

Telephoning match the conversations pairwork
Worksheet 1- Match the dialogues - Student A

Without showing your worksheet to your partner, match your 4 half dialogues to your partner's (which are in a different order)

Conversation 1

A: Hello, Plus One News. How can I help you?

B: _____

A: Ah, hello Mr Smith. Mr Johnson is waiting for your call. I'll just check if he's available. Please hold the line.

B: _____

A: Mr Johnson?

B: _____

A: I'm afraid Mr Johnson is on another line. Shall I put you through to his secretary?

B: _____

Conversation 2

A: Hello. Plus One News. Jane speaking.

B: _____

A: Can I ask what it is concerning?

B: _____

A: You need to speak to our Mediterranean correspondent, Mr Johnson. Shall I put you through to him now?

B: _____

A: Okay. Please hold the line.

B: _____

Conversation 3

A: Hello.

B: _____

A: No, I'm sorry. This is Mama Mia Pizza Delivery. You must have dialed the wrong number.

B: _____

A: Of course. Go ahead.

B: _____

A: No, this is seven three double oh four two four.

B: _____

Conversation 4

A: Plus One News Limited. Jane Smithers speaking. How can I help you?

B: _____

A: Oh, hi John. How are you?

B: _____

A: Not bad. Mr Johnson always keeps me busy too.

B: _____

A: I think so. Just hold the line for a second and I'll check.

B: _____

(Optional) Fill in the gaps with your partner's half of each dialogue.

Telephoning match the conversations pairwork
Worksheet 1- Match the dialogues - Student B

Without showing your worksheet to your partner, match your 4 half dialogues to your partner's (which are in a different order)

Conversation A

A: _____

B: Hello. Is that Plus One News?

A: _____

B: Oh, I'm terribly sorry. Can I just check if I have the right number?

A: _____

B: Is that seven double three oh four two four?

A: _____

B: Oh, I do apologize. I'll try and dial the number again.

Conversation B

A: _____

B: Hello, this is John Smith calling from the Big Ben News Agency.

A: _____

B: Okay. Thank you.

A: _____

B: Yes.

A: _____

B: Yes please.

Conversation C

A: _____

B: Hi Jane, it's John.

A: _____

B: Very well, but a bit busy since I was transferred to the Middle East. How's everything with you?

A: _____

B: Is he available at the moment, do you know?

A: _____

B: Cheers.

Conversation D

A: _____

B: Hello. Can I speak to someone on your foreign affairs desk please?

A: _____

B: I have some information about the situation in the Straits of Gibraltar.

A: _____

B: Yes please.

A: _____

B: Okay, thank you.

(Optional) Fill in the gaps with your partner's half of each dialogue.

Worksheet 2- Partial Answers and Can/ Will/ Shall Exercises

Check your answers from Worksheet 1 below (don't worry about the gaps for now)

A: Hello, Plus One News. How _____ I help you?

B: Hello, this is John Smith calling from the Big Ben News Agency.

A: Ah, hello Mr Smith. Mr Johnson is waiting for your call. I _____ just check if he's available. Please hold the line.

B: Okay. Thank you.

A: Mr Johnson?

B: Yes.

A: I'm afraid Mr Johnson is on another line. _____ I put you through to his secretary?

B: Yes please.

A: Hello. Plus One News. Jane speaking.

B: Hello. _____ I speak to someone on your foreign affairs desk please?

A: _____ I ask what it is concerning?

B: I have some information about the situation in the Straits of Gibraltar.

A: You need to speak to our Mediterranean correspondent, Mr Johnson. _____ I put you through to him now?

B: Yes please.

A: Okay. Please hold the line.

B: Okay, thank you.

A: Hello.

B: Hello. Is that Plus One News?

A: No, I'm sorry. This is Mama Mia Pizza Delivery. You must have dialed the wrong number.

B: Oh, I'm terribly sorry. _____ I just check if I have the right number?

A: Of course. Go ahead.

B: Is that seven double three oh four two four?

A: No, this is seven three double oh four two four.

B: Oh, I do apologize. I _____ try and dial the number again.

A: Plus One News Limited. Jane Smithers speaking. How _____ I help you?

B: Hi Jane, it's John.

A: Oh, hi John. How are you?

B: Very well, but a bit busy since I was transferred to the Middle East. How's everything with you?

A: Not bad. Mr Johnson always keeps me busy too.

B: Is he available at the moment, do you know?

A: I think so. Just hold the line for a second and I _____ check.

B: Cheers.

Without looking back at Worksheet 1, try to fill the following gaps with the correct form with "can", "will" or "shall".

Worksheet 3 – Full answer key

Check your answers from Worksheet 2 below

A: Hello, Plus One News. How can I help you?

B: Hello, this is John Smith calling from the Big Ben News Agency.

A: Ah, hello Mr Smith. Mr Johnson is waiting for your call. I'll just check if he's available. Please hold the line.

B: Okay. Thank you.

A: Mr Johnson?

B: Yes.

A: I'm afraid Mr Johnson is on another line. Shall I put you through to his secretary?

B: Yes please.

A: Hello. Plus One News. Jane speaking.

B: Hello. Can I speak to someone on your foreign affairs desk please?

A: Can I ask what it is concerning?

B: I have some information about the situation in the Straits of Gibraltar.

A: You need to speak to our Mediterranean correspondent, Mr Johnson. Shall I put you through to him now?

B: Yes please.

A: Okay. Please hold the line.

B: Okay, thank you.

A: Hello.

B: Hello. Is that Plus One News?

A: No, I'm sorry. This is Mama Mia Pizza Delivery. You must have dialed the wrong number.

B: Oh, I'm terribly sorry. Can I just check if I have the right number?

A: Of course. Go ahead.

B: Is that seven double three oh four two four?

A: No, this is seven three double oh four two four.

B: Oh, I do apologize. I'll try and dial the number again.

A: Plus One News Limited. Jane Smithers speaking. How can I help you?

B: Hi Jane, it's John.

A: Oh, hi John. How are you?

B: Very well, but a bit busy since I was transferred to the Middle East. How's everything with you?

A: Not bad. Mr Johnson always keeps me busy too.

B: Is he available at the moment, do you know?

A: I think so. Just hold the line for a second and I'll check.

B: Cheers.

Practice the dialogues in pairs.

Practice more times, covering more and more of the bottom of the conversation each time. You don't have to use exactly the same words as is there, but you do have to successfully finish the conversation each time.