

Telephoning- Determiners and Prepositions Pairwork

Choose one of the sections below and read out example phrases **without the word in bold** until your partner guesses what word is missing. Your partner can only guess once per hint. If they guess wrongly, give them another example. If you run out of examples in that section before they guess correctly, make up more hints yourself or give other clues. You can come back and use the same section again later if you have some examples left.

Useful phrases for the person reading the example

“... beep/ blank/ la la la...”

“No, that doesn’t fit. Here’s another example,...”/ “I’m afraid not. Another one is...”

“Yes, that’s right. Would you like to hear the other examples again?”

Useful phrases for the person guessing

“I think it’s...”/ “I guess the missing word is...”

“Can you say that again more slowly?”

“I’m not sure. Can you give me another hint?”

Switch worksheets and do the same, but making sure you choose the most difficult examples first this time (because your partner has already seen that worksheet).

Ask about any phrases which you don’t understand, any phrases which think could have other words in place of the word in bold (which is sometimes possible) or any key words in bold which you don’t understand the use of.

Student A

A

- Did you have **a** good weekend?
- Anyway, have you got **a** minute **to** talk?
- So, is this **a** good time?
- I got **a** message that I should call you.
- I only have **a** minute but I thought you should know...
- Just **a** quick call **to** say...
- Can I leave **a** message?
- Would you like to leave **a** message?
- Just **a** mo'. I'm looking for the file.
- Just **a** moment while I get a pen and some paper. Okay, go ahead, please.
- Could you say that again **a** little more slowly?
- Can you call again **a** little later?
- Have **a** good evening.

About

- Are you the right person to speak to **about** the delivery of...?
- That seems to have **about** covered it, thanks.
- What **about** you?
- How **about** you?
- I'm phoning **about** the meeting next week.
- **About** the email which you sent yesterday,...

Any

- Please call again if you have **any** other problems/ questions.
- Do I need **any** punctuation (in that email address)?
- Right. I won't keep you **any** longer.
- Is there **anyone** else I can speak to about this?

At

- Anyway, have I phoned **at** a bad time?
- I'm looking **at** your new catalogue and...
- Alex Case (all one word) **at** yahoo dot co dot jp.
- Sorry for phoning **at** lunchtime.
- If you look **at** the second paragraph on the third page,...

Back

- I'll get **back** to you by Friday.
- I'll check and call you right **back**.
- Could you possibly find out and call me **back**?
- Can I read that **back**?
- Do you want to check that **back**?
- I'm sure that you need to get **back** to work, so...
- Thanks for getting **back** to me so quickly.

- Sorry it took me so long to get **back** to you.
- Can you ask him to call me **back**?
- Shall I ask her to call you **back**?
- If I can take your name and number, I'll ask him to call you **back**.
- Do you know when she will be **back**?

Down

- You might want to write this **down**.
- Let me write that **down**.
- Just a minute. I'm writing it **down**.

For

- Could you spell your family name **for** me, please?
- No, that's all **for** now, thanks.
- Thanks **for** calling me back.
- Apologies **for** phoning so late in the evening.
- Anyway, what can I do **for** you today?
- Shall I spell that **for** you?
- That's almost right, but with V, not B. That's V **for** violin.
- Just a second while I find the information **for** you.
- Bye **for** now.
- Thanks **for** calling.

From

- I hope to hear **from** you soon.
- I look forward to hearing **from** you.
- This is Francis Cripps (again), calling **from** JUPG PLC.
- It's Francis Cripps (here) **from** Finance.
- It's great to hear **from** you.
- Someone phoned me **from** this number.

Her

- I'm sorry but she is away from **her** desk.
- I'm afraid she's not answering **her** phone.
- I'm afraid she's on **her** way to New York.
- Could you give me **her** mobile number so I can phone her while she's here?
- I'll stick a Post-it on **her** monitor, so I'm sure she'll see it when she gets back.

Student B

In

- I have a meeting **in** a few minutes, so...
- Someone has just come **in**, so...
- Can I call you back **in** a minute?
- I'm calling **in** order to check whether...
- I'm afraid she's **in** a meeting.
- Sorry, she's not **in** today.
- Can I speak to Kim Smith **in** the Sales Department, please?

My

- I'm sorry. **My** next client has just arrived. Can I call you again later?
- I'm not going into the office today, so it's best to send an SMS to **my** cell phone.
- **My** name is Francis Cripps. I work for JUPG PLC.

Of

- Good morning. ABC Ltd. Hardware Division. Al Kay speaking. How may I be **of** assistance?
- I'll just make a note **of** that.
- Sorry but he's out **of** the office.

On

- I have a call **on** another line, so...
- Are you **on** the internet now?
- Okay. I'll let you get **on** then.
- I'm afraid she's **on** another line.
- Actually, he's **on** a business trip.
- It says **on** your website that...
- I have someone **on** another line, so...

The

- Can you repeat **the** first part?
- How's **the** weather there now?
- I need to speak to someone in **the** shipping department.
- I'm afraid I couldn't catch **the** last word.
- I'm not sure if I've got **the** right number, but...
- Is that **the** HR department?
- Is this **the** right number for the Customer Service Department?
- Please hold **the** line.
- Thanks for **the** information.
- **The** reason why I'm phoning is...
- Unfortunately, he's out of **the** country.

To

- Anyway, I'd love **to** chat more, but...

- Can you put me through **to** Kim Smith, please?
- Can you text me when you get **to** the entrance?
- Do you have access **to** the internet?
- I can send you a link **to** that information online, if that's okay.
- I think that's all that I needed **to** ask, thanks.
- I'll pass your message **onto** him.
- I'm sure you need to get back **to** work, so...
- If you turn **to** page four,...
- It was great speaking **to** you.
- Okay then, is there anything else that we need **to** discuss?
- So, do you have time **to** talk?
- Sorry I didn't have more time **to** speak earlier.
- Sorry **to** phone again so soon.
- Sorry, who am I speaking **to**, please?
- Speak **to** you then.

Up

- It's a terrible line. Shall we hang **up** and try again?
- Just a sec. I'll get your account **up** on my screen.
- I understood **up** to the bit where you said...

With

- Is that spelt **with** a C or a K?
- I'm calling in connection **with** your ad in yesterday's newspaper.
- So, is there anything else that I can help you **with** today?

Your

- How do you spell **your** surname?
- How's **your** week going?
- I just got **your** message.
- I look forward to **your** call.
- I was given **your** number by my boss. He asked me to phone you about...
- I'll make sure he gets **your** message as soon as I can.
- I'm returning **your** call.
- Sorry, I didn't catch **your** name.
- Thanks for all **your** help.
- Thanks for **your** call.

Prepositions and determiners grammar presentation

Without looking above for now, try to think of prepositions or determiners which match the definitions given. Some prepositions or determiners go in more than one place below.

Determiners

One (of many) = “_____ thing”

The listener knows which one you are talking about = “_____ thing”

There is only one (in the world etc) = “_____ thing”

Free choice of thing = “_____ thing at all (is okay)”

Prepositions

The opposite of “ago” = “_____” + time from now

“_____” + the topic

“_____” + the purpose/ reason

“_____” + a point in time

“_____” + a point in space

“_____” = the opposite of “to”

More or less/ Approximately/ Around = “_____”

Return/ In the opposite direction = “_____”

Look at the previous worksheets to help finish and check the definitions of determiners and prepositions task above.

Check your answers below.

Suggested answers

Determiners

One (of many) = “ _____ a/an _____ thing”

The listener knows which one you are talking about = “ _____ the _____ thing”

There is only one (in the world etc) = “ _____ the _____ thing”

Free choice of thing = “ _____ any _____ thing at all (is okay)”

Prepositions

The opposite of “ago” = “ _____ in _____ ” + time from now

“ _____ about _____ ” + the topic

“ _____ for _____ ” + the purpose/
reason

“ _____ at _____ ” + a point in time

“ _____ at _____ ” + a point in space

“ _____ from _____ ” = the opposite of “to”

More or less/ Approximately/ Around = “ _____ about _____ ”

Return/ In the opposite direction = “ _____ back _____ ”

Brainstorming stage

Without looking at the previous worksheets for now, try to think of at least one useful telephoning phrase for each of the prepositions and determiners below. Many phrases not above are also possible.



a

about

any

at

back

down

for

from

her/ his

in

my

of

on

the

to

up

with

your

Look at the grammar presentation to help. Then compare your phrases with those on the first worksheets. Many more answers are possible, so please check if you wrote something different.

Tick off the words above on an uncompleted version of this worksheet as you take part in telephoning roleplays, using different coloured pens to each other. The person with the most ticks when the teacher stops the game wins.