

MAKING A PHONE CALL (04)
Useful Phrases (05)

IN CONTEXT 3-5 min

- Do you often use the phone at work?
- How often do you initiate/receive calls in English, French, Spanish or any other language?
- What type* of calls do you do on your job?
*professional, personal, local, long-distance, international
- Do you call colleagues in foreign countries?
- Are your calls short and sweet or long and laborious?
- Do you avoid talking on the phone in English?
- Can you always reach the people you wish to talk to?
- What was the purpose of a recent call you made at work?

VOCABULARY & PHRASES 5-8 min

Classify the phrases a to k

(some phrases can be classified in one or more categories)

1. Initiating a call

2. Asking for someone

3. Waiting

5. Answering the phone

4. Getting Transferred
Making Connections



- a. I'm sorry, there's no reply from Mrs. Lasibones.
- b. Mint Industry. Mary Mc Dalen speaking. How may I help you?
- c. Could I speak to someone who...
- d. Hold the line please.
- e. Hello, this is Jenny Filgreet. May I speak to...
- f. I've tried several times to get through, but it's always engaged/busy.
- g. Hi, Brandon Pitt here.
- h. Please hold on for a moment.
- i. Hello. Rodger speaking. Is this Renewable Energy Inc?
- j. Thank you for reaching AMPM. All our agents are on the line for the moment. Please hold until the next agent is available. Your call is very important to us.
- k. His/her extension keeps on ringing.

Going Further 5-8 min

Do you use any of the phrases above when placing or receiving a call?

What difficulty do you have when you are communicating in English on the phone?

How can you reduce these issues while speaking English on the phone?

Ask your instructor about phrases or vocabulary you need when making or receiving a call.

READING 8 - 10 min

Dialog 1 Read & complete

- Caller: Good morning. 1 _____
- Receptionist: Let me just check. I'm afraid Roberta is not in today
- Caller: Well, do you think you could tell me where I can reach her?
- Receptionist: 2 _____
- Caller: This is Marvin Coleman. Has she got a mobile phone?
- Receptionist: I'm sorry. I can't give you that information.
- Caller: 3 _____?
- Receptionist: Everybody is at lunch at the moment
- Caller: 4 _____?
- Receptionist: Yes, you can. Would you like me to put you on her voicemail?
- Caller: No, I d prefer if you could 5 _____
- _____
- _____
- Receptionist: Ok, so I'll make sure she'll get your message. Let me confirm it. - Marvin Coleman called from Mediatech in Dublin, Ireland and you'd like her to return your call as soon as possible. It's an emergency.
- Caller: Exactly. Thank you for your help

Dialog 2 Read & complete

- Receptionist: Grand GM. Peter 1 _____ . 2 _____?
- Caller: Well yes, you can help me. I called you a while ago and the phone was busy.
- Receptionist: Oh, yes, we are experiencing difficulty with our system at this time. It is being fixed as we speak. How may I assist you?
- Caller: Mrs. O'Neil asked me to call her back.
- Receptionist: 3 _____.
- Caller: It's about the EMUL report.
- Receptionist: 4 _____.
- Caller: Of course, I won't hang up.
- Receptionist: 5 _____.
- Caller: Is there any other way I can reach her or someone in charge?
- Receptionist: Hmmm surely, Gregory Andsom could assist you. He just step in half an hour ago. 6 _____
- Caller: Thank you so much.
- ...
- Caller: Hi. Mr. Andsom? Helen Allred here I'm calling about ...

TELEPHONING: USEFUL PHRASES 6 - 8 min

1. INITIATING A CALL

Asking for the person you want to talk to:

Hello, *Davis and Co*? Could I speak to *Mr. Richard Boone* please?

Is *Jamie Bush* there please?

Good morning. Could you put me through to *Hilary Cotton*?

Nate Hancock, please!

2. INTRODUCING YOURSELF

Telling your identity

Robert Marlot from *Bessart and Co.*

Hello, *Richard*? *Robert Marlot* speaking ...

This is *Neil Wood* returning your call

3.1. CLARIFYING

Asking who is on the phone

- Who's calling him?
- Sorry, what did you say your name was?
- What's your name again?
- I'm sorry. Who's calling?
- I didn't catch your name. What is it?
- Can I ask who's calling?

3.2. PERSON ABSENT

Requesting to leave/take a message

- Can I give her a message?
- Would you like me to take a message for her?

Requesting to return the call

- Shall I get her/him to phone/call you back?
- Would you like her/him to call you?

4.1. GETTING TRANSFERRED

- I'll put you through to him right away.
- Hold on, I'll connect you.
- One moment, please. I'll get you to his/her extension.

FRUSTRATED?

CALLER SPEAKS TOO FAST?

- Can you slow down, please?
- Could you repeat that, please?
- One more time, please. I didn't catch that.

TIPS

- => Repeat each information for confirmation
- => Say that you didn't understand **until you do**.
- => If the person is impatient, speak your own language (if appropriate...)

WRITING 4-6 min

1. I'm sorry, there is not _____ from Mrs. Lasibones.
2. Mint Industry. How _____ you?
3. Could I _____ to someone who is _____ customer service.
4. I've tried several times to _____ but it's always busy.
5. Hi, Brandon Pitt _____.
6. Please _____ for a moment.
7. His/her extension _____ ringing.
8. I'll _____ his/her extension.

SPEAKING 5-6 min

Role-Play

Choose one of the two characters and use the information to complete the telephone conversation.

Receptionist

"Good morning, Triad Publishing."

Say Mr. Barry is not in.

Explain that he is out of office for a few days. Offer to take a message.

Ask the caller to repeat his/ her name and give you his/ her telephone number.

Confirm the information.

End call.

Caller

Introduce yourself.
Ask to speak to Mr. Barry.

Ask when you can contact him.

Say you would like Mr. Barry to call you.

Repeat your name and give your number.

End call.

LISTENING 5-8 min

Listen and respond

Role-play:

There are three characters the caller, the receptionist and Mr. Mac Govern.

Instructor Roles:	Learner Role:
<ul style="list-style-type: none">• the receptionist• Mc Govern.	<ul style="list-style-type: none">• the caller (you will keep your own identity)

Instructions:

The caller is trying to reach Mr. Mac Govern his/her associate in New York to:

- ask him if he received his e-mail
- inform him that Mr. Martin can only be in New York on the 27th after 5 pm.
- make sure no airline ticket got purchased or booked by the New York office
- advise that the return is on 4th and make sure that Mr. Martin is back on the 5th
- state that what has been said will be confirmed in writing by e-mail

QUIZ 8-12 min LOC-P4-05-Q

Match the phrases

- | | |
|---------------------------------|--|
| 1. I'm sorry, there's no reply | a Is this Renewable Energy Inc? |
| 2. Mint Industry. Mary Mc Dalen | b. from Mrs. Lasibones. |
| 3. I've tried several times | c keeps on ringing. |
| 4. Hello. Rodger speaking. | d to get through but it's always engaged/busy. |
| 5. Robert Marlot | e from <i>Bessart and Co.</i> |
| 6. His/her extension | f speaking. How may I help you? |

Complete the phrases

Put	agent	for	hold	the	reaching
who	Hold	here	someone	the next	through

1. Please _____ a moment.
2. _____ line please.
3. Hi, Brandon Pitt _____.
4. Could I speak to _____...
5. Thank you for _____ AMPM. All our agents are on the line for the moment. Please hold until _____ is available. Your call is very important to us.
6. Good morning. Could you _____ me _____ to *Hilary Cotton*?

Re arrange the dialog

Part 1

Mrs. Kary Townen. Certainly. Who should I tell is asking for him? Just a minute. I'll get back to you. Can you connect me to Mr Brandon's office, please. MK Safety. Good afternoon. How may I help you?
--

Receptionist: _____
Kary: _____
Receptionist: _____
Kary: _____
Receptionist: _____

[irritating music]

Would you like me to take a message?
After 3:30 he should be available.
When is the best time to reach him?
No, that's alright.
He's not in right now.

Receptionist: _____
Kary: _____
Receptionist: _____

Part 2

That's right.
Hold the line, I'll transfer you.
I called earlier.
Hi, Kary Townen speaking.
Ah yes. You wanted to speak to Mr Brandon, right?
He just got in.

Kary: _____
Receptionist: _____
Kary: _____
Receptionist: _____

[connection dial tone]

Fine, thank you. I'm calling regarding the meeting we need to arrange for next week.
Hello Kary. How are you?
Yes, that will be perfect. We could grab lunch somewhere right after.
Sure. Would Tuesday suit you?
Bye for now.
Sure, that would be a great idea. See you on Thursday at 11:30.
Okay thank you. Bye.
I'm afraid not. I will out of town. Would Thursday at 11:30 convenient for you?

Mr Brandon: _____
Kary: _____
Mr Brandon: _____
Kary: _____
Mr. Brandon: _____
Kary: _____
Mr. Brandon: _____
Kary: _____

Answers:

Part 1

Receptionist: MK Safety. Good afternoon. How may I help you?
Kary: Can you connect me to Mr Brandon's office, please.
Receptionist: Certainly. Who should I tell is asking for him?
Kary: Mrs. Kary Townen.
Receptionist: Just a minute. I'll get back to you.

[irritating music]

Receptionist: He's not in right now. Would you like me to take a message?
Kary: No, that's alright. When is the best time to reach him?
Receptionist: After 3:30 he should be available.

Part 2

Kary: Hi, Kary Townen speaking. I called earlier.
Receptionist: Ah yes. You wanted to speak to Mr Brandon, right?
Kary: That's right.
Receptionist: He just got in. Hold the line, I'll transfer you.

[connection dial tone]

Mr Brandon: Hello Kary. How are you?
Kary: Fine, thank you. I'm calling regarding the meeting we need to arrange for next week.
Mr Brandon: Sure. Would Tuesday suit you?
Kary: I'm afraid not. I will be out of town. Would Thursday at 11:30 be convenient for you?
Mr. Brandon: Yes, that will be perfect. We could grab lunch somewhere right after.
Kary: Sure, that would be a great idea. See you on Thursday at 11:30.
Mr. Brandon: Okay thank you. Bye.
Kary: Bye for now.