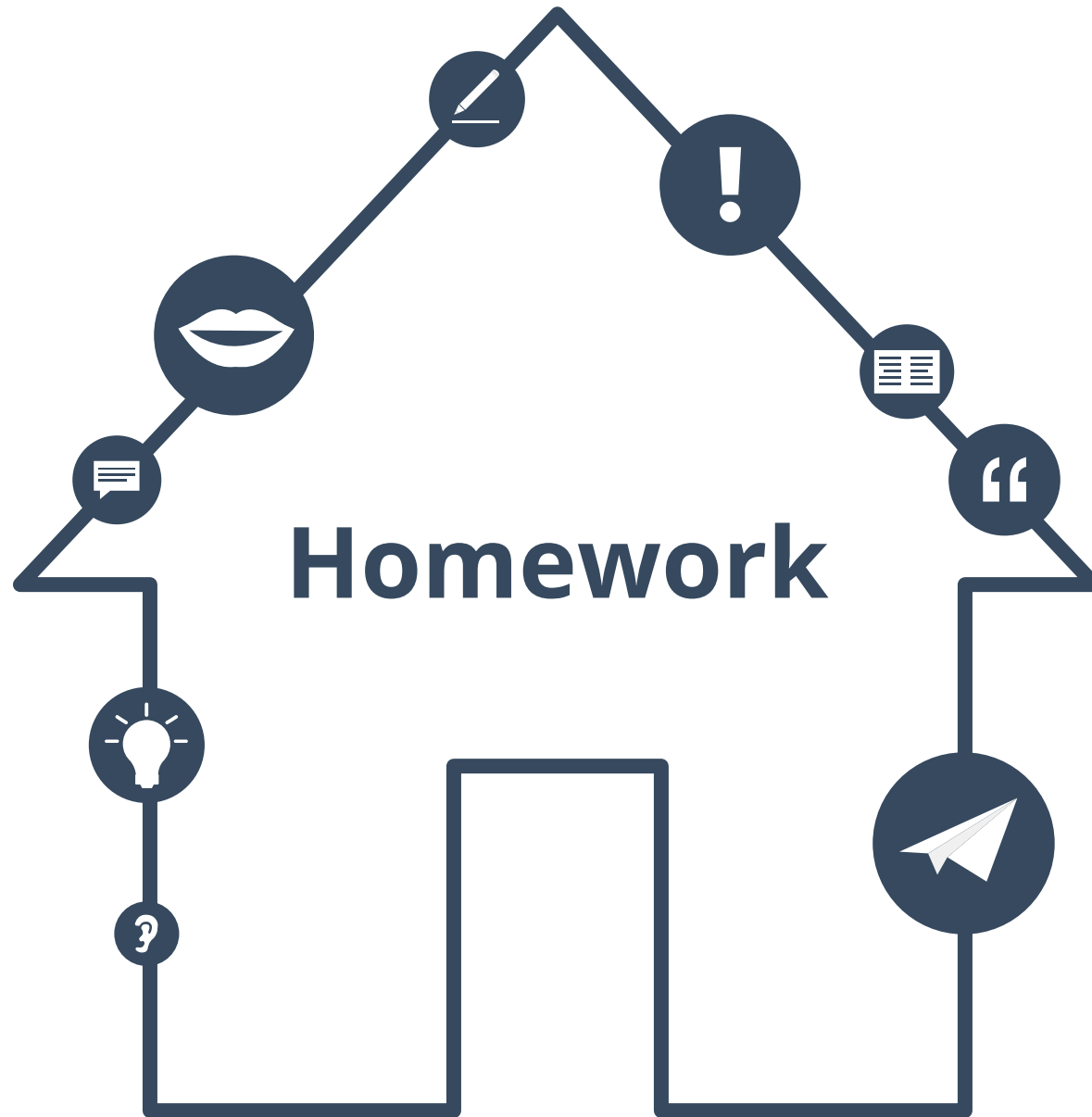
1. excited/happy, 2. sorry, 3. exciting, 4. excited/happy, 5. bad

Exercise p. 27

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

Exercise p. 28

from, speaking, just, time





Unscramble

Unscramble the phrases to make a phone call.



OK, go ahead.

Hi Vera, this is Ed.

I'm just calling to clarify some details about Tuesday.

Hello, this is Vera from the legal department.

I'm sorry to tell you that David, the manager won't be there.

Oh! That's a pity.

He's in London all week. Anyway, thanks for your time, bye!



Writing

[illegible]



Homework answer key

Exercise p. 33

Hello, this is Vera from the legal department.
Hi Vera, this is Ed.

I'm just calling to clarify some details about Tuesday.
OK go ahead.

I'm sorry to tell you that David, the manager won't be there.
Oh! That's a pity.
He's in London all week. Anyway, thanks for your time, bye!

