

Email language or telephone language? Advanced level

Business Skills- Writing Emails/ Telephoning

Listen to your teacher reading out sentences from below and, without looking at the worksheet, hold up an "Email" or "Telephone" card depending on the meaning of the sentence you hear.

Each section below is either language of telephoning or emailing. Read the sentences and decide which one each section is:

Can you hold?

I'm sorry, we don't have a Mr Brown working here. Do you mean Mr Brawn, B,R,A,W,N?

I'm afraid he's on another line.

Please find the documents attached

I look forward to hearing from you soon

Re: our conversation last week

I'm sorry, I'm not sure how to pronounce his name. It's spelt V,I,K,R,A,M.

I hope I'm not disturbing you

Hold the line please.

I'm putting you through

Sorry to keep you waiting

Please speak after the tone

This is just a quick note to say...

Please see the information below

Can you forward the documents attached to Mr Smith please?

This is to confirm in writing what we agreed by phone last week.

I'm transferring your call

Janet Smithers speaking...

I'm afraid the line is engaged.

This is Brian Smith from Meridian Design and Management.

It's seven double four, double two, treble three

Can I have extension 2441?

Maybe that's who I need to talk to.
I only have an initial. It's P.

I'm afraid he's not in today
OK. I'll tell him you called.
Goodbye
I'm sorry. You are breaking up.
Speaking.
Oh, hi John. This is Sunil.
I'm connecting you.
Shall I tell him you called?

I'm copying Ruth in on this
Please find attached...
Sirs
Dear John

Is this a good time?
Could you tell him Phillip Allen from Zenith Industries called?
I'm calling from Jacksons.
Sorry. It's a bad line. Can I phone you back?
Is that Donna?
That's okay. I'll try again later.
Sorry, wrong number.

Sorry, I didn't catch that.
Can I check that back?
Just a moment, I'll get a pen.
Can you try again later?

Please leave a message after the tone.
I'm afraid I'm not available to take your call at the moment
Hi, you've reached Rosa and Colin.
We're not here right now...
Please leave your name and number after the beep
All our operators are busy right now

Thanks in advance.

With reference to our telephone conversation today,...

Best wishes

Yours faithfully

Yours truly

Regards

Are the telephoning sentences used when you are receiving a telephone call or telephoning someone?

What are the answers to the questions above?

What is special about the second to last section?

Photocopy and cut up 1 sheet per 5 students so that they have 1 Email and 1 Telephone card each.

Email	Telephone
Email	Telephone
Email	Telephone
Email	Telephone
Email	Telephone