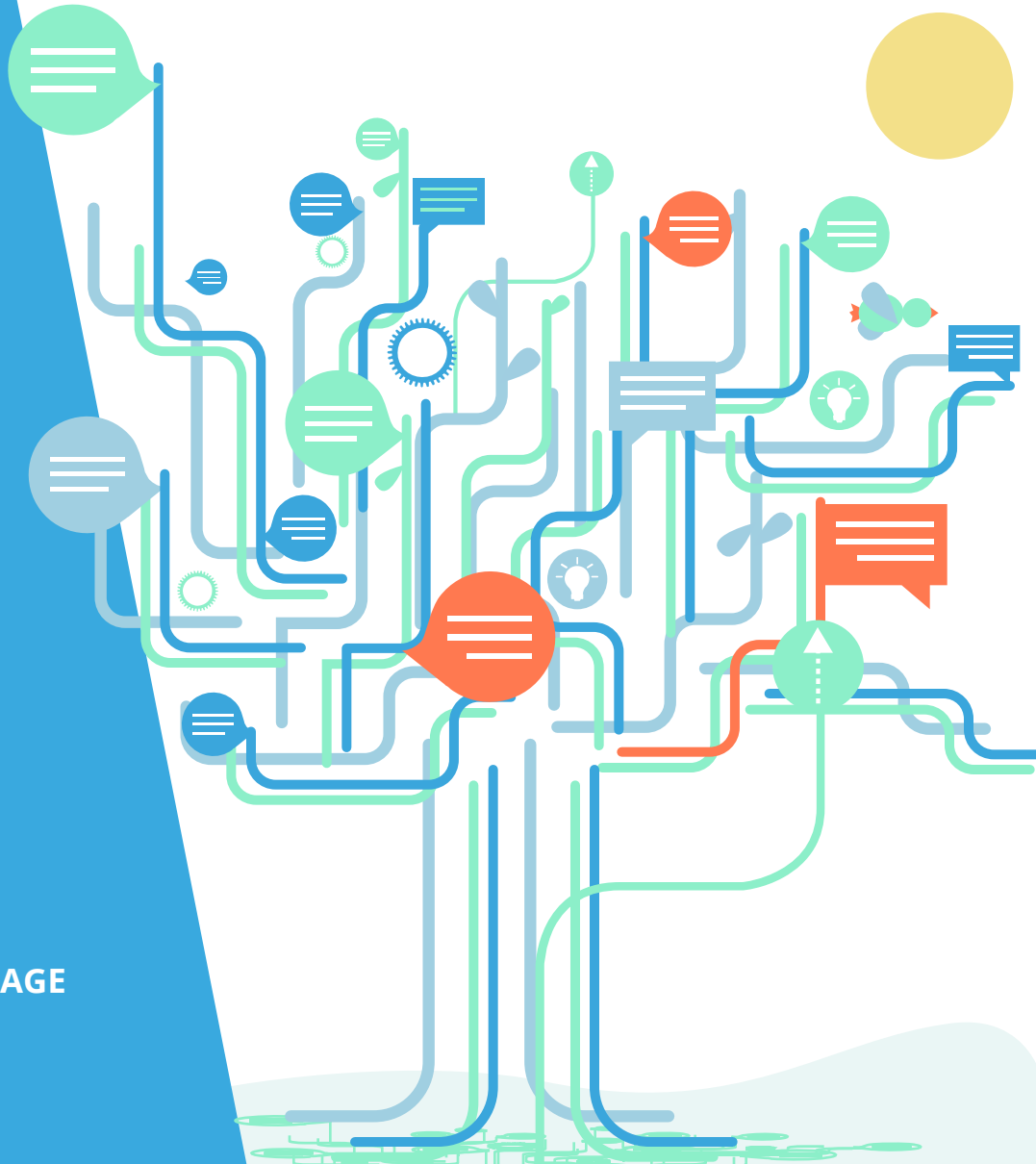


On the phone

COMMUNICATION

LEVEL	NUMBER	LANGUAGE
Beginner	A2_1022X_EN	English





Goals

- Navigate a simple telephone conversation.
- Make a reservation or appointment over the phone.



**May I please speak with Mr. Jones?
I'm sorry. Mr. Jones is unavailable
right now.
May I take a message?**

This is _____ speaking



Hello. **This is** Ann **speaking.**

I'm trying to contact...



I'm trying to contact Jim Jones. Is he available?

May I please speak with...?



May I please speak with the manager?

please hold



I'll check if he's available. **Please hold.**

I'm sorry. _____ is
unavailable at this time.



I'm sorry. The manager **is unavailable at this time.**



Starting the phone call



Hello. **This is** Frank Miller speaking.

I'm trying to contact Julio's Restaurant. Do I have the right phone number?





Asking to speak with someone



Hello. **This is** the manager at Julio's Restaurant **speaking**.

May I please speak with Mr. Smith?



I'll check if Mr. Smith is available.
Please hold.

**I'm sorry. Mr. Smith is unavailable at
this time.**





Choose the correct word

1. Hello. This is June Bagnarol _____.

a. speak

b. speaking

2. May I please _____ with Henry McInnes?

a. speak

b. speaking

3. I'm sorry. Mr. McInnes is _____ right now.

a. available

b. unavailable



Fill in the gaps with these words

with
This is
hold



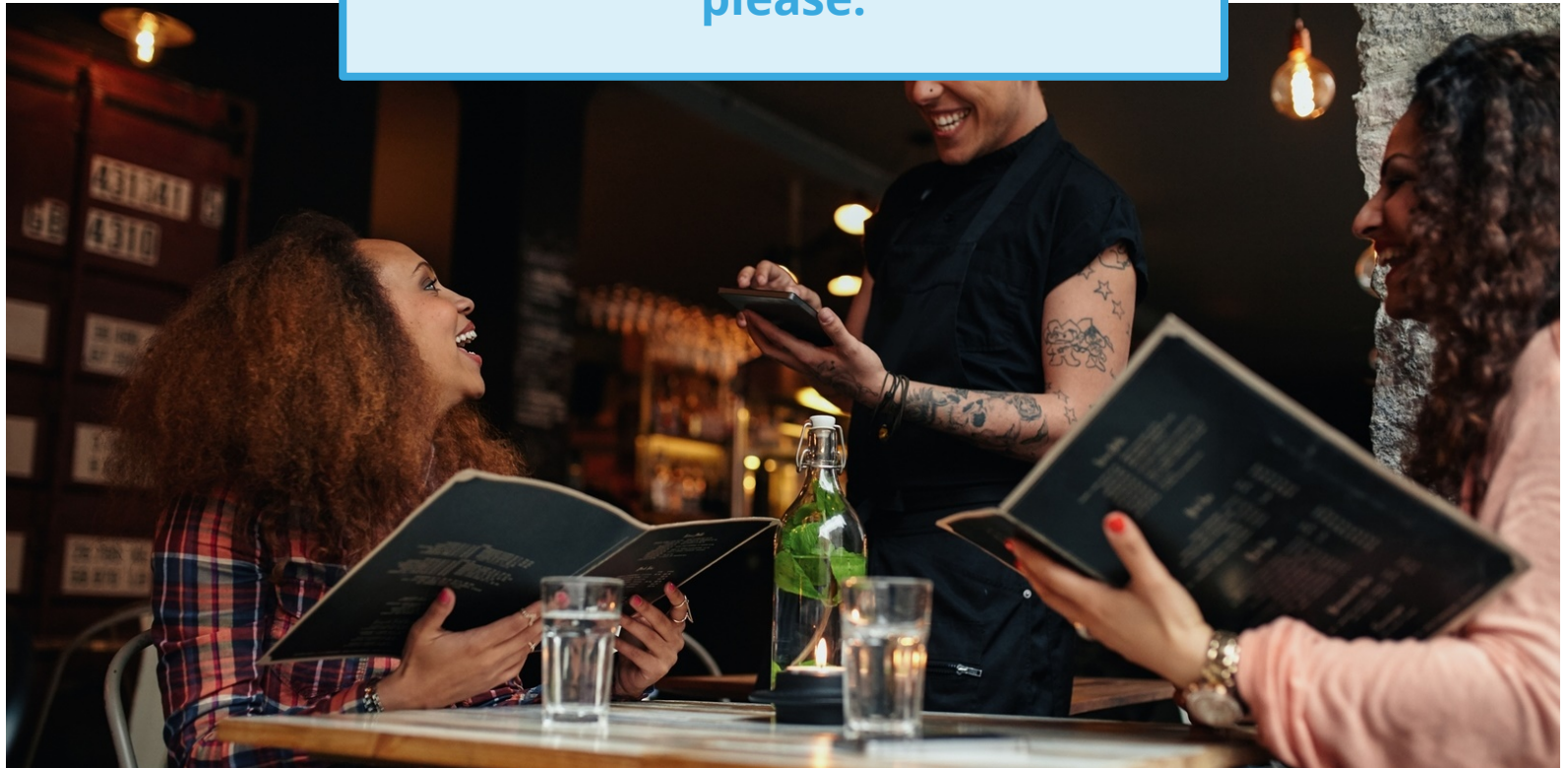
Hello. _____ the manager of the hotel speaking. I'm trying to contact the person who stayed in room 220 last night. Someone left their passport at the hotel.

Ms. Jeffreys stayed at the hotel last night. I'll see if she's available. Please _____ . I'm sorry Ms Jeffreys is unavailable right now.



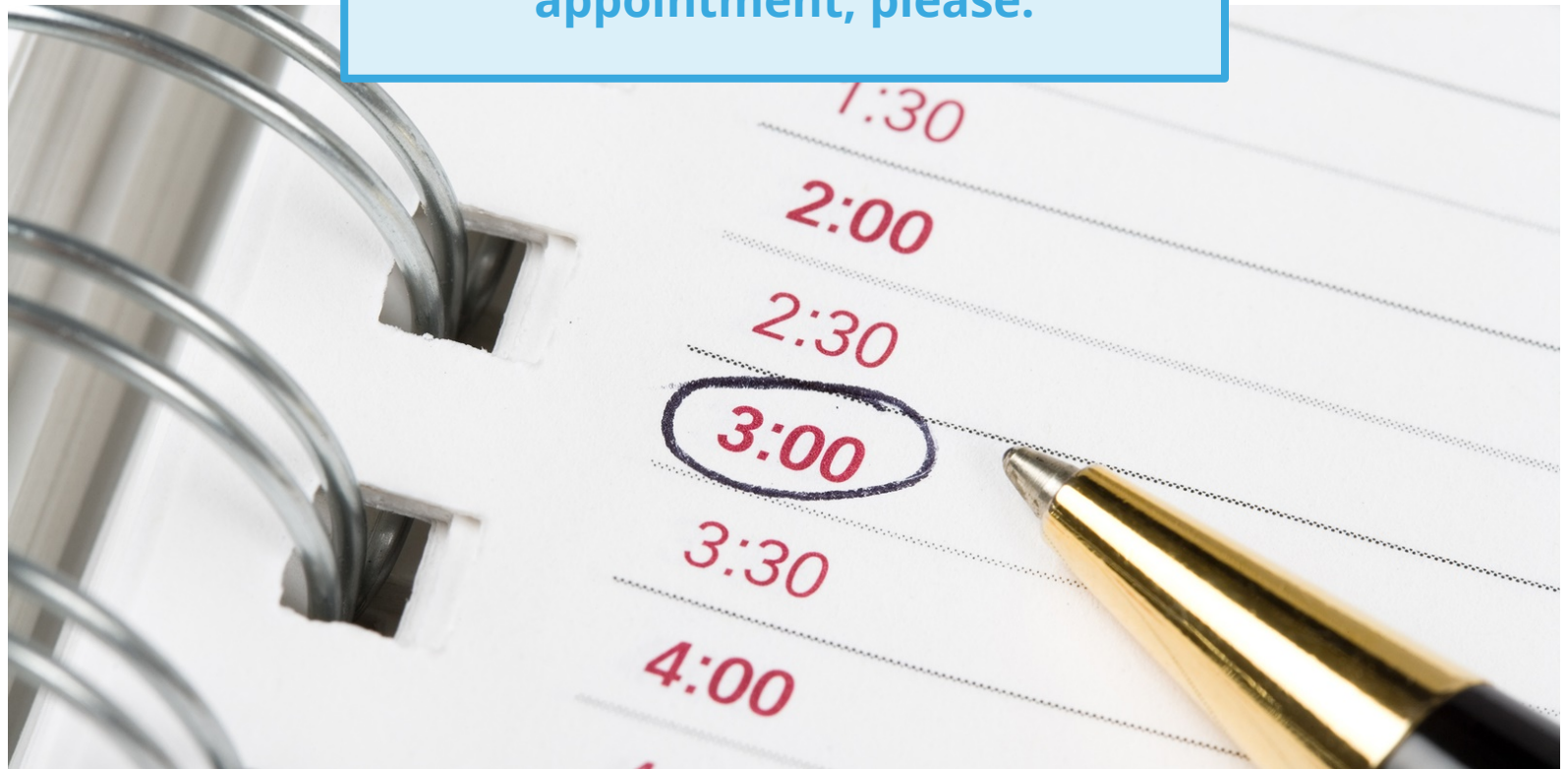
May I please speak _____ her assistant?

I would like to make a reservation,
please.



I want to have dinner at your restaurant on Saturday night. **I would like to make a reservation, please.**

I would like to make/schedule an appointment, please.



I need to see the doctor. I would like to schedule an appointment, please.

I would like to leave a message,
please.



If the person I want to speak with is unavailable, **I would like to leave a message, please.**

Can you please call me back?



You're busy right now. **Can you please call me back** later?

I appreciate your help



Thank you. **I appreciate your help.**



What do you need?



I need to rent a car when I'm in Paris. **I would like to make a booking, please.**

I need to get a haircut. **I would like to schedule an appointment, please.**





He can't talk on the phone now



I'm sorry. Mr. Johnson is unavailable right now.

That's too bad. **I would like to leave a message, please.**



Can you please call me back as soon as possible?

Thank you for your help. I look forward to speaking with him.





Put these things in the correct list

I would like to make a reservation, please.

I would like to make an appointment, please.

to see the doctor

to eat dinner at a restaurant

to get my hair cut

to rent a car



Fill in the missing words



_____. This is Mary speaking. May I please speak with Simon?

I would like to leave a _____, please.

Can you ask him to _____ before he leaves the office today, please?

I'm _____ but Simon's unavailable right now.

Sure, just a moment. _____ hold. OK, I'm ready. What would you like to tell him?

I'll make sure he gets the message.
_____ you.



Over to you

Using the dialogue on the previous page to help you, play a similar phone conversation with your teacher. You are trying to call your friend at work, but you get her secretary instead.

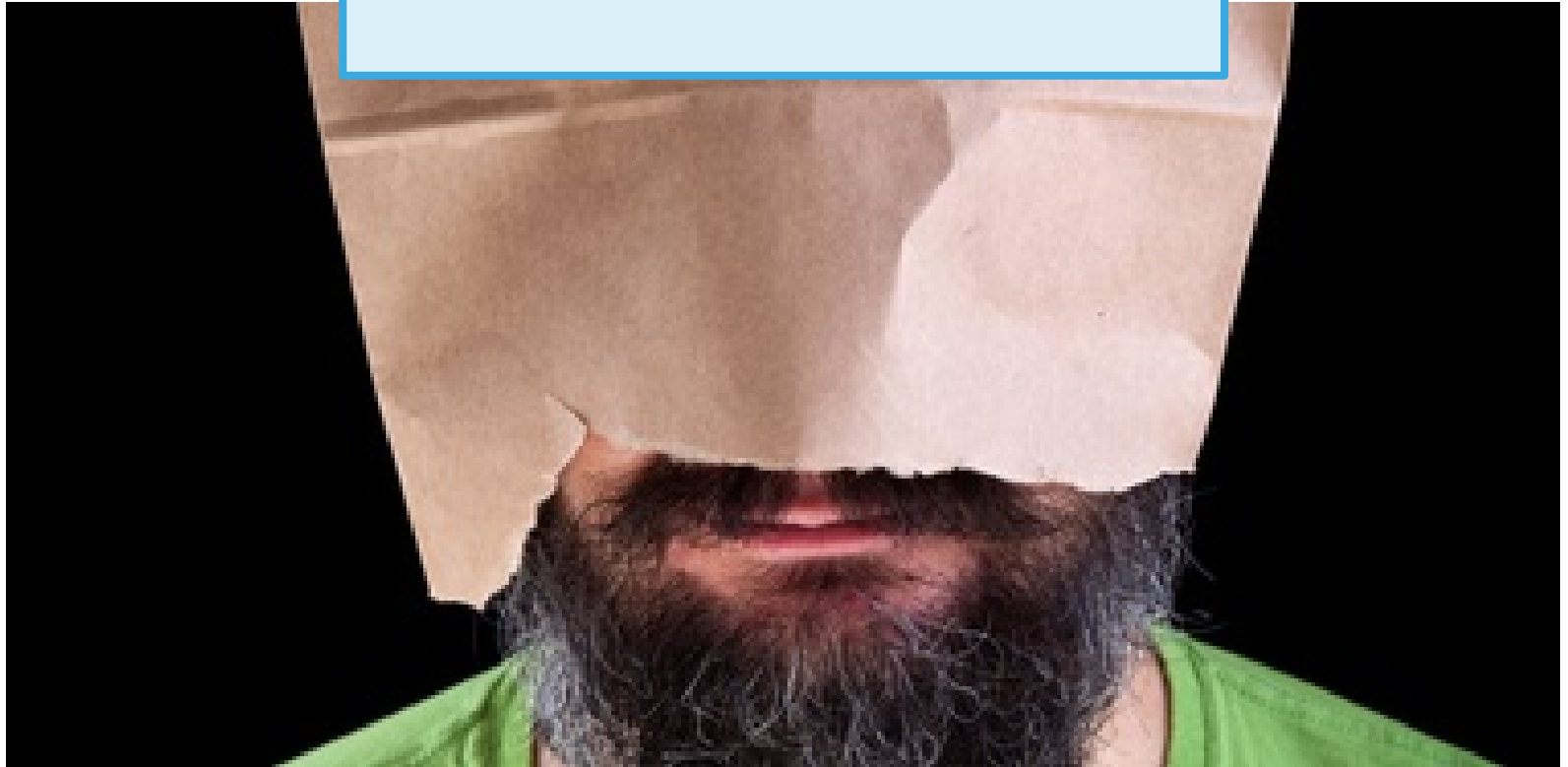


May I take a message?



She can't speak on the phone right now. **May I take a message?**

May I ask who's calling?



I can take a message. **May I ask who's calling?**

How do you spell that?



I am not familiar with your name. **How do you spell that?**

Would you please repeat that?



I didn't understand you. **Would you please repeat that?**

goodbye



Thanks for your help. **Goodbye.**



Taking a message



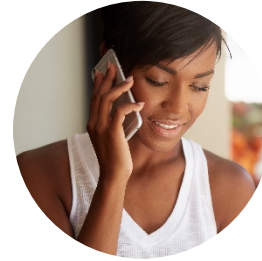
I'm sorry. Ms. Green is unavailable. **May I take a message?**

I didn't get that. **May I ask who's calling again?**





Can you finish this conversation?



This is Mike Roberts calling.

My name is Mike Roberts.

M-I-K-E R-O-B-E-R-T-S

I would like to...

I'm sorry. I didn't get that. Would you please repeat that?

Oh, I see, Mike Roberts. How do you spell that?

Thank you. What can I do for you?



Match the replies to the questions

1. May I take a message?

a. I said my name is Frank.

2. May I ask who's calling?

b. It's F-R-A-N-K.

3. Would you please repeat that?

c. Sure. Tell him to return my call.

4. How do you spell that?

d. No, thank you. Goodbye.

5. Is there anything else I can do for you?

e. This is Frank speaking.



Role play

You need to access your bank account on the phone, but first you have to answer some security questions. Play out the role with your teacher.

What is your full name?

What is the name of your first pet?

How do you spell that?



Practise saying these phrases

A

I would like to make a reservation, please.

B

I would like to schedule an appointment, please.

C

I would like to leave a message, please.

D

Could you repeat that please?



Have a phone conversation

Make a phone call for these purposes. Add as many details as you can. Use as many phrases as you can from this lesson.



Schedule an appointment.

Make a reservation.

Leave a message.



Game

What messages would your furry friends leave if they could talk? Imagine 3 things they might say.



I'd like to make a reservation at the steakhouse.



This is Mr. Fluffy speaking...



Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no



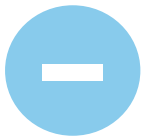


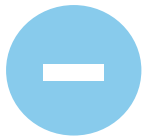
Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?









If you have time, go over
the most difficult slides again





Answer key

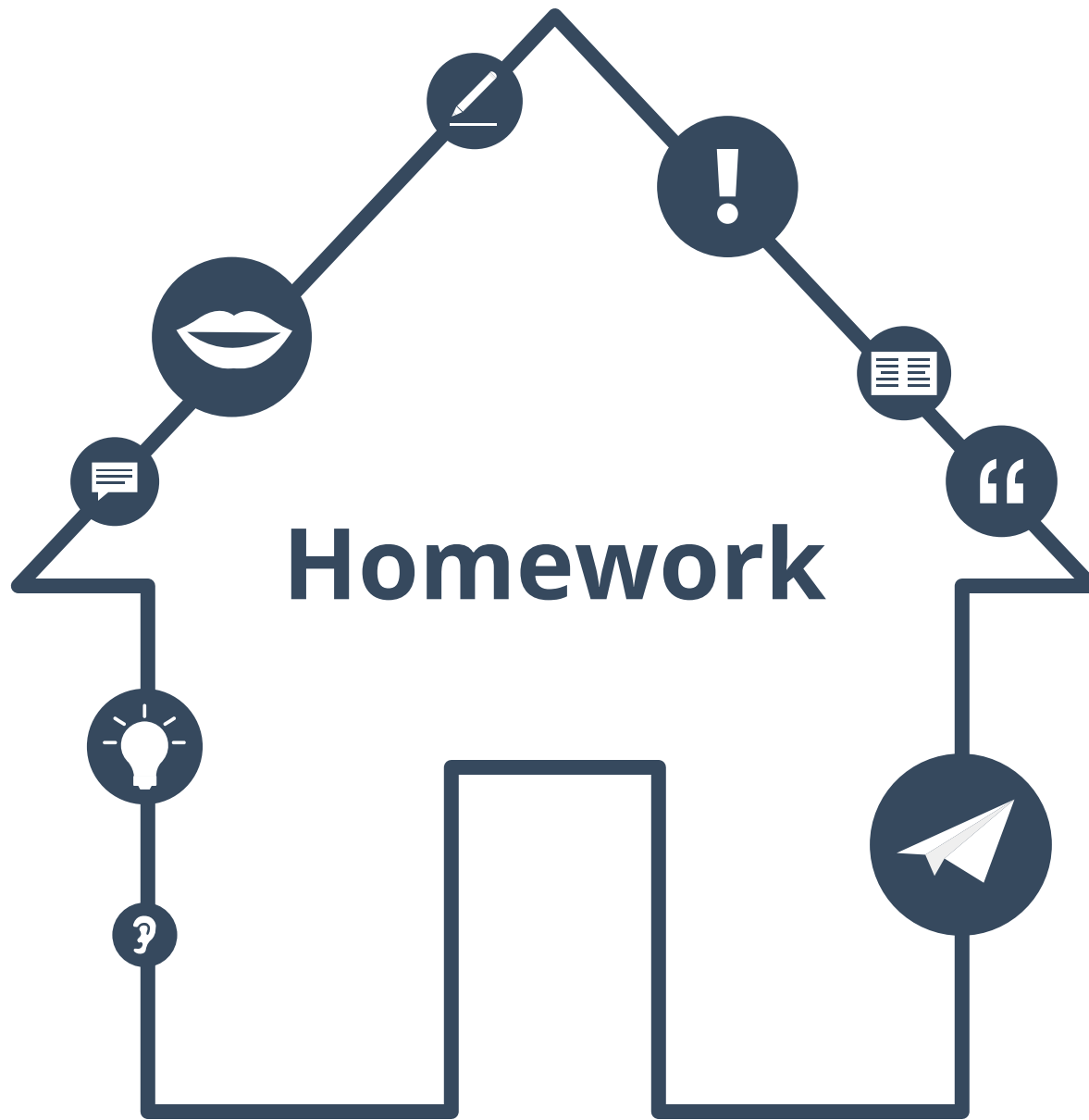
Exercise p. 11
1b, 2a, 3b

Exercise p. 12
This is, hold, with

Exercise p. 20
reservation: to eat dinner at the restaurant, to rent a car
appointment: to see the doctor, to get my haircut

Exercise p. 21
Hello, sorry, message, Please, call me back, Thank

Exercise p. 30
1c, 2e, 3a, 4b, 5d





Fill in the gaps

1. Hello. This is Mary's teacher speaking. I'm trying to _____ her father.
2. I'm sorry Mr Adams is unavailable _____. May I take a message?
3. Sure. Tell him I called and say "Would you please return _____?"
4. May I ask _____ calling please?
5. _____ Larry Michaels speaking.
6. Could _____ that please?
7. Larry _____ .
8. How do you _____ that?
9. L-A- _____ M-I-C-H-A-E-L-S.

repeat

my call

right now

spell

Michaels

This is

R-R-Y

who's

contact



Vocabulary lists

**Sort the phrases of the lesson into two lists.
Give your lists a name.**

List 1: _____

List 2: _____



My favourite words

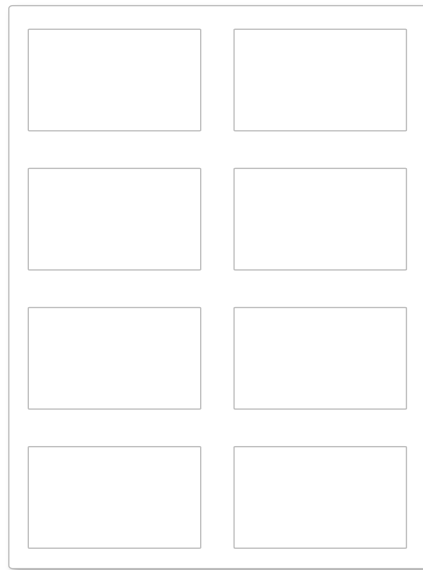
Choose five words or phrases from the lesson and write them down in your list of *My favourite words*.

A graphic of a notepad with a spiral binding on the left. A white sticky note with a torn edge is stuck to the top right of the page, containing the text "My favourite words". Below the sticky note, the notepad has several horizontal lines. The first three lines are pre-filled with the text "Word one", "Word two", and "Word three" respectively. The remaining lines are blank.



Make flashcards

Make flashcards out of paper and copy down four words or phrases from this lesson that are hard for you.





Homework answer key

Exercise p. 39
1. contact 2. right now 3. my call 4. who's 5. This is 6. repeat 7. Michaels 8. spell 9. R-
R-Y



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