

# Making a phone call

Work with your partner and make up conversations for these two phone calls.

Useful language:

**Making an offer:** *Would you like.....*

*Can/Could I ....*

**Making a request:** *Can/Could you/I .....*

## Phone call 1: Asking to speak to a friend

**Person A:** You answer the phone, giving your number and name.

*[Hello, it's .....*]

**Caller:** You give your name. You want to speak to Person A's sister, Jan. *[Hi, it's .... Could I....?]*

**Person A:** You tell the caller Jan's out shopping. *[I'm afraid .....*]

**Caller:** You ask when Jan will be back. *[When .....*]

**Person A:** You tell the Caller that you don't know. *[I .....*]  
You offer to take a message. *{Would you like...?}*

**Caller:** You say you want Jan to ring back as soon as she gets home. *[Could/Can ....?]*

**Person A:** You ask for the Caller's phone number. *[What .....*]

## Phone call 2: Asking to change your power supplier.

*[One person can be both receptionist and secretary*

**Receptionist:** You give the name of your business, which is Kiwi Power.

**Caller:** You introduce yourself and say you want to change your power supplier from Sumner Energy to Kiwi Power. You want to talk to the Manager of Kiwi Power.

**Receptionist:** You ask the caller to wait, then put her through to the Manager's office.

**Secretary:** You say whose office it is and offer to help.

**Caller:** Again you introduce yourself and ask to speak to the Manager.

**Secretary:** You say she's out with a client, and offer to take a message.

**Caller:** You leave your name and phone number so the Manager can ring back later in the day. You thank the secretary and say goodbye.

# Useful language - Telephone expressions

## Saying who you are

### Person who is calling:

Hello, this is Kim calling.  
It's Kim calling.  
Good morning, Kim Lee speaking.  
Hello, my name is Kim Lee.

### Person who answers:

376-9820, Diana here.  
Hello, Diana speaking.

## Asking if someone is there

- Can/May I speak to Kim Lee, please?
- Could/Would you put me through to Kim Lee, please?
- Hi, is Kim there by any chance?
- I'd like to speak to Kim, please.

## Saying that the person wanted is not there

- Sorry, he's out right now. Can I take a message?
- I'm sorry he isn't in at the moment. Would you like to ring later or leave a message?
- You've just missed him. Could he give you a ring later?
- I'm sorry he's busy right now. Could you call back later?

## Asking when the person wanted will be in

- Will he be home this evening?
- What time can I ring him?
- Can I ring him tomorrow?

## Getting through to the right person

- Hang on/ Hold on. I'll just get him for you.

## Finishing the conversation

### Person who is calling:

Thanks for your help, goodbye.  
I'll phone again tomorrow, bye.  
I've got to go now.

### Person who answered:

Thanks for your call.  
Thanks for calling, bye  
It's been nice talking to you, bye.