

Brainstorm replies to make the telephone dialogue

Cover all but the top line of the worksheet below. Brainstorm as many different replies as you can to the phrase you can see, choose the best, then reveal the next line and see if it is similar to what you said. Brainstorm replies to that line and reveal, then do the same line by line to make the whole conversation, not looking below before brainstorming each time.

Receiver: Good morning. British Corporation. Alex Case speaking. How may I help you?

-----cover below here-----

Caller: Hi Alex, this is John.

-----cover below here-----

Receiver: Hi John. How's it going?

-----cover below here-----

Caller: Good thanks. How about you? How's business?

-----cover below here-----

R: Great, thanks. I think the new product's going to be a hit! So, how can I help you today?

-----cover below here-----

Caller: I'm phoning about the new product, so can I speak to Jill Dando, please?

-----cover below here-----

Receiver: Of course, please hold the line and I'll check if she is available.

-----cover below here-----

Caller: Okay, thanks.

-----cover below here-----

R: John? I'm afraid she's not answering her phone. Would you like to leave a message?

-----cover below here-----

Caller: Yes, please. Can you ask her to call me back?

-----cover below here-----

Receiver: Of course. Does she have your number?

-----cover below here-----

Caller: Yes, I'm pretty sure she does.

-----cover below here-----

Receiver: Okay, I'll make sure she gets your message. Is there anything else?

-----cover below here-----

Caller: There is just one more thing, actually. Can you tell her that I need 1260 HLB871s by the 13th?

-----cover below here-----

Receiver: Okay. Can I check that back?

-----cover below here-----

Caller: Of course. Please go ahead.

-----cover below here-----

Receiver: You need 1216 HLV871s by the 30th. Is that right?

-----cover below here-----

Caller: Actually, it's 1260 (six zero) HLB (for baby) 871s by the 13th (one three).

-----cover below here-----

Receiver: Okay, thanks. Got it. Can I help you with anything else today?

-----cover below here-----

Caller: No, that's all thanks.

-----cover below here-----

Receiver: OK. Thanks for calling.

-----cover below here-----

Caller: Thanks for your help. Bye.

-----cover below here-----

Receiver: Bye.

Go back though and brainstorm at least one or two other possible answers to each line.

Disappearing text: *Work in pairs. Read through the dialogue above six times, each time covering more lines at the bottom of the dialogue and continuing from memory and/ or your own ideas. Cover just two lines at the bottom the first time, three more lines the second time, four more lines the third time, etc.*

Using one line: *Choose a random line above and roleplay a conversation including that line, not looking at any other lines above. The conversation can be similar to the one above or completely different, as long as you use that line correctly.*