

Name: _____

Class: _____

Date: _____

TELEPHONE CONVERSATION



A telephone conversation is a talk between people who are not in the same place.

1 MATCH THE SENTENCES WITH THEIR PURPOSE.



1. Hello, this is Anna speaking. ()
2. May I speak to Mr. Smith, please? ()
3. This is Tom calling. ()
4. Can you hold on for a moment, please? ()
5. I'm afraid he's not available right now. ()
6. Could you take a message, please? ()
7. Can you please tell him to call me back? ()
8. Thank you for your help. Goodbye. ()

- a. Asking to leave a message
- b. Asking for someone
- c. Greeting and introducing yourself
- d. Ending the conversation politely
- e. Identifying who is calling
- f. Asking someone to wait
- g. Informing that someone is not available
- h. Asking someone to return the call

2 COMPLETE THE TELEPHONE CONVERSATION.

Fill in the blanks with the phrases in the box.

speaking not available leave a message call me back Goodbye

	<p>Receptionist: Good morning, ABC Company. How may I help you?</p> <p>Caller: Hello. May I speak to Mr. Smith, please?</p> <p>Receptionist: Certainly. Who's calling, please?</p> <p>Caller: This is John Brown (1) _____ .</p> <p>Receptionist: I'm sorry, Mr. Smith is (2) _____ at the moment.</p> <p>Caller: I see. Can I (3) _____ ?</p> <p>Receptionist: Of course. What would you like me to tell him?</p> <p>Caller: Please ask him to (4) _____ at 081-234-5678.</p> <p>Receptionist: Sure. I'll give him your message.</p> <p>Caller: Thank you very much.</p> <p>Receptionist: You're welcome.</p> <p>Caller: (5) _____ .</p> <p>Receptionist: Goodbye.</p>	
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3 PUT THE SENTENCES IN THE CORRECT ORDER.

- _____ Hello, may I speak to Dr. Lee, please?
- _____ Thank you. Goodbye.
- _____ I'll call again later.
- _____ I'm sorry, he's with a patient right now.
- _____ This is Kevin speaking.
- _____ Can you take a message?
- _____ Of course. What's your name and number?
- _____ My name is Kevin. The number is 987-6543.

4 ANSWER THE QUESTIONS.

1. What are some polite ways to start a telephone conversation?
.....
2. What should you say if the person is not available?
.....
3. What information should you give when leaving a message?
.....
4. Why is it important to be polite on the phone?
.....

5 TELEPHONE CONVERSATION PRACTICE



Choose the most suitable response (A–D) for each situation.

1

You call a office and want to talk to Mr. Lee.

You say:

- A. May I help you?
- B. May I speak to Mr. Lee, please?
- C. Hold on a minute, please.
- D. Can you call me later?



2

The person you want to speak to is not available.

The receptionist says:

- A. I'm sorry, he didn't hear you.
- B. I'm afraid he's not available right now.
- C. Sure, he will call you back.
- D. Please hold the line.



3

You want to leave a message for Mr. Lee.

You say:

- A. I will call him again tomorrow.
- B. Can I leave a message?
- C. He can call you later.
- D. I'll call another time.



4

The receptionist asks for your name and phone number.

You say:

- A. My name is Tom.
- B. Tom Smith, 081-234-5678.
- C. It's Tom here.
- D. I'm calling about the meeting.



5

You finish the call.

You say:

- A. That's all.
- B. Thank you very much.
- C. I'll talk to you later.
- D. Goodbye.



USEFUL EXPRESSIONS

- May I speak to ..., please?
- Can I leave a message?
- Could you ask him to call me back?
- Thank you.
- Goodbye.

Self-Check

I can...

- make a phone call.
- leave a message.
- use polite expressions.



3 TELEPHONE CONVERSATION PRACTICE



6 Complete the Telephone Conversation

Complete the conversation by writing suitable sentences in the blanks. Use polite expressions and correct telephone language.



Receptionist: Good morning, ABC Company. How may I help you?



Caller: _____



Receptionist: Certainly. Who's calling, please?



Caller: _____



Receptionist: I'm sorry, Mr. Smith is not available at the moment.



Caller: _____



Receptionist: Of course. What would you like me to tell him?



Caller: _____



Receptionist: Sure. I'll give him your message.



Caller: _____



Receptionist: You're welcome.



Caller: _____



Receptionist: Goodbye.



TIPS

- Start the call politely.
- Ask for the person you want to speak to.
- Leave a clear message.
- End the call politely.



*Polite words
make a good
conversation!*