Making a phone call

COMMUNICATION

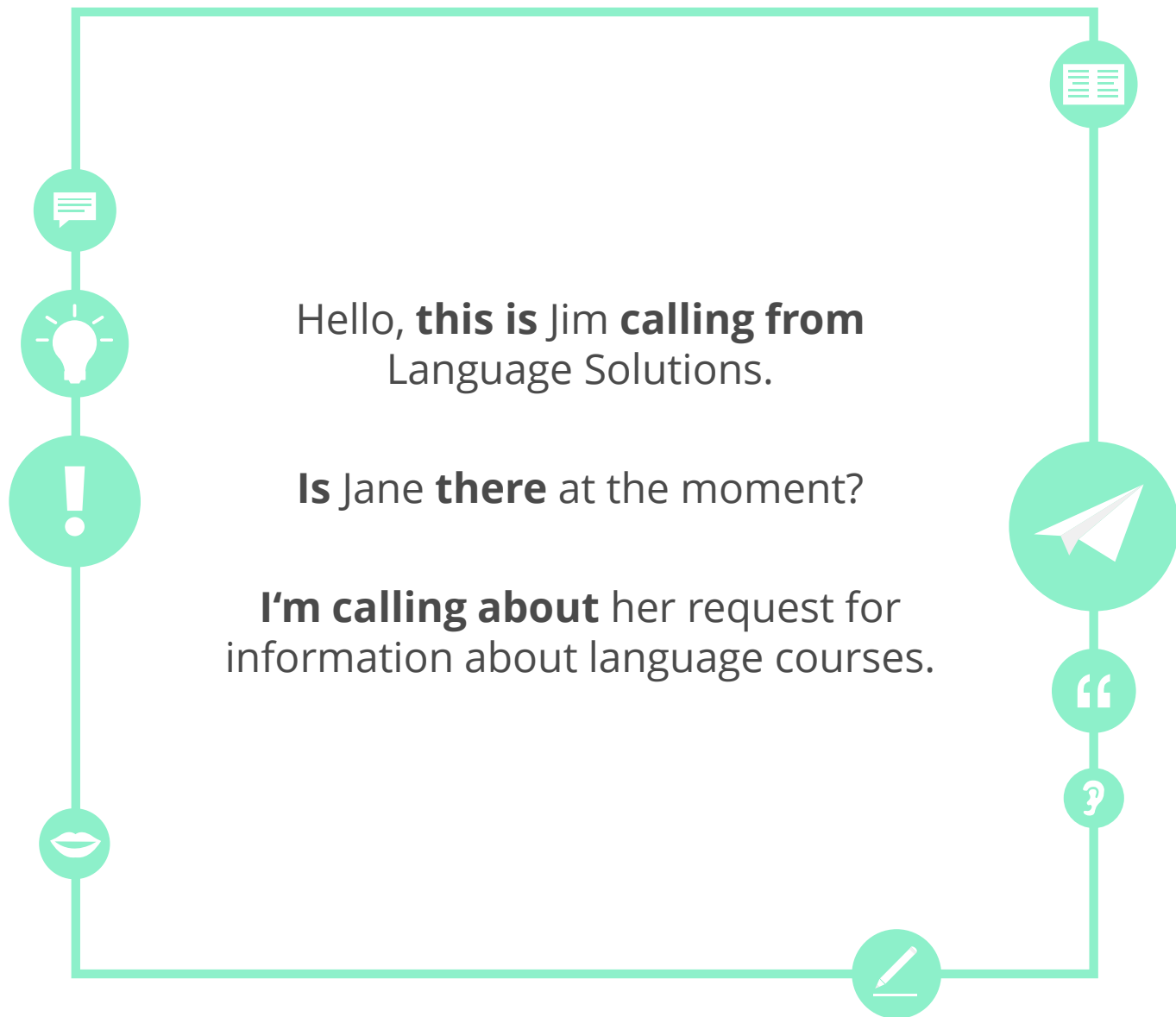| LEVEL	NUMBER	LANGUAGE
Lower-intermediate	EN_BE_2212X	English

Goals

- Can correctly introduce myself on the phone.

- Can correctly use simple phrases to speak to someone and explain why I am calling.

Hello, **this is** Jim **calling from** Language Solutions.

Is Jane **there** at the moment?

I'm calling about her request for information about language courses.

Warm-up

In this lesson you are going to learn the basics of how to **make** and **answer phone calls**.

I'm sorry, **she's not available** right now. Can I **take a message**?

Hello, this is ... from ...

You can open a phone call by saying **your name** and the **company** you represent.

Hello, **this is** Robert **from** One Language Solutions.

Can I speak to ..., please?

Could you put me through to ..., please?

You can then **ask** to **speak to a particular person** at the company you're calling using these phrases.

Can I speak to David from Marketing, **please**?

Could you put me through to Charlotte from Design, **please**?

Is ... there at the moment?

Or, you can use this phrase to **ask** if **someone is available** to speak.

Is Belinda from Sales **there at the moment**?

Is that you, ...?

If you think the **person who answers the phone** is the person you want to talk to, you can simply check this.

Is that you, John? Great to speak to you again!

Brainstorm

Work with your teacher to think of as many ways to open a phone call as possible.

One Language Solutions, how may I help you?

Hello, this is...

Can I speak to Will, please?

Is Toby there?

Good morning, this is...

Put the phrases in the correct order

A I'm from the HR department at Bob & Smith flooring solutions.

B Could I speak to Mary in accounts please?

C Good morning, Robertson & Sons, Sandra speaking.

How may I help you?

D Hello, this is Chloe Smith.

1. _____

2. _____

3. _____

4. _____

Role-play

Ring ring! Your teacher is calling.
Try to answer as best you can, filling in the gaps in the dialogue

Hi, _____

_____

Is _____ at the moment?

_____

Role-play

Hi there, this is _____

_____

Is _____ at the moment?

_____

The reason I'm calling is...

I'm calling regarding...

After you introduce yourself, you can then give your **reasons for calling** with one of these phrases.

The reason I'm calling is to check our order from last week.

I'm calling regarding our conversation yesterday. Are you still interested in our promotion?

I'd like to speak to someone about...

Sometimes your **reason** for calling is to find **the right person** to speak to about a problem.

I'd like to speak to someone about a problem with our office furniture.

Did you get my e-mail?

Or, you may wish to **follow up** on a previous conversation via email.

Hi Jane, this is Paul from HR. **Did you get my e-mail?**

Oh, yes! About the new project? Thanks for reminding me!

Fill in the gaps

Use the phrases and expressions from the lesson to complete the dialogue

| reason I'm calling | at the moment | A Plus Languages | this is Jane | the marketing team there |

- Hello, _____ from _____. How are you today?

- Great, thank you. How can I help?

- Is William from _____ at the moment?

- One moment, I will just check for you. Can I ask why you are calling?

- The _____ is about his inquiry about group training last week.

- Ah, I see. Well I'm sorry, he's not in the office _____.

- Ok, no problem, I will call again later. Thanks for your help and have a nice day.

Make the call

It is time to call your teacher.

You want to speak to Terry in the design team about some work he showed you.

Be warm and polite

Remember to state your name and company

Respond to the teacher using vocabulary and phrases from the lesson.

This is ... speaking

When you **answer** the phone, you should **greet the person** and **say who is speaking**.

Good morning, **this is** Norma **speaking**.

Please hold

If you **send** the call to another person, you can use this expression **before** you **end the conversation**.

You can also use this expression if you want to **pause the conversation** and have the person **wait a moment**.

I will transfer you to her department, **please hold** one moment.

I'm sorry, ... is not available

I'm afraid ... is not available

Use each of these phrases when someone **cannot come to the phone** now.

I'm sorry, Mr Walker **is not available** right now.

lingoda

Can I take a message?

If they are not available, you can then offer to **pass the information** on to the person.

Shelly isn't available right now, **can I take a message**?

lingoda

Shall I ask .... to call you back?

Or, you can ask the person if they would like to **receive another phone call** from them **later**.

Use this phrase to politely ask this.

I'm afraid Sandy can't make it to the phone right now. **Shall I ask her to call you back?**

Organise the conversation

Work with a partner and put the phone conversation in the correct order

I'm sorry, I'm afraid he's not available.

I will pass it along. Shall I ask him to call you back?

Good morning!

That would be great. I'm calling about our conversation yesterday.

This is Alex from One Language Solutions.

Janet speaking, how can I help you?

That would be great, thank you.

Can I take a message?

Goodbye.

Can I speak to James in the sales department, please?

Please hold one moment.

I will let him know.

Take a message

Your teacher is calling! They want to speak to a colleague who is not there. Take a message for your other colleague

Choose a person and reason, then act out with a partner

A

David

B

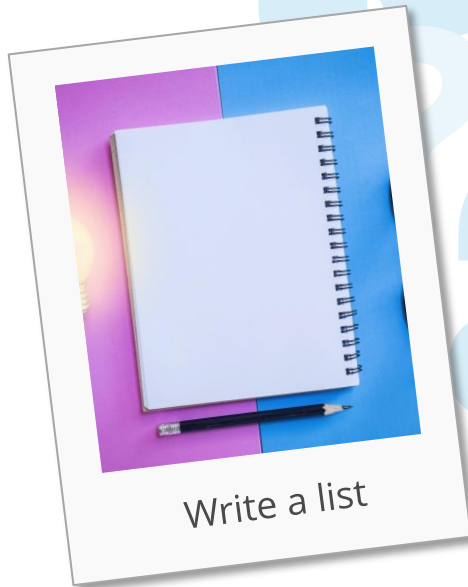**Sheryl**

C

Cindy

D

William

1. You want to check on the progress of his project at work.

2. You want to make an inquiry about language training.

3. You need to see if a product is still for sale.

4. You want to ask to return a broken television.

lingoda

What do you find difficult when you make a phone call?

Write a list

Talk to your teacher

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 1, p.10
1. C
2. D
3. B
4. A

Exercise 2, p.16
1. This is Jane
2. A Plus Languages
3. The marketing team there
4. Reason I'm calling
5. At the moment

Homework

A

Is Jeffrey ...

The reason I'm calling is ...

This is ...

Shall I ask her ...

Perhaps I ...

I'm afraid ...

B

... confirm the order you placed with us last week.

... Janet's not available right now.

... to call you back?

... Jamie speaking.

... there at the moment?

... can take a message?

Write sentences

Write a short summary on each of these points to consolidate your learning in the lesson.

Be sure to review your writing when preparing to make a phone call.

Tone	Name and company
Identifying the reason for a call	Manners
Receiving a call	Taking a message

About this material

This material is provided by

lingoda

lingoda Who are we?

Why learn English online?

What kinds of English classes do we offer?

Who are our English teachers?

How do our English certificates work?

We also have a language blog!