

Email language or telephone language?

Business Skills- Writing Emails/ Telephoning

Listen to your teacher reading out sentences from below and, without looking at the worksheet, hold up a "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 spell your name please?

I'm afraid he is out of the office at the moment

Can you hold?

He's in a meeting at the moment. Can I help you at all?

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

Please find the documents attached

I look forward to hearing from you soon

Dear John

Re: our conversation last week

Sorry to phone you so late

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

Can I speak to Mr Brown please?

I hope I'm not disturbing you

Of course. My first name is Alex, that's A,L,E,X, and my surname is Case, C,A,S,E.

Can you ask her to call me back?

I'm putting you through

I'm afraid he's on another line.

Can I take a message?

Sorry to keep you waiting

Who do you need to speak to?

Please speak after the tone

Does she know your number?

This is just a quick note to say...
Please see the information below
Can you forward this message to Mr Smith please?
This is to confirm in writing what we agreed by phone last week.
Can you please confirm that you got this?

I'm transferring your call
Thanks for calling.
Can I help you?
Janet Smithers speaking...
I'm afraid the line is engaged.
Can you repeat the number please?

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.

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

What are the answers to the questions above?

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