

Starting and Ending a Call

Telephone phrases

Match the two columns to form telephone phrases. Put 'S' (start a call) or 'E' (end a call) next to each expression.

- | | |
|------------------|-------------------------|
| 1. make | a. a number |
| 2. hang | b. a phone call |
| 3. put the phone | c. a ring |
| 4. dial | d. down |
| 5. give someone | e. the phone |
| 6. answer | f. through (to someone) |
| 7. put someone | g. up |



Now complete the following questions with the phrases above:

1. Have you ever on someone who was being rude?
2. Do you need to a lot of in your job?
3. Do you always when it rings?
4. When was the last time you the wrong ?
5. Who was the last person to you ?
6. Have you ever had to wait more than five minutes for an operator toyou
..... to someone?

In pairs, ask and answer the questions.

Starting a call

Listen and complete the following extracts from six telephone conversations.



Dialogue 1

Maria Gomez: Good morning , Simtech Ltd. How may I help you ? (1)

Daniel Goldman: Good morning, the sales department, please? (2)

Maria Gomez: Certainly, sir. One moment, please.

Dialogue 2

Susan Clarke: Susan Clarke.Xcel Systems. (3)

..... Miles Henderson, please. (4)

Simtech employee: Certainly. Just a moment.

Dialogue 3

Miles Henderson: Hello,Anthony Smart, please? (5)

Anthony Smart: Speaking.

Miles Henderson: Oh, hi Anthony,Miles. (6) tomorrow's meeting. (7)

Dialogue 4

Susan Clarke: , Susan Clarke..... . (8)

Maria Gomez: Hi Susan, Maria (9)confirm our meeting tomorrow. (10)

Dialogue 5

Miles Henderson: Hello.

Mike Smith: Hello, Peter ? (11)

Miles Henderson: I'm sorry, there's no one here called Peter.

Mike Smith:27453010? (12)

Miles Henderson: No, it's 27453011

Mike Smith: Oh sorry, it looks like I dialled the wrong number.

Dialogue 6

Paul Groves: Accounts department.

Maria Gomez: Hello,Maria Gomez Simtech Ltd. (13)

.....we haven't received any payment for the last invoice we sent you. (14)

Ending a call

Listen to the five short telephone dialogues. What was the likely topic of each telephone conversation?



Write 1-5 next to the following topics:

1. Arranging a meeting (informal)
2. Arranging a meeting (formal)
3. Enquiring about a product
4. Chatting about something
5. Making a complaint

Now complete the dialogues:

Dialogue 1 Anthony Smart: Ok, 1 . I look forward to seeing you on Tuesday.
.....2 if you have any problems.

Daniel Goldman: Fine.3 to your boss.

Anthony Smart:4 . Goodbye.

Daniel Goldman: Goodbye.

Dialogue 2 Maria Gomez: So,5 all your help.

Susan Clarke: Not at all.6 . Goodbye.

Dialogue 3 Daniel Goldman: So,7 next Monday.

Miles Henderson: Great.8 .

Dialogue 4 Anthony Smart: Anyway,9 . I know you have a lot of work to do.

Susan Clarke: OK Anthony, it was good talking to you again.10 . Bye.

Dialogue 5 Susan Clarke: I apologize once again.11 we can be of any further help.

Maria Gomez: Right,12 . Goodbye, then.

Susan Clarke: Goodbye.

In pairs, role-play the following situations. Take turns to be the caller and receiver:

1. Caller: John Smith, TDI Ltd., Receiver: receptionist, Micro Global

Purpose of call: you want to speak to someone in the marketing department. But, he's not in his office so you leave a message with your contact details to the receptionist

2. Caller: Dominic Price, Receiver: Mr Gomez, sales department

Purpose of call: you need to speak to Mr Gomez about a product order because you want to change the order

3. Caller: Jan Kowalski, Receiver: Jane Williams

Purpose of call: you want to ask how her interview went

4. Caller: your own name, position, Receiver: David Shultz

Purpose of call: you want to know the date of a conference