



CLB 5 Calling Ahead

If you are going to be late for (or absent from) work it is important to call ahead, apologize to your manager and explain why you will be late.

Vocabulary Review:

Word	Part of Speech	Meaning	Example
excuse	verb	to pardon	May I be <u>excused</u> from the dinner table? <u>Excuse</u> me, do you have a minute to chat?
excuse	noun	an explanation as to why something has been done or not been done	If you're late for work, you should have a good reason. Please don't make any poor <u>excuses</u> .
blame	verb	to say that someone or something is responsible for doing something wrong	Roger <u>blamed</u> his wife for making him late for work. He said that she was taking too long in the bathroom, so he had to wait for her.

Instructions:

1. Read the useful expressions for calling ahead.

Identifying yourself

When you call your manager or workplace, you must state who is calling.

Examples:

- ❖ Good morning, this is _____ calling.
- ❖ Hello, _____ here.
- ❖ Hi, it's _____.

ORAL COMMUNICATION

TIP:

Explaining is different than making an excuse. If being late was your fault, do not make an excuse. Only apologize and say that it won't happen again.

Asking for the manager

When you make a phone call, you must ask for the person you want to speak to.

Examples:

- ❖ May I speak with _____ please?
- ❖ Can I talk to _____?
- ❖ Is _____ there?

Apologizing

You should apologize that you will be late.

Examples:

- ❖ I'm sorry ...
- ❖ I'm very sorry ...
- ❖ I'm so sorry ...
- ❖ My apologies ...

Explaining

To explain the situation, use the past tense. Do not blame anyone. Only explain what happened.

Examples:

- ❖ My child got sick this morning. I called a babysitter, but they arrived late.
- ❖ This morning, my bus broke down. We waited for 15 minutes for a new bus.
- ❖ The roads were very icy this morning. I drove slowly because I was nervous.

Informing

It is important to tell your manager or supervisor when you think you will be at work.

Examples:

- ❖ I think I will be about 10 minutes late.
- ❖ I think I will be there around 9:25.
- ❖ The next bus should be here in about 5 minutes.

CULTURE NOTE:

Being on time is very important in the Canadian workplace.