Business communication | Making phone calls

1 ▶2.7 Listen to two phone calls. Choose the correct names or words in *italics* to complete the sentences.

1 The receptionist puts *Anna / Peter* through to *Anna / Peter*.
2 Anna *knows / doesn't know* Peter.
3 Anna is calling about *the bank / an email*.
4 Raymond Saddler calls *his office / a hotel*.
5 The receptionist *puts / doesn't put* Raymond through to another person.
6 Raymond is calling about *meeting rooms / hotel rooms*.

2 ▶2.7 Listen to the two phone calls again. Who says these expressions from the two phone calls? Tick (✓) the correct box.

	Caller	'Receiver'/ Receptionist	Caller and 'Receiver'
1 Good morning. TE Media.			
2 Good morning. This is Anna Lillis from OPT Bank.			
3 Is Peter Bawden there, please?			
4 Yes, I'll put you through.			
5 Hello, Peter Bawden speaking.			
6 Hi, Peter. It's Anna Lillis.			
7 I'm calling about ...			
8 See you (soon).			
9 Hello. The Dubai Grand Hotel.			
10 How can I help you?			
11 Thanks for your help.			
12 You're welcome.			

3 Complete the two phone calls. Use the expressions in **2** to help you. Practise the phone calls with your partner. Use your own name and company name.

1

A Hello, Dubai Hire Cars. How _____ I _____ you?
B Hello. This is _____ from _____. I'm _____ _____ your prices ...
... and you can pay by credit card.
A That's great. Thanks for your _____.
B _____ welcome.
A Goodbye.
B _____.

2

A Good morning. _____
B Good morning. This is _____ from _____. _____ Niki Alstom _____, please?
A Yes, I'll _____ you _____.
B Thanks ...
... Good. See you tomorrow then.
A Yes. _____ _____ _____. Bye.

» For more exercises, go to **Practice file 2** on page 88.

4 Work in groups of two or three. Practise starting and ending phone calls. Use these reasons for calling, or your own ideas:

- today's meeting
- next week's visit
- the conference hotel

Key expressions

Answering the phone
Hello. (company name)
How can I help you?
Good morning. (your name) speaking.

Greeting and introducing yourself
Good morning. This is (your name) from (your company).
Hi, (name). It's (your name).

Asking to speak to someone
Is (name) there, please?
Yes, I'll put you through.

Giving the reason for the call
I'm calling about ...

Thanking and saying goodbye
Thanks for your help.
You're welcome.
See you (tomorrow).
Goodbye/Bye.

LIVEWORKSHEETS