

Activity Type

Writing and Speaking
Activity: rewriting and
role-playing a dialogue
(pair work)

Focus

Polite telephone phrases
and requests

Aim

To practice polite
telephone phrases and
requests.

Preparation

Make one copy of the
worksheet for each
student.

Level

Intermediate (B1)

Time

20 minutes

Introduction

In this telephoning worksheet, students practice polite telephone phrases and requests by rewriting a telephone dialogue.

Procedure

Give each student a copy of the worksheet.

First, students rewrite a telephone dialogue to make it more polite and appropriate.

Afterwards, students compare what they have written with a partner, editing any telephone phrases or requests as necessary.

Pairs then share their ideas by role-playing their dialogues in front of the class.

Afterwards, go through the phone conversation with the class and review the telephone language and polite requests.

Possible answers:

A: Hello.

B: Is that Smart Communications Limited?

A: Yes, it is. How can I help you?

B: Could I speak to William Carter?

A: Certainly. Just a moment, I'll see if he's available.

B: OK, thank you.

A: I'm afraid he's out of the office at the moment.

B: OK. Do you know when he'll be back?

A: I'm sorry, I don't. Can you phone back later?

B: I'm afraid not. Could I leave a message?

A: Of course. What's the message?

B: Could you ask him to phone me, please?

A: Certainly. Can I have your name?

B: Elijah Saunders.

A: Sorry, could you repeat that?

B: Yes, it's Elijah Saunders.

A: Can you spell that for me?

B: E-L-I-J-A-H S-A-U-N-D-E-R-S.

A: Thanks, and what's your phone number?

B: It's 07565-162-1721.

A: OK, I'll make sure he gets your message.

B: That's great.

A: No problem. Goodbye.

B: Thanks. Goodbye.

Rewrite the telephone dialogue to make it more polite and appropriate.

A: Yes?	A:
B: Smart Communications Ltd?	B:
A: Yes. What is it?	A:
B: Let me speak to William Carter.	B:
A: Wait. Maybe he's here.	A:
B: OK.	B:
A: He's out.	A:
B: When is he back?	B:
A: I don't know. Call back later.	A:
B: No, I want to leave a message.	B:
A: What is it?	A:
B: Tell him to call me.	B:
A: Who are you?	A:
B: Elijah Saunders.	B:
A: What?	A:
B: I said Elijah Saunders.	B:
A: Spell your name.	A:
B: E-L-I-J-A-H S-A-U-N-D-E-R-S.	B:
A: Phone number?	A:
B: 07565-162-1721.	B:
A: Alright. I'll tell him.	A:
B: Good.	B:
A: Bye.	A:
B: Bye.	B: