

## Student A



### Make the call

- Telephone** Damask Fabrics Ltd  
**Ask for** Michelle Rose  
**You want** to meet her next week to look at her new designs.
- Telephone** Banco Nacional  
**Ask for** the manager  
**You want** to speak to him in person.
- Telephone** Spartak Industries  
**Ask for** Jan Novak  
**You want** to know his decision before tomorrow. It is now 6 pm and you are going home.
- Telephone** Hoffman Electronics  
**Ask for** the Sales Department  
**You want** a copy of their new catalogue and price list.
- Telephone** Jacob Braun AG  
**Ask for** Judith Schultz  
**You want** to change your order for labels from 1,000 to 1,200.
- Telephone** the Wing Lok Chinese Restaurant  
**You want** to book a table for six people for 8.30 pm tonight.

### Receive the call

- SAS Airlines. First check the timetable. There are two flights to Stockholm tomorrow evening: one at 6.45 and one at 9.20. Ask the caller which one he/she would like.
- Hayashi Steel Company. Put the caller through to Mr Namura's secretary. Now you are Mr Namura's secretary. Check his diary and then tell the caller that Mr Namura is free on Wednesday evening.
- QTM Photocopiers. Put the caller through to the Service Department. Now you are a service engineer. Apologise and offer to send someone immediately.
- Travelflora. You are a sales assistant. Ask the caller what kind of flowers he/she would like. You have lilies, roses and tulips.
- Panyotis Yoghurt. Put the caller through to Athena Vlachou. Now you are Athena Vlachou. Listen to what the caller asks for and offer to visit him/her with the samples.
- Beltrak Railroad Company. You are the receptionist. John Gruber is on holiday this week. Ask if you can take a message.

## Student B



### Make the call

- Telephone** SAS Airlines  
**You want** to book a flight to Stockholm tomorrow evening after 5 pm.
- Telephone** Hayashi Steel Company  
**Ask for** Mr Namura's secretary  
**You want** to invite him to dinner one evening next week. When you know which day, offer to pick him up at six from his office.
- Telephone** QTM Photocopiers  
**Ask for** the Service Department  
**You want** to know why your photocopier breaks down every two days.
- Telephone** Travelflora  
**You want** to send some flowers to a colleague who had a baby this morning.
- Telephone** Panyotis Yoghurt  
**Ask for** Athena Vlachou, Marketing Manager  
**You want** to have some samples of their yoghurt and to know their prices.
- Telephone** Beltrak Railroad Company  
**Ask for** John G Gruber  
**You want** to speak to him in person.

### Receive the call

- Damask Fabrics Ltd. Michelle Rose is out of the office today. Take a message.
- Banco Nacional. Put the caller through to the manager's secretary. Now you are the manager's secretary. The manager is in a meeting. Offer to take a message.
- Spartak Industries. Jan Novak is working at home today. First offer to help the caller yourself. Then offer to call Mr Novak and get him to telephone the caller. Take the caller's name and number, and ask if it is urgent.
- Hoffman Electronics. Put the caller through to the Sales Department. Now you are one of the sales staff. Listen to what the caller asks for and offer to post it today.
- Jacob Braun AG. Judith Schultz is standing next to you. Now you are Judith Schultz. Listen to what the caller asks for and offer to send another 200 labels as soon as possible. Ask for written confirmation of the new order.
- Wing Lok Chinese Restaurant. You are fully booked at 8.30 pm. Offer the caller a table at 7 pm or 9.30 pm. Write the caller's name.

# Getting through

## Worksheet

# 13b

NOTE: This activity is not linked to the activity on Worksheet 13a.

### ACTIVITY

Pairwork: speaking

### AIM

To make short telephone calls and leave messages.

### GRAMMAR AND FUNCTIONS

Suggestions: *Would you like to...? How about...? Could you...?*

Refusing and accepting

### VOCABULARY

Telephoning: *to put someone through, to call, to phone, to call back, to take/leave a message, to speak to, a caller, in person*

General: *to break down, to invite*

### PREPARATION

Make one copy of the worksheet for each pair of students in the class. Cut out Student A and Student B sections as indicated.

### TIME

40 minutes

### PROCEDURE

- 1 Explain to the students that they are going to take it in turns to make and receive telephone calls.
- 2 Write up the following prompts on the board:  
*Telephone: Oxford Software*  
*Ask for: The manager*  
*You want: To confirm your meeting with him next Friday.*  
 Then, with a confident student act out the following dialogue.  
*You: Hello, Oxford Software*  
*Student: Hello, can I speak to the manager, please?*  
*You: One moment. I'll put you through. I'm sorry, he's not in his office. Can I take a message?*  
*Student: Yes, could you tell him that I'll see him next Friday.*
- 3 Elicit other useful phrases. For example:  
*I'll call back later.*  
*I need to speak to her in person.*  
*I'll give him the message.*  
*I'll post it to you today.*  
*I'll send them as soon as possible.*  
*We'll come at 9.30.*  
*Can I help you?*
- 4 Ask the students to work in pairs and divide them into Student A and Student B. Give each student the appropriate part of the worksheet.
- 5 Tell the students that they are each going to make and receive phone calls according to the instructions on the worksheet.
- 6 Give the students a few minutes to study the instructions.
- 7 When they are ready, ask each Student A to sit back-to-back with a Student B, so they cannot see each other, or see each other's worksheet.
- 8 The students now take it in turns to make and receive calls. As they do this, the students should make a note of the information they are given.
- 9 When they have finished, ask each pair of students to compare their information to check they have understood each other correctly.