

**Telephone enquiries - Jigsaw games****Telephone enquiries jigsaw**

*Without looking below, put the cards that you are given into order to make one whole telephone call with someone asking for information. If you get stuck, try splitting the cards into things which are said near the beginning of the call, in the middle of the call and near the end of the call, then put each section into order. Alternatively, you could firstly split them into caller cards and receiver cards.*

*Check your answers with an un-cut-up copy of the worksheet below or listen to your teacher read out the whole dialogue.*

**Telephone enquiries line by line disappearing text**

*Read out the whole dialogue then turn over one card. Your partner will then read out the whole dialogue, including something suitable in the space where the card has been turned over. Continue until the whole dialogue is turned over or until no one can remember the dialogue. Phrases not on the cards are also fine as long as they fit into the dialogue.*

**Telephone enquiries use the phrases roleplays**

*Take one of the cards and roleplay a whole dialogue including that line, then do the same with more and more cards.*

**Cards to cut up/ Suggested answers**

|                                                                                         |
|-----------------------------------------------------------------------------------------|
| Good morning. ABC Limited. Reception. Alex Case speaking. How can I help you?           |
| Good morning. Can I speak to someone in the Personnel Department, please?               |
| Of course. Can I ask what it is concerning?                                             |
| It's about a job advertised yesterday. I'd like to ask a few questions before applying. |
| Okay. Please hold the line and I'll put you through to the relevant person.             |
| Okay. Thanks.                                                                           |
| Carole Smith.                                                                           |

Hello. I'm phoning about the position which was advertised in the NYT yesterday.

Yes, reception told me. What exactly would you like to know?

First of all, could you tell me where I would be based?

Well, I'm afraid it isn't decided until after training. We do ask for preferences, though.

Okay, thanks. I was also wondering if prior knowledge of IT is needed before induction.

A lot of people ask that, but actually we teach all the basics, so it's suitable for anyone.

Phew! I'm glad to hear that!

Ha ha ha! So, can I help you with anything else?

No, I think that's all for now, thanks.

Great. Well, if you have any more questions, it's best to email me at [c.smith@abcltd.it](mailto:c.smith@abcltd.it)

Sorry, can you say that again a little more slowly?

Of course. It's C Smith at A,B,C,L,T,D, dot, I,T

Can I just check if I need a dot between the C and Smith?

Yes, you do. But ABCLTD is all one word.

Thanks. I think I've got it now, but can I check it back?

|                                                                                         |
|-----------------------------------------------------------------------------------------|
| Of course. Please go ahead.                                                             |
| It's C dot Smith at ABCLTD dot IP. Is that right?                                       |
| Actually, it's IT. T for teddy bear.                                                    |
| So, that's C dot Smith at ABCLTD dot IT.                                                |
| That's right.                                                                           |
| Thanks. I think that's covered everything, but I'll email if I have any more questions. |
| Great. Look forward to receiving your application.                                      |
| Thanks for your help.                                                                   |
| Thanks for calling. Bye.                                                                |
| Goodbye.                                                                                |

**Brainstorming stage**

*Without looking above for now, write at least two suitable phrases in each of the gaps below. Phrases not above are also fine.*

**Starting a phone call**

**1A: Answering the phone**

**1B: Talking about the reason for the phone call**

**1G: Asking to speak to someone**

**Body of a phone call**

**2A: Connecting the caller to the right person**

**2C: Leaving messages/ Dictating**

**2D: Taking messages/ Taking dictation**

**2F: Asking people to wait**

**2G: Checking/ Clarifying/ Dealing with communication problems**

**Ending**

**4B: Checking that the other person has finished and responding to that**

**4C: Smoothly ending a phone call (giving reasons for finishing the call, etc)**

**4D: Talking about the next contact between you/ Talking about the future**

**4E: Polite and/ or friendly language at the end of the call**

*Look at the model dialogue for phrases and brainstorm more.*

*Check your extra phrases as a class and/ or with a list of phrases.*