

Telephoning 01: Learning Telephoning

Practice 1 | Useful Expressions

Directions: Listen and repeat.

- ***Hello, good morning / afternoon / evening.***
- used for greeting a person you are calling
- ***I'm afraid ...*** (e.g. *I'm afraid he's in a meeting at the moment.*)
- used to soften an unpleasant statement
- ***Can I have your name, Sir/Madam?***
- used to ask a name / information

Vocabulary

- ***appointment*** (noun)
- a fixed mutual agreement for a meeting; engagement; a meeting set for a specific time or place.
- ***receptionist*** (noun)
- a person employed to receive and assist callers, clients, etc. as in an office

Practice 2 | Dialogue 1

Directions: Read the dialogue aloud with your teacher.

Carter is trying to talk with Paul over the phone.

Mr. Carter : **Hello, good morning!** May I speak to Mr. Paul Smith?

Receptionist : **I'm afraid** he can't speak with you at the moment. He's in a meeting.

Mr. Carter : When will he be back?

Receptionist : He'll be here two hours from now.

Mr. Carter : I see. Can I leave a message for him?

Receptionist : Certainly. **May I have your name, Sir?**

Mr. Carter : It's John Carter. I'd like to have an appointment with him tomorrow at 8:00 A.M.

Receptionist : All right. I will convey your message when he returns after the meeting. Is there anything
else?

Mr. Carter : That would be all. Just make sure he receives my message. Thank you.

Receptionist : No problem, Mr. Carter. Goodbye.

Check your understanding: Answer the following questions.

1. What does Mr. Carter want from Mr. Paul Smith?
2. Why can't Mr. Smith answer the call, according to the receptionist?
3. When will his meeting end?
4. What message did Mr. Carter leave for Mr. Smith?

Practice 3 | Role-Play 1

Directions: Have a role-play with your teacher based on the following situation.

Speaker A

You have an appointment tomorrow with your client, Mr. Matthews, at 8:30 A.M. Call his office and try to reschedule your appointment for next week. You are free next week from Monday to Saturday.

Speaker B

You are Mr. Matthews. This week you are free, but you will be busy next week until Thursday. You will soon receive a phone call.

Practice 4 | Dialogue 2

Directions: Read the dialogue aloud with your teacher.

Mr. Parker is calling Miss Smith about a business appointment.

Miss Smith : Hello, this is Miss Smith. How may I help you?

Mr. Parker : Hi, Miss Smith. This is Mr. Parker. How are you?

Miss Smith : I'm fine. How about you?

Mr. Parker : I'm fine, too. I am calling because I want to ask if you are available for a meeting on Monday.

Miss Smith : Okay, let me check on my schedule first.

Mr. Parker : When are you available?

Miss Smith : I will be busy on Monday because I have an appointment with my dentist. What about Wednesday?

Mr. Parker : That's fine. Is twelve o'clock noon alright with you?

Miss Smith : Yes, that would be perfect.

Mr. Parker : So, it's Wednesday at twelve o'clock. Let's meet at the Café.

Miss Smith : Got it, Mr. Parker.

Mr. Parker : Okay, thank you! Goodbye.

Miss Smith : Goodbye.

Check your understanding: Answer the following questions.

1. Why is Mr. Parker calling Miss Smith?
2. What is Miss Smith doing on Monday?
3. What day did they choose for the meeting?
4. Where are they meeting?

Practice 5 | Role-Play 2

Directions: Have a role-play with your teacher based on the following situation.

A	B
<p>You need a teacher to teach Business English in your company. You have decided to phone a man named "Angelo", whose name you found in an ad in a local newspaper.</p> <p>Call Angelo. Ask about: his experience, price rate, availability, teaching style, etc. Try to decide if you want to hire him.</p>	<p>Your name is Angelo. You have decided to be an English teacher. You have no experience but English is your native language. You need students. Your phone will ring soon.</p>
<p>You want to have an employees' team building activity this weekend. First, decide where you want to go. Then, phone your travel agent to book a travel package.</p> <p>Also: Ask for recommendations of things to do there.</p>	<p>You are a travel agent. Try to sell one of the following travel packages:</p> <p>Package #1: Golden Beach, first class, \$995. Hotel: Diamond Hotel, \$250 / night. *****</p> <p>Package #2: High Mountain, second class, \$300. Hotel: Brother Joe Hotel, \$95 / night. *****</p>
<p>You are a web designer. You need clients. Latino, an Italian restaurant, has a horrible website. Call the restaurant, ask for the manager / owner, and introduce yourself. Explain why the company needs a good website. Set up a meeting so that you can present a sample of good web design.</p>	<p>You are the manager of an Italian restaurant, Latino. Your restaurant is not doing too well. You need more customers.</p>