

Telephoning step by step practice

Student A

Work your way through the stages on this page with same roles each time (i.e. the same caller and the same receiver each time). You can use the same topic for each phone call or change topics, whichever you prefer.

1. Phone someone about one of the topics below. They answer the phone.
2. Phone someone about one of the topics below. Someone else answers the phone and transfers your call.
3. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. Say you'll phone again later.
4. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. Say you'll phone again later and find out when they are available.
5. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. You want the person to phone you back when they get back to the office.
6. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. Leave a message saying why you are phoning and telling them when they can phone you back.
7. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. Leave a message saying why you are phoning and giving several ways they can contact you (e.g. email address and mobile number).
8. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. It is urgent, so ask how you can contact them while they are out of the office.
9. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. It is urgent, so explain the problem and ask if someone else in the office can deal with it.

Typical topics of business phone calls

- Asking for information
- Making and changing arrangements
- Requests and offers
- Complaints and apologies
- Giving bad news
- Confirming
- Invitations and socialising

Do the same with the steps on the next page, with the opposite roles.

Student B

Work your way through the stages on this page with same roles each time (i.e. the same caller and the same receiver each time). You can use the same topic for each phone call or change topics, whichever you prefer.

1. Phone someone about one of the topics below. They answer the phone.
2. Phone someone about one of the topics below. Someone else answers the phone and transfers your call.
3. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. Say you'll phone again later and find out when they are available. When you phone later the right person answers the phone.
4. Phone someone about one of the topics below. Someone else answers the phone and the person you want to speak to isn't there. Say you'll phone again later and find out when they are available. When you phone later someone else answers the phone and puts you through.
5. Phone someone about one of the topics below. Leave a message on their answer machine asking them to phone you back when they arrive at the office. They do so later and you answer the phone.
6. Phone someone about one of the topics below. Leave a message on their answer machine telling them why you are phoning and asking them to phone you back when they arrive at the office. They do so later and you answer the phone.
7. Phone someone about one of the topics below. Leave a message on their answer machine telling them why you are phoning and asking them to phone you back when they arrive at the office, giving them several ways they can contact you. They do so later and you answer the phone.
8. Phone someone about one of the topics below. Leave a message on their answer machine saying why you are phoning and giving several ways how they can contact you, leaving your name, phone number and email address. They do so later and someone else in your office answers the phone.

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