



Starting and ending a call

Lesson code: KDKE-52RD-F4C2

INTERMEDIATE

1 Warm-up

Do you need to make or receive a lot of calls in English in your work? Who do you talk to? What typical communication problems do you have?

2 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 to _____ you _____ to someone?

In pairs, ask and answer the questions.



3 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)



Now put the expressions into the following categories:

Answering the phone: _____

Introducing yourself to the receiver (formal): _____

Introducing yourself to the receiver (informal): _____

Asking to speak to somebody: _____

Checking the number: _____

Stating the reason for the call: _____

4 Role play

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
2. Caller: Dominic Price, Receiver: Franco DeAngelo, sales department
Purpose of call: you need to speak to Mr Gomez about a product order
3. Caller: your own name, position, Receiver: Jack Jones (telephone number: 963128743)
Purpose of call: you want to speak to Anna Carlton (telephone number: 963128744)
4. Caller: Jan Kowalski, Receiver: Jane Williams
Purpose of call: you want to ask how her interview went
5. Caller: your own name, position, Receiver: David Shultz
Purpose of call: you want to know the date of a conference

5 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.

6 Role play

In pairs, practise ending the following telephone conversations:

1. You have arranged to meet a friend at 7pm on Friday.
2. You have solved a difficult problem for one of your customers.
3. You have been chatting with a friend who is now very busy.
4. You have called a potential supplier to enquire about their products.



3 Starting a call

Dialogue 1

- Maria Gomez:** Good morning, Simtech Ltd. How may I help you?
Daniel Goldman: Good morning, could you put me through to the sales department, please?
Maria Gomez: Certainly, sir. One moment, please.

Dialogue 2

- Susan Clarke:** Hello, my name is Susan Clarke. I'm calling from Xcel Systems. I'd like to speak to Miles Henderson, please.
Simtech employee: Certainly. Just a moment.

Dialogue 3

- Miles Henderson:** Hello, could I speak to Anthony Smart, please?
Anthony Smart: Speaking.
Miles Henderson: Oh, hi Anthony, it's Miles. I'm calling about tomorrow's meeting.

Dialogue 4

- Susan Clarke:** Hello, Susan Clarke speaking.
Maria Gomez: Hi Susan, Maria here. I'm ringing to confirm our meeting tomorrow.

Dialogue 5

- Miles Henderson:** Hello.
Mike Smith: Hello, is Peter there?
Miles Henderson: I'm sorry, there's no one here called Peter.
Mike Smith: Is that 27453010?
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, this is Maria Gomez from Simtech Ltd. I'm phoning because we haven't received any payment for the last invoice we sent you.

5 Ending a call

Dialogue 1

- Anthony Smart:** Ok, I think that's everything. I look forward to seeing you on Tuesday. Give me a call if you have any problems.
Daniel Goldman: Fine. Give my regards to your boss.
Anthony Smart: I'll do that. Goodbye.
Daniel Goldman: Goodbye

Dialogue 2

- Maria Gomez:** So, thank you very much for all your help.
Susan Clarke: Not at all. Thank you for your call. Goodbye.



Dialogue 3

Daniel Goldman: So, see you next Monday.

Miles Henderson: Great. Bye now.

Dialogue 4

Anthony Smart: Anyway, I'll let you go. I know you have a lot of work to do.

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

Dialogue 5

Susan Clarke: I apologize once again. Give us a call if we can be of any further help.

Maria Gomez: Right, I will. Goodbye, then.

Susan Clarke: Goodbye.



2 Telephone phrases

1. b 2. g 3. d 4. a 5. c 6. e 7. f

1. hung up/put the phone down 2. make; phone calls 3. answer the phone
4. dialled; number 5. give; a ring 6. put; through

3 Starting a call

Students can work alone and check in pairs. Play the audio file or use your mobile device to scan the QR code (make sure you have installed a QR code reader app and can access the Internet on your device).

1. Good morning How may I help you?
2. Could you put me through to...?
3. Hello, my name is I'm calling from ...
4. I'd like to speak to ...
5. could I speak to ...?
6. it's ...
7. I'm calling about ...
8. ... speaking
9. ... here
10. I'm ringing to ...
11. is ... there?
12. Is that ...?
13. this is ... from ...
14. I'm phoning because ...

If you feel it necessary, you can also teach questions used to find out the reason for a call, e.g. 'What is the call in connection with?', 'What is the call regarding?'

INTRODUCING YOURSELF TO THE RECEIVER (FORMAL): my name is ...; I'm calling from ...; this is... from ...

INTRODUCING YOURSELF TO THE RECEIVER (INFORMAL): It's ...; ...here.

ASKING TO SPEAK TO SOMEBODY: I'd like to speak to ...; Could I speak to ...? Is ... there? Could you put me through to ...?

CHECKING THE NUMBER: Is that ...?

STATING THE REASON FOR THE CALL: I'm calling about ...; I'm ringing to ...; I'm phoning because ...

5 Ending a call

Students can work alone and check in pairs. Play the audio file or use your mobile device to scan the QR code.

1. 3 2. 1 3. 2 4. 4 5. 5

- | | |
|------------------------------|----------------------------|
| 1. I think that's everything | 2. Give me a call |
| 3. Give my regards | 4. I'll do that |
| 5. thank you very much for | 6. Thank you for your call |
| 7. see you | 8. Bye now |
| 9. I'll let you go | 10. Speak to you later |
| 11. Give us a call if | 12. I will |

