



Starting and ending a call

Lesson code: 1ZRC-M1HC-EISQ

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.