

**Business email language or telephone language? (Lower Level version)**

**Worksheet 1- Useful telephoning and emailing language**

**A: Listening comprehension:** 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.

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

1: 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?

2: Please find the documents attached

I look forward to hearing from you soon

Dear John

Re: our conversation last week

3: Can I speak to Mr Brown please?

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?

4: 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

Please speak after the beep

5: This is just a quick note to say...  
Please see the information below  
Can you forward this to Mr Smith please?

6: I'm transferring your call  
Thanks for calling.  
Can I help you?  
Janet Smithers speaking...

7: This is Brian Smith from Meridian Design and Management.  
It's seven double four, double two, treble three  
Can I have extension 2441?

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

**D:** Listening and speaking- Test each other in pairs

**E:** Reading 2- Are the telephoning sentences used when you are receiving a telephone call or telephoning someone?

**F:** Speaking 2: What are the answers to the questions above?

**Worksheet 2- Email or Telephone Cards**

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

Telephone	Email
Telephone	Email
Telephone	Email
Telephone	Email