












31b *On the telephone*

Student A

-  _____ 565 9231. I'll give him your message, Mr Arlo.
-  _____ And your number?
-  _____ Can you spell that?
-  _____ Certainly. Can you give me your name, please?
-  _____ I'll put you through ...
... I'm afraid his line is busy. Would you like to leave a message?
-  _____ Not at all. Goodbye.
-  _____ Of course. Can you give me your name again?
-  _____ **1** Dornier and King. Good morning. Can I help you?



Student B

-  _____ Yes. Can you ask him to call me as soon as possible?
-  _____ Thank you.
-  _____ Paris 565 9231.
-  _____ Mike Arlo.
-  _____ Mike Arlo from Theta Products.
-  _____ **16** Goodbye.
-  _____ Good morning. Can I speak to Mr Dornier?
-  _____ A-R-L-O



On the telephone

Worksheet

31b

Note: This worksheet is not linked to the activity on Worksheet 31a

ACTIVITY

Pairwork: speaking

AIM

To put the sentences of a telephone conversation in order.

GRAMMAR AND FUNCTIONS

can + verb for polite requests

VOCABULARY

I'm afraid his line is busy, I'll put you through, message, number

PREPARATION

Make one copy of the worksheet for each pair of students and cut it in two as indicated.

TIME

10 to 20 minutes

PROCEDURE

- 1 Tell the students they are going to make telephone calls in English.
- 2 Divide the students into pairs of Student A and Student B and give out the relevant worksheet.
- 3 Allow a couple of minutes for reading. Circulate, helping with vocabulary.
- 4 Explain that each student has half of a telephone conversation, but that the sentences are in the wrong order. The task is to put the conversation in the correct order.
- 5 Write these rules on the board:

Speak only English.
Read the sentences aloud – do not show your worksheet to your partner.
Number the sentences from one to sixteen.

- 6 Point out to the students that Student A has the first sentence and Student B has the last sentence. Once they understand, start the activity.
- 7 Check the conversation by asking pairs of students to give you the sequence of the sentences from their worksheets.
- 8 Drill key sentences.
- 9 Ask the students to read the conversation aloud in pairs.

ANSWERS

- | | |
|--|---|
| <ol style="list-style-type: none"> 1 Dornier and King. Good morning. Can I help you? 2 Good morning. Can I speak to Mr Dornier? 3 Certainly. Can you give me your name, please? 4 Mike Arlo from Theta Products. 5 I'll put you through... I'm afraid his line is busy. Would you like to leave a message? 6 Yes. Can you ask him to call me as soon as possible? 7 Of course. Can you give me your name again? | <ol style="list-style-type: none"> 8 Mike Arlo. 9 Can you spell that? 10 A-R-L-O. 11 And your number? 12 Paris 565 9231. 13 565 9231. I'll give him your message, Mr Arlo. 14 Thank you. 15 Not at all. Goodbye. 16 Goodbye. |
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