

## Telephoning errors pairwork

### Student A

*Read out what is written and listen to your partner's different version. Decide which version is correct and which is wrong, then the person who has the wrong version should change it.*

#### Useful language for the task

"How do you spell...?"

"Can you repeat...?" / "Can you say... again?"

"Can you speak more slowly?"

"Can I read that back?" / "Can I check that back?"

"Sorry, did you say... or...?"

#### Starting phone calls

##### Answering the phone

##### Greeting

1. Good evening.

##### Information about the company/ department etc and name of the person answering (= receiver)

2. Alex Case speaking. Claims Department. AIG.

##### Offering help

3. How can I help you?

##### The first sentence by the caller – Giving the caller's name and other personal information

4. Hi Alex. John Smith from GIA speaking.

##### Small talk/ Chitchat/ Social language at the beginning of the telephone call

5. Hi John. How's it going?
6. How's business?
7. Did you have a good weekend?
8. What time is it here now?
9. How the weather there now?
10. Thanks for phoning me back.
11. How does your project go?

**Finishing the small talk and talking about the topic of the phone call**

12. So, how can I do for you today?
13. Anyway, the reason why I'm phoning you is...

**Asking to speak to someone**

14. Could you connect me through to extension 345, please?
15. I like to speak to Harold Jones, please.

**Ending****Checking that there's nothing left to talk about**

16. Is there anything else?

**Smoothly finishing/ Giving reasons for finishing**

17. Well, I have another call waiting, so...
18. So, it is been great to talk, but...
19. I think that is all I needed to know, thanks.
20. Anyway, I know you are being very busy, so...

**Talking about future contact**

21. See you on Monday.
22. I'll phone you back ten minutes after.
23. I'll call again this afternoon.

**Polite language at the end of phone calls**

24. Thanks for calling.
25. Thanks for your cooperation.

*Check your answers as a class.*

## Telephoning errors pairwork

### Student B

*Read out what is written and listen to your partner's different version. Decide which version is correct and which is wrong, then the person who has the wrong version should change it.*

#### Useful language for the task

"How do you spell...?"

"Can you repeat...?" / "Can you say... again?"

"Can you speak more slowly?"

"Can I read that back?" / "Can I check that back?"

"Sorry, did you say... or...?"

#### Starting phone calls

##### Answering the phone

##### Greeting

1. Good night.

#### Information about the company/ department etc and name of the person answering (= receiver)

2. AIG. Claims Department. Alex Case speaking.

#### Offering help

3. Can I help you?

#### The first sentence by the caller – Giving the caller's name and other personal information

4. Hi Alex. This is John Smith from GIA.

#### Small talk/ Chitchat/ Social language at the beginning of the telephone call

5. Hi John. How it going?
6. How's your business?
7. Did you have good weekend?
8. What time is it there now?
9. How's the weather there now?
10. Thanks for phone me back.
11. How's your project going?

**Finishing the small talk and talking about the topic of the phone call**

12. So, what can I do for you today?
13. Anyway, the reason why I phone you is...

**Asking to speak to someone**

14. Could you put me through to extension 345, please?
15. I'd like to speak to Harold Jones, please.

**Ending****Checking that there's nothing left to talk about**

16. Is there nothing else?

**Smoothly finishing/ Giving reasons for finishing**

17. Well, I have other call waiting, so...
18. So, it has been great to talk, but...
19. I think that is every I needed to know, thanks.
20. Anyway, I know you are very busy, so...

**Talking about future contact**

21. See you on next Monday.
22. I'll phone you back in ten minutes.
23. I'll call again in this afternoon.

**Polite language at the end of phone calls**

24. Thanks for your calling.
25. Thanks for your help.

*Check your answers as a class.*

*Without looking above, brainstorm suitable phrases into these gaps:*

**Starting phone calls**  
**Answering the phone**  
**Greeting**

**Information about the company/ department etc and name of the person answering  
(= receiver)**

**Offering help**

**The first sentence by the caller – Giving the caller's name and other personal  
information**

**Small talk/ Chitchat/ Social language at the beginning of the telephone call**

**Finishing the small talk and talking about the topic of the phone call**

**Asking to speak to someone**

**Ending**  
**Checking that there's nothing left to talk about**

**Smoothly finishing/ Giving reasons for finishing**

**Talking about future contact**

**Polite language at the end of phone calls**