Telephoning 1: Part 1 - pair-work cards

Photocopy and cut up the cards so there is at least one card per student.

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**Conversation C: Student 1**

A: Plus One Biotechnology Limited. Jane speaking. How can I help you?
B: Hello. Can I speak to someone in your marketing department, please?
A: Of course. What is it about, please?
B: It's about the conference next month.
A: You need to speak to John Thatcher, then. I'll just check if he is available. Can I ask your name, please?
B: Of course. This is Lars Johansson from Trondheim Medical Sciences.
A: Okay Mr Johansson. I'll just check if he's free. I'm putting you on hold.
B: Okay, thank you.

A: Mr Johansson?
B: Yes?
A: Sorry to wait you. I'm afraid Mr Thatcher is on another line at the moment. Would you like to take a message?
B: No, that's alright. I call back later.
A: Okay. I'll tell him you called.
B: Thank you. Goodbye.
A: Goodbye.

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**Conversation C: Student 2**

A: Plus One Biotechnology Limited. Jane speaking. What can I help you with?
B: Hello. Can I speak to someone in your marketing department, please?
A: Of course. What is it concerning, please?
B: It's about the conference next month.
A: You need to speak to John Thatcher, then. I'll just check if he is available. Can I ask your name, please?
B: Of course. This is Lars Johansson from Trondheim Medical Sciences.
A: Okay Mr Johansson. I'll just check if he's available. I put you on hold.
B: Okay, thank you.

A: Mr Johansson?
B: Yes?
A: Sorry to keep you waiting. I'm afraid Mr Thatcher is speaking another line at the moment. Would you like to leave a message?
B: No, that's alright. I'll call back later.
A: Okay. I'll tell him you called.
B: Thank you. Goodbye.
A: Goodbye.
Conversation B: Student 1

A: Good morning. Plus One Biotechnology Ltd. How can I help you?
B: Good morning. This is Lars Johansson phoning from Trondheim Medical Sciences again. Can you put me through to Mr Thatcher, please?
A: I'll just check if he's available. Can you hold on, please?
B: Okay.

A: I'm sorry, Mr Thatcher is in a meeting at the moment. Do you want to speak to his secretary?
B: Actually, I really need to speak to him in person. Could you tell him to call me back?
A: Of course. Can I take your name and number, please?
B: Yes. This is Lars Johansson from Trondheim Medical Sciences. The dialling code for Norway is 47, then it's 1323 764609.
A: Okay Mr Johansson. I'll give your message onto him. Was there anything else?
B: No, that's all thanks.
A: Okay. Thank you for your call. Goodbye.
B: Goodbye.

Conversation B: Student 2

A: Good morning. Plus One Biotechnology Ltd. How can I help you?
B: Good morning. This is Lars Johansson phoning from Trondheim Medical Sciences again. Can you put me through to Mr Thatcher, please?
A: I'll just check if he's available. Can you hold, please?
B: Okay.

A: I'm sorry, Mr Thatcher is having lunch at the moment. Would you like to speak to his secretary?
B: Actually, I really need to speak to him alone. Could you ask him to call me back?
A: Of course. Can I get your name and number, please?
B: Yes. This is Lars Johansson from Trondheim Medical Sciences. The dialling code for Norway is 47, then it's 1323 764609.
A: Okay Mr Johansson. I'll pass your message onto him. Was there anything else?
B: No, that's all thanks.
A: Okay. Thank you for your calling. Goodbye.
B: Goodbye.
**Conversation E: Student 1**

A: Good afternoon. Plus One Biotechnology Ltd.
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. Sorry to give you trouble you again, but I'm afraid I still need to get in touch with Mr Thatcher from the marketing department. Is he there?
A: I'm sorry, I'm afraid I didn't catch you.
B: Sorry. It's Johansson, Lars Johansson.
A: I'm terribly sorry, Mr Johansson. Mr Thatcher had to rush out of the office to meet a client. Can I take a message?
B: Actually, it's quite urgent. Is there any chance you could give me his mobile number?
A: I'll connect you to the secretary of Mr Thatcher. She should be able to help you. Please hold.

**Conversation E: Student 2**

A: Good afternoon. Plus One Biotechnology Ltd.
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. Sorry to trouble you again, but I'm afraid I still need to touch Mr Thatcher from the marketing department. Is he available?
A: I'm sorry, I'm afraid I didn't catch your name.
B: Sorry. It's Johansson, Lars Johansson.
A: I'm terribly sorry, Mr Johansson. Mr Thatcher had to rush out of the office to meet a client. Can you take a message?
B: Actually, it's quite urgent. Is there any chance you could give me his mobile number?
A: I'll connect you to Mr Thatcher's secretary. She should be able to help you. Please to hold.

**Conversation D: Student 1**

C: Hello. marketing department. Mr Thatcher's office.
B: Hello. This is Lars Johansson from Norway. I really need to get in touch with Mr Thatcher.
C: Yes, hello Mr Johansson. This is Judy Baxter, Mr Thatcher’s secretary. Reception explained everything to me. He’s on his way to a meeting now, but he should be contactable if you try his mobile. Why don't I give you the number?
B: Yes, please. That’d be great. Just a moment, I'll get a pen and paper.
C: Okay.
B: Okay, go ahead please.
C: Okay, it's 089 773 7482.
B: Can you just check that back? 089 773 7482.
C: Yes, that's right.
B: Great, I am phoning him now.
C: Please let me know if you have any trouble contacting him.
B: Okay. Thank you. Goodbye.
C: Thank you. Goodbye.
Conversation D: Student 2

C: Hello. marketing department. Mr Thatcher’s office.
B: Hello. This is Lars Johansson from Norway. I really need to get in touch with Mr Thatcher.
C: Yes, hello Mr Johansson. This is Judy Baxter, Mr Thatcher’s secretary. Reception explained everything to me. He’s on his way to a meeting now, but he should be contactable if you try his mobile. Shall I give you the number?
B: Yes, please. That’d be great. One moment, I’ll get a pen and paper.
C: Okay.
B: Okay, go on please.
C: Okay, it’s 089 773 7482.
B: Can I just check that back? 089 773 7482.
C: Yes, right.
B: Great, I’ll phone him now.
C: Please let me know if you have any trouble contacting him.
B: Okay. Thank you. Goodbye.
C: Thank you. Goodbye.

Conversation A: Student 1

D: Hello. You are through to John Thatcher’s mobile. I’m afraid I am not available at the moment but if you leave your name and number after the tone I will get back to you as soon as I can. [beep]
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. I’ve been trying to get contact with you about …
D: Hello. Hello?
B: Ah, hello. Mr Thatcher? Finally! I’ve been trying to get through to you all day.
D: I’m sorry. The signal isn’t good and I can’t hear you very well. Can you speak much louder, please?
B: I’m sorry. I was saying …
D: I’m sorry, you are breaking up. Perhaps you should … [beep (the line is cut)]
Conversation A: Student 2

D: Hello. You are through to John Thatcher’s mobile. I’m afraid I can’t answer the phone at the moment but if you leave your name and number after the tone I get back to you as soon as I can. [beep]
B: Hello. I am Lars Johansson from Trondheim Medical Sciences. I’ve been trying to get contact with you about …
D: Hello. Hello?
B: Ah, hello. Mr Thatcher? Finally! I’ve been trying to get through to you all day.
D: I’m sorry. The signal isn’t good and I can’t hear you very well. Can you speak a bit louder, please?
B: I’m sorry. I was saying …
D: I’m sorry, you are breaking. Perhaps you should … [beep (the line is cut)].
Telephoning 1: part 1 - answer key

Conversation C: Answer key

A:  Plus One Biotechnology Limited. Jane speaking. How can I help you?
B:  Hello. Can I speak to someone in your marketing department, please?
A:  Of course. What is it concerning, please?
B:  It's about the conference next month.
A:  You need to speak to John Thatcher, then. I'll just check if he is available. Can I ask your name, please?
B:  Of course. This is Lars Johansson from Trondheim Medical Sciences.
A:  Okay Mr Johansson. I'll just check if he's free. I'm putting you on hold.
B:  Okay, thank you.

A:  Mr Johansson?
B:  Yes?
A:  Sorry to keep you waiting. I'm afraid Mr Thatcher is on another line at the moment. Would you like me to take a message?
B:  No, that's alright. I'll call back later.
A:  Okay. I'll tell him you called.
B:  Thank you. Goodbye.
A:  Goodbye.

Conversation B: Answer key

A:  Good morning. Plus One Biotechnology Ltd. How can I help you?
B:  Good morning. This is Lars Johansson phoning from Trondheim Medical Sciences again. Can you put me through to Mr Thatcher, please?
A:  I'll just check if he's available. Can you hold the line, please?
B:  Okay.

A:  I'm sorry, Mr Thatcher is in a meeting at the moment. Would you like to speak to his secretary?
B:  Actually, I really need to speak to him in person. Could you ask him to call me back?
A:  Of course. Can I take your name and number, please?
B:  Yes. This is Lars Johansson from Trondheim Medical Sciences. The dialling code for Norway is 47, then it's 1323 764609.
A:  Okay Mr Johansson. I'll pass your message onto him. Was there anything else?
B:  No, that's all thanks.
A:  Okay. Thank you for calling. Goodbye.
B:  Goodbye.
Conversation E: Answer key

A: Good afternoon. Plus One Biotechnology Ltd.
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. Sorry to trouble you again, but I’m afraid I still need to get in touch with Mr Thatcher from the marketing department. Is he available?
A: I’m sorry, I’m afraid I didn’t catch your name.
B: Sorry. It’s Johansson, Lars Johansson.
A: I’m terribly sorry, Mr Johansson. Mr Thatcher had to rush out of the office to meet a client. Can I take a message?
B: Actually, it’s quite urgent. Is there any chance you could give me his mobile number?
A: I’ll connect you to Mr Thatcher’s secretary. She should be able to help you. Please hold.

Conversation D: Answer key

C: Hello. marketing department. Mr Thatcher’s office.
B: Hello. This is Lars Johansson from Norway. I really need to get in touch with Mr Thatcher.
C: Yes, hello Mr Johansson. This is Judy Baxter, Mr Thatcher’s secretary. Reception explained everything to me. He’s on his way to a meeting now, but he should be contactable if you try his mobile. Shall I give you the number?
B: Yes, please. That’d be great. Just a moment, I’ll get a pen and paper.
C: Okay.
B: Okay, go ahead please.
C: Okay, it’s 089 773 7482.
B: Can I just check that back? 089 773 7482.
C: Yes, that’s right.
B: Great, I’ll phone him now.
C: Please let me know if you have any trouble contacting him.
B: Okay. Thank you. Goodbye.
C: Thank you. Goodbye.

Conversation A: Answer key

D: Hello. You are through to John Thatcher’s mobile. I’m afraid I can’t answer the phone at the moment but if you leave your name and number after the tone I will get back to you as soon as I can. [beep]
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. I’ve been trying to get in contact with you about …
D: Hello. Hello.
B: Ah, hello. Mr Thatcher? Finally! I’ve been trying to get through to you all day.
D: I’m sorry. The signal isn’t good and I can’t hear you very well. Can you speak a little louder, please?
B: I’m sorry. I was saying …
D: I’m sorry, you are breaking up. Perhaps you should … [beep (the line is cut)].