

Starting and ending telephone calls

Without looking below, listen to your teacher and raise your card depending on whether each phrase that they say comes from near the beginning of a phone call (“Starting”) or near the end (“Ending”).

Label each section below with “Starting” or “Ending”, depending on where they go in a typical telephone conversation.

Check your answers with the teacher, and then test each other in pairs or small groups.

Brainstorming/ Key words

Use the key words to brainstorm suitable phrases for starting and ending, then compare with those below. Some words can be used more than once.

Starting calls key words	Ending calls key words
help	then
speaking	called
's	weekend
who	nice
about	help
that	all
here	else
good	back
can	message
need	longer
this	going
message	line
time	
returning	
someone	

Starting and ending calls phrases to classify

How can I help you?

Alex Case speaking

Sean Smith's phone/ office/ desk

HLDS Limited

01323 3391 746

Can I ask who is calling?

OK, speak to you then

I'll tell him you called

Have a good weekend.

It's been nice talking to you.

Thanks for all your help

I think that's all, thanks

Was there anything else (that I can help you with today)?

Can I call you back (in a minute/ in a second)?

OK, I'll pass that message onto him

I'm phoning about the new design.

Is that Diane?

I'm afraid he isn't here at the moment.

Is this a good time?

Can I speak to Mr Smith, please?

Can you put me through to Mr Smith?

I need to speak to someone in your marketing department.

I'm phoning about...

Hi Alex. This is Tetsuya.

I got a message that I should call you.

This is Alex again. We were cut off.

Speaking

I won't keep you any longer

I really must be going

I have a call on another line

I'll get back to you as soon as I can

Do you have time to talk?

I'm returning your call.

Someone called me from this number.

Who shall I say is calling?

Cards to hold up

Starting	Ending	Starting	Ending
Starting	Ending	Starting	Ending
Starting	Ending	Starting	Ending
Starting	Ending	Starting	Ending
Starting	Ending	Starting	Ending
Starting	Ending	Starting	Ending
Starting	Ending	Starting	Ending
Starting	Ending	Starting	Ending