

Chain Business Phone calls Game

Teachers' Instructions

Photocopy one copy of each worksheet per person.

Give out the copies of Phone Call A. Students fill the gaps in the first section and fold along the dotted line so the next person can't read what they have written. They then pass it to the next person. They then fill in the second part of the one they have received, fold, pass to the same person as they passed to before etc. all the way around the class until the phone calls are finished. Students then open them up, read them and discuss if they make sense and are good phone calls. Repeat with one or more of the other versions if you wish.

Phone call A

A: "Hello, _____...."

.....
... _____ speaking. How can I help you?"

B: "Good _____...."

.....
...this is _____...."

.....
.... phoning from _____...."

.....
...Can I speak to _____...."

.....
...in your _____ department please?"

A: "Of course. Please hold the line and I'll see if _____ is available."

B: "Okay. Thank you."

.....
A: "Hello?"

B: "Yes?"

A: "I'm afraid _____ is _____ at the moment"

.....
B: "Ah. In that case, can I _____?"

.....
A: "Of course. I'll _____."

B: "Thank you"

.....
A: "Can I help you with anything else?"

B: "_____"

.....
A: "_____"

B: "Goodbye"

Phone call B

A: "Hello? _____?"

B: "Hello. Is that _____?"

A: "I'm afraid _____"

B: "Ah. I see. Do you know _____?"

A: "I'm sorry _____"

B: "Really? In that case, can I _____?"

A: "I'm terribly sorry, but _____"

B: "Could I possibly speak to _____?"

A: "Of course. Please hold the line while I _____"

A: "I'm very sorry, but he's on another line. Would you like to
_____?"

B: "Actually, could you _____ instead?"

A: "Of course. Is there anything else I can help you with?"

B: "There was just one more thing. Would it be possible for me to
_____?"

A: "I'd really like to help you with that but
_____"

B: "That's okay. Thank you, goodbye"

A: "_____. Goodbye."

Phone call C

A: "You are through the automatic switchboard of _____....

.....
...Please press 1 if you would like to _____....

.....
... or please press 2 if you would like to _____..."

.....
B: (presses 1)

A: "Thank you. Please hold the line while we connect you to _____"

.....
A: "Hello. _____. John speaking. How can I help you?"

.....
B: "Hello. I'm phoning about _____"

A: "Of course. What would you like to know about that?"

.....
B: "Could you possibly tell me _____?"

A: "That will be no problem. Let me just have a look for the information"

.....
A: "Ah, here we are. It's _____"

B: "Can I just check that back?"

.....
A: "Of course, go ahead"

B: "You said _____"

.....
A: "Ah. Actually, the first part should be _____"

B: "I see. Got it. Thank you very much"

.....
A: "Can I help you with anything else today?"

B: "No, that's all thanks. Thank you for _____"

A: "Not at all. Thank you for _____"
