

## Telephoning errors pairwork correction

*Read out a line below and listen to your partner's version of the same line. Without showing your worksheets to each other, decide which version is correct. The person who has the wrong version should then change it to match the correct version on their partner's worksheet.*

### **Useful language for doing the task**

"Mine says... (What does yours say?)"

"I think mine/ yours is correct/ wrong because..."

### **Useful language for checking/ clarifying/ dealing with communication problems**

"How do you spell...?"

"Can you repeat...?" / "Can you say... again?"

"Can you say that more slowly?"

"Can I read that back?" / "Can I check that back?"

"Sorry, did you say... or...?"

*Look at each other's worksheets to help and to start checking your answers.*

*Check your answers as a class or by making sure that you have changed all the versions on the All Errors Stage.*

### **All errors stage**

*Without looking at the other worksheets for now, work together to correct all the phrases on the All Errors Stage pages. Each line has one error. The error could be grammar, politeness, the wrong function, etc. None of the phrases are already correct this time.*

*Check your answers with the corrected versions of the previous worksheets. Other versions may also be correct, so please check if you wrote something different.*

## Student A

### Starting and ending phone calls errors pairwork correction

#### Starting phone calls errors pairwork correction

##### Answering the phone

- AIF Corp. Claims Department. Alex Case speaking. How can I help you?

##### Saying who you are (caller)

- Hi Alex. John Smith from GIA speaking.

##### Small talk/ Being friendly at the beginning of the call

- Hi John. How's it going?
- How's your business?

##### Being polite at the beginning of the phone call

- Thanks for phone me back.
- Sorry to phone at lunchtime.

##### Ending the small talk/ Smoothly getting down to business/ Moving to the topic

- So, what can I do for you today?
- Anyway, have you got a minute to talk?

##### Talking about the reason for the phone call

- Anyway, I phone about the meeting on Tuesday.

##### Asking to speak to someone

- Can I speak to Jones, please?
- Please put me through to Harold Jones.

##### Asking about the caller's name

- Sorry, who are you, please?

##### Asking about the receiver

- Is that Kim?
- Are you right person to speak to about stationery supplies?

#### Ending phone calls errors pairwork correction

##### Checking that the other person has finished, and responding to that

- Is that all?

##### Smoothly ending a phone call (giving reasons for finishing the call, etc)

- Anyway, I am very busy, so...

##### Talking about the next contact between you/ Talking about the future

- Okay, as I said, I'll email you by the end of business today.
- Looking forward to hearing from you.
- See you on this Friday.
- I'll get back to you a few minutes after.

##### Polite and/ or friendly language at the end of the call

- Thanks for calling.
- Thanks for your help.

### **Body of phone calls errors pairwork correction**

#### **Connecting the caller to the right person**

- Of course. I just check if he's available.
- What's it about?

#### **Negative answers to requests to speak to someone**

- I'm afraid she's out of the office.
- I'm sorry but he's on other line.

#### **Leaving messages/ Dictating**

- Can I leave a message?
- Can you ask him to send me six hundred and fifty HYDV765s?

#### **Taking messages/ Taking dictation**

- Can I take your message?
- Okay. Got it. Thanks.

#### **Other responses to someone not being there**

- No, that's okay, thanks. I'll just call back later. Do you know when she will be available?
- Actually, it's quite urgent. Please give me his mobile number.

#### **Asking people to wait**

- Just a moment while I get your account up on my screen.

#### **Checking/ Clarifying/ Dealing with communication problems**

- Can I check that back?
- Sorry, can you say that again a little more slowly?
- Sorry, could you say that one more?
- Sorry, what is the spell of your family name?

#### **Making arrangements (suggesting and fixing appointments, meetings, etc)/ Inviting**

- I'd like to meet early next week, if you are available.

#### **Dealing with complaints**

- I'm sorry hearing that. If you can give me the order number, I'll try to find out what went wrong.

## **Student B**

### **Starting and ending phone calls errors pairwork correction**

#### **Starting phone calls errors pairwork correction**

##### **Answering the phone**

- AIF Corp. Claims Department. Alex Case speaking. Can I help you?

##### **Saying who you are (caller)**

- Hi Alex. This is John Smith from GIA.

##### **Small talk/ Being friendly at the beginning of the call**

- Hi John. How are you going?
- How's business?

##### **Being polite at the beginning of the phone call**

- Thanks for phoning me back.
- Sorry to interrupt your lunch.

##### **Ending the small talk/ Smoothly getting down to business/ Moving to the topic**

- So, how can I do for you today?
- By the way, have you got a minute to talk?

##### **Talking about the reason for the phone call**

- Anyway, I'm phoning about the meeting on Tuesday.

##### **Asking to speak to someone**

- Can I speak to Harold Jones, please?
- Can you put me through to Harold Jones?

##### **Asking about the caller's name**

- Sorry, who is calling, please?

##### **Asking about the receiver**

- Are you Kim?
- Are you the right person to speak to about stationery supplies?

#### **Ending phone calls errors pairwork correction**

##### **Checking that the other person has finished, and responding to that**

- Can I help you with anything else?

##### **Smoothly ending a phone call (giving reasons for finishing the call, etc)**

- Anyway, I have a meeting in a few minutes, so...

##### **Talking about the next contact between you/ Talking about the future**

- Okay, as I said, I'll email you by end of business today.
- Looking forward to hear from you.
- See you on Friday.
- I'll get back to you in a few minutes.

##### **Polite and/ or friendly language at the end of the call**

- Thanks for your calling.
- Thanks for your cooperation.

**Body of phone calls errors pairwork correction****Connecting the caller to the right person**

- Of course. I'll just check if he's available.
- Can I ask what it is concerning?

**Negative answers to requests to speak to someone**

- I'm afraid but she's out of the office.
- I'm sorry but he's on another line.

**Leaving messages/ Dictating**

- Can you leave a message?
- Can you tell him to send me six hundred and fifty HYDV765s?

**Taking messages/ Taking dictation**

- Can I take a message?
- Okay. Understand. Thanks.

**Other responses to someone not being there**

- No, that's okay, thanks. I'll just call again later. Do you know when she'll be available?
- Actually, it's quite urgent. Could you give me his mobile number?

**Asking people to wait**

- Just moment while I get your account up on my screen.

**Checking/ Clarifying/ Dealing with communication problems**

- Can you check that back?
- Sorry, please say that again a little more slowly.
- Sorry, could you say that one more time?
- Sorry, how do you spell your family name?

**Making arrangements (suggesting and fixing appointments, meetings, etc)/ Inviting**

- I'd like to meet early next week, if you are convenient.

**Dealing with complaints**

- I'm sorry to hear that. If you can give me the order number, I'll try to find out what went wrong.

## All errors stage

### Starting and ending phone calls all errors stage

#### Starting phone calls all errors stage

##### Answering the phone

- AIF Corp. Claims Department. Alex Case speaking. Can I help you?

##### Saying who you are (caller)

- Hi Alex. John Smith from GIA speaking.

##### Small talk/ Being friendly at the beginning of the call

- Hi John. How are you going?
- How's your business?

##### Being polite at the beginning of the phone call

- Thanks for phone me back.
- Sorry to interrupt your lunch.

##### Ending the small talk/ Smoothly getting down to business/ Moving to the topic

- So, how can I do for you today?
- By the way, have you got a minute to talk?

##### Talking about the reason for the phone call

- Anyway, I phone about the meeting on Tuesday.

##### Asking to speak to someone

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- Sorry, who are you, please?

##### Asking about the receiver

- Are you Kim?
- Are you right person to speak to about stationery supplies?

##### Checking that the other person has finished, and responding to that

- Is that all?

#### Ending phone calls all error stage

##### Smoothly ending a phone call (giving reasons for finishing the call, etc)

- Anyway, I am very busy, so...

##### Talking about the next contact between you/ Talking about the future

- Okay, as I said, I'll email you by end of business today.
- Looking forward to hear from you.
- See you on this Friday.
- I'll get back to you a few minutes after.

##### Polite and/ or friendly language at the end of the call

- Thanks for your calling.
- Thanks for your cooperation.

**Body of phone calls all errors stage****Connecting the caller to the right person**

- Of course. I just check if he's available.
- What's it about?

**Negative answers to requests to speak to someone**

- I'm afraid but she's out of the office.
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**Leaving messages/ Dictating**

- Can you leave a message?
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**Asking people to wait**

- Just moment while I get your account up on my screen.

**Checking/ Clarifying/ Dealing with communication problems**

- Can you check that back?
- Sorry, please say that again a little more slowly.
- Sorry, could you say that one more?
- Sorry, what is the spell of your family name?

**Making arrangements (suggesting and fixing appointments, meetings, etc)/ Inviting**

- I'd like to meet early next week, if you are convenient.

**Dealing with complaints**

- I'm sorry hearing that. If you can give me the order number, I'll try to find out what went wrong.

**Brainstorming stage**

*Brainstorm suitable phrases into these gaps, check above, then brainstorm more.*

**Starting phone calls brainstorming stage****1A: Answering the phone****1B: Saying who you are (caller)****1C: Small talk/ Being friendly at the beginning of the call****1D: Being polite at the beginning of the phone call****1E: Ending the small talk/ Smoothly getting down to business/ Moving to the topic****1F: Talking about the reason for the phone call****1G: Asking to speak to someone****1I: Asking about the receiver****1J: Asking about the caller's name****Ending phone calls brainstorming stage****4B: Checking that the other person has finished, and responding to that****4C: Smoothly ending a phone call (giving reasons for finishing the call, etc)**



**4D: Talking about the next contact between you/ Talking about the future**

**4E: Polite and/ or friendly language at the end of the call**

**Body of phone calls brainstorming stage**

**2A: Connecting the caller to the right person**

**2B: Negative answers to requests to speak to someone**

**2C: Leaving messages/ Dictating**

**2D: Taking messages/ Taking dictation**

**2E: Other responses to someone not being there**

**2F: Asking people to wait**

**2G: Checking/ Clarifying/ Dealing with communication problems**

**3A: Making arrangements (suggesting and fixing appointments, etc)/ Inviting**

**3D: Dealing with problems and complaints**