



# 1 Starting out



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### Aims:

1. To review phrases and strategies for making contact and being polite.
2. To introduce and practise phrasal verbs in the context of telephoning.

## Making contact

- 1** A colleague recently told you about a training day on presentations that he and his team attended. It was organised by Karin Stone at IPS. You decide to phone Karin for more information.

**Work with a partner. Plan what you are going to say. Think about:**

- Objectives (what do you want to achieve?)
- Organisation (What will you say first, etc)
- Language (What phrases will you use?)
- Tone (How polite or direct do you want to sound?)

- 2** Practise the conversation. One of you should take the role of Karin.

- 3** Listen to Carl Dixon calling Karin. How is their conversation similar or different to yours?



- 4** Listen to the conversation again and complete the sentences below.

1. Carl Hello. \_\_\_\_\_ speak to Karin Stone please?

2. Sec \_\_\_\_\_ she's a bit tied up at the moment.

3. Sec \_\_\_\_\_ take a message?

4. Sec \_\_\_\_\_ get her to call you back?

5. Carl \_\_\_\_\_ give me her extension?

6. Carl Good afternoon. \_\_\_\_\_  
\_\_\_\_\_ you could help me.

7. Carl \_\_\_\_\_ from Zoom Communications.

8. Carl \_\_\_\_\_ if  
you could do something similar for my department.

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## Phrasal verbs

- 1 In the first part of Carl's conversation below there are three phrasal verbs. **Underline them.** ***Think of an alternative or synonym for each.***

Carl Could I speak to Karin Stone please?  
 Sec Hold on please. I'm sorry she's a bit tied up at the moment. Can I take a message or shall I get her to call you back?  
 Carl It's OK. I'll try again later.

- 2 Read the telephone conversation below and answer the questions.



1. Is this the first conversation Phil and Jenny have had today?
2. What problems did they have?
3. What does Phil want Jenny to do?
4. What will happen next?

Sec Benson Enterprises.  
 Phil Hi. This is Phil Murray. I'd like to speak to Jennifer Casey.  
 Sec Hold on a moment please, I'll just put you through.  
 Jen Jennifer speaking.  
 Phil Hi Jenny. It's Phil again.  
 Jen Oh, Phil, what happened to our call this morning? You were in the middle of telling me about the project and we got cut off. I tried to call you back, but I couldn't get through.  
 Phil Yes, sorry about that. I was on a train and lost the signal on my mobile. Anyway, about the project. Could you look after the planning side of things?  
 Jen Sorry Phil. Can you speak up a bit? I can't hear you very well.  
 Phil I said I'd like you to be responsible for the planning.  
 Jen Oh, yes. Of course. But I don't know very much about it.  
 Phil That's OK. Perhaps we could have a meeting tomorrow and I can go through everything with you then.  
 Jen Good. Will I have someone to help me?  
 Phil Yes, we can look into that. Do you have anyone in mind?  
 Jen Michael might be interested. You could get in touch with him and ask.

- 3 **Underline the ten phrasal verbs in the conversation.**

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## 4 Match the phrasal verbs in Exercise 3 with their meanings below.

1. to speak more loudly
2. to take responsibility for (something)
3. to wait
4. to manage to talk to (someone) on the telephone
5. to carefully explain
6. to connect
7. to lose a connection
8. to contact someone
9. to examine a situation or problem
10. to telephone (someone) again

## 5 Complete the sentences below with the ten phrasal verbs from Exercise 3.



1. Sorry about that, we got \_\_\_\_\_ . My phone was out of range.
2. I can't understand this report. Can you \_\_\_\_\_ it with me?
3. She's not in right now. Could you \_\_\_\_\_ after lunch?
4. Our sales team \_\_\_\_\_ three key clients.
5. Mr Garcia isn't here today but I can \_\_\_\_\_ you \_\_\_\_\_ to his PA.
6. I tried to call you but I couldn't \_\_\_\_\_ . The line was busy.
7. Could you \_\_\_\_\_ a moment?
8. We should \_\_\_\_\_ the possibility of hiring a new employee.  
Could you \_\_\_\_\_ HR?
9. Could you \_\_\_\_\_ please? I can't hear you.

## 6 Your teacher will give you some cards.



Over to you



Your teacher will give you a worksheet. Use the guided dialogue to role play a telephone call.

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## Consolidation

**1** Reorder the words in the sentences below.



1. a conference/ to organise/ calling/ I need/ about/ I'm

\_\_\_\_\_

2. James Davis/ your/ was/ name/ given/ to me/ by

\_\_\_\_\_

3. wonder/ you/ I/ me/ could/ if/ help

\_\_\_\_\_

4. sorry/ you/ please/ I'm/ could/ repeat/ that/?

\_\_\_\_\_

5. you/ get/ me/ her/ back/ to/ could/ call/?

\_\_\_\_\_

6. I'm/ tied /sorry/ up/ at/ she's/ the/ moment

\_\_\_\_\_

**2** Write about a recent telephone call you made at work. Use at least four phrasal verbs from the lesson.

Large rounded rectangular box for writing the answer to question 2.

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## Over to you

### Guided dialogue worksheet

**A**

**B**

Call Mr Lopez to arrange a meeting.



(a colleague of Mr Lopez)  
Mr Lopez is not available. Offer to let the caller hold or take a message.



You want to hold.



(a colleague of Mr Lopez)  
Put the caller through to Mr Lopez.



Introduce yourself and say why you are calling.



(Mr Lopez)  
You can't hear A properly.



Repeat what you said before.



(Mr Lopez)  
Continue the conversation.

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