

## Telephoning Getting through or not

### Worksheet 1- Language presentation and practice

1. Without looking at the sentences below, listen to your teacher and lift up your cards depending on when you think that sentence should be said.
2. Decide if each section below is language for
  - Getting through to the right person directly (= right person directly= RP)
  - or You can't speak to that person yet (not yet= NY).

#### A

Our office hours are from 9 am until 6 pm, Monday to Friday

I'm afraid she's out of the office

I'm sorry, he's not at his desk

I think you have the wrong number

#### B

Actually, this is his secretary

He's on another line

There's no answer. Can I help you at all?

I'm afraid I'm not able to take your call at the moment.

#### C

Speaking

Of course. I'm transferring your call

Sorry to keep you waiting. I'm putting you through to Mr Smith now.

I'm returning your call

#### D

If you would like me to call you back, please leave your name and number after the tone.

Can I take a message?

Would you like to leave a message?

Shall I ask him to call you back?

#### E

Hi. My name's John Smith. You left a message on my answer machine.

Thanks for phoning me back.

Good to hear from you again.

Finally.

**F**

I've been trying to get through to you all day

I need to speak to you about...

Thanks for your email yesterday. I'm phoning because I had a question about...

**G**

Okay. I'll pass that message onto him.

Please hold the line; I'll check if he's available.

I'll just see if he is at his desk. Please hold.

I'll just check if he's available. Who's calling please?

**H**

Shall I put you through to someone else in his department?

Could you possibly phone back in about 10 minutes?

I'm afraid he is out of the office all day

**I**

I'm returning your call.

I got your message.

Thanks for getting back to me so soon.

I'm phoning about the email you sent me this morning.

**J**

She'll be back later this afternoon

Is there anyone else there who could help me? It's concerning...

Perhaps you could help me instead. I'm phoning in connection with...

**K**

I'll tell him you called.

No, that's okay thanks. I'll call back later.

3. Check your answers with your teacher or the answer key

4. Test each other in pairs

5. Practice whole conversations of trying successfully and unsuccessfully to get through to people

**Telephoning Getting through or not**

**Worksheet 2- Cards**

*Teacher's instructions- Photocopy and cut up enough for one card of each type per student*

Getting through to the right person directly	Not (yet)
Getting through to the right person directly	Not (yet)
Getting through to the right person directly	Not (yet)
Getting through to the right person directly	Not (yet)

### **Worksheet 3- Answer key**

#### **Getting through to the right person directly (= right person directly)**

Speaking

Of course. I'm transferring your call

Sorry to keep you waiting. I'm putting you through to Mr Smith now.

I'm returning your call

Hi. My name's John Smith. You left a message on my answer machine.

Thanks for phoning me back.

Good to hear from you again.

Finally.

I've been trying to get through to you all day

I need to speak to you about...

Thanks for your email yesterday. I'm phoning because I had a question about...

I'm returning your call.

I got your message.

Thanks for getting back to me so soon.

I'm phoning about the email you sent me this morning.

#### **You can't speak to that person yet (not yet).**

Our office hours are from 9 am until 6 pm, Monday to Friday

I'm afraid she's out of the office

I'm sorry, he's not at his desk

I think you have the wrong number

Actually, this is his secretary

He's on another line

There's no answer. Can I help you at all?

I'm afraid I'm not able to take your call at the moment.

If you would like me to call you back, please leave your name and number after the tone.

Can I take a message?

Would you like to leave a message?

Shall I ask him to call you back?

Okay. I'll pass that message onto him.

Please hold the line; I'll check if he's available.

I'll just see if he is at his desk. Please hold.

I'll just check if he's available. Who's calling please?

Shall I put you through to someone else in his department?

Could you possibly phone back in about 10 minutes?

I'm afraid he is out of the office all day

She'll be back later this afternoon

Is there anyone else there who could help me? It's concerning...

Perhaps you could help me instead. I'm phoning in connection with...

I'll tell him you called.

No, that's okay thanks. I'll call back later.