



Telephoning language TOEIC-style practice

Part A: TOEIC Listening Question-Response (Part II) exercise

If you can, do the exercise below with someone reading the questions out (just once).

1. Could I speak to Mr Smith, please?

- A) Yes, you could.
- B) Speaking.
- C) Hello Mr Smith. How can I help you?

2. I'll check with my boss and call you right back.

- A) Thanks. Speak to you then.
- B) Okay, I'll call you back soon
- C) He isn't back

3. I got a message that I should phone you.

- A) Thanks for phoning me back
- B) Okay, go ahead.
- C) That's right. You should.

4. Would you like to leave a message?

- A) Okay. What would you like me to tell him?
- B) I'll just get a pen and paper
- C) Yes please. Can you ask him to call me back?

5. Who shall I say is calling?

- A) This is Jennifer Jenkins from the University of Southampton
- B) Yes, I will
- C) His name is George

6. This is Jack Richards from Macmillan. Someone called me from this number.

- A) It's 722 0099
- B) Hi Jack. This is Jill.
- C) Which number do you mean?

7. Is this a good time?

- A) It's great.
- B) I have a meeting in ten minutes, but until then I'm free
- C) It's twenty past nine.



Part B: TOEIC Listening Short Conversations (Part III) exercise

1. This is Alex Case from the British Council. Can you put me through to Mr Jones, please?

Who is the man speaking to?

- A) Mr Jones
- B) Alex Case
- C) A receptionist

2. You are through to British Council Tokyo. There is no one here to take your call at the moment, but if you leave your name and number we'll get back to you.

Who or what were we listening to?

- A) A receptionist
- B) Customer service staff
- C) An answering machine

3. You have reached the office phone of Roger Case. My office hours are from nine a.m. to six p.m. from Monday to Friday. If you need to speak to me outside those hours, please contact me on my mobile number, which is 080 7729 7376

What can the person phoning do?

- A) Phone back at 9 a.m. on Saturday
- B) Leave a message
- C) Call him on his cell phone

4. Okay, I'll tell him you called.

What will the man who is speaking do?

- A) Pass on a message
- B) Telephone someone
- C) Call you back

5. This is Alex again. We were cut off.

What had happened?

- A) He hung up and tried again.
- B) There were some problems with the connection
- C) He couldn't get through

Use similar phrases to roleplay typical phone conversations

Make up similar questions to test other groups with.