

## Telephone Skills

This lesson is to help you to speak and understand on the telephone

**Note:**

**We make a phone call.**

**We dial a number.**

**We contact someone by phone.**

**We give someone a ring.**

**We give someone a call.**

**We telephone someone.**

**We get hold of someone.**

### Exercise one

1. Put this telephone conversation in the correct order.

No. I'll phone back later

Hello. Can I speak to Mr Stanton Please?

I'm afraid his line is busy at the moment. Would you like to hold?

2. Can you think of another word for

a. busy

b. hold

3. Put this conversation in the correct order.

A: Speaking

B: Hello. This is Bernie Moran

A: Hello. Could I speak to Mary Walsh please

B: Hello (not I'm or Here is..)

### Exercise Two-listening

## Listening 1 and 2

Which phone call is to a friend and which phone call is to a workplace?

a.

b.

### Exercise Three Listening one in detail

1. Who does Mel/Lisa want to speak to?
2. Where is Conor?
3. What time should Conor ring Mel back?
4. Does Conor have Mel's number?

### Exercise four Listening two in detail.

1. Where is Mr Grimes?
2. What is the phone call about?
3. What is Mr Grimes phone number?

### Exercise five

Are these formal or informal expressions

(Remember; formal is for work and informal is with your friends)

Good morning

May I ask who's calling?

I'm afraid..

Thank you very much

Sure

Hang on a moment

He's popped out

Right

### Exercise six

Look at these phone message cards and fill-in the gaps in the dialogue

*Att: Mary Conway*

*Who :John Mc Hale - Go-comfort Furniture.*

*Message: Will deliver bed tomorrow am.*

*Phone 086 789 454 if you are not going to be at home.*

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A: Good morning. This is \_\_\_\_\_ from \_\_\_\_\_  
\_\_\_\_\_.

Can I speak to \_\_\_\_\_ please

B: She's not home. Can i take a message?

A: Yes. Could you tell her that I'll deliver  
(what) \_\_\_\_\_ (when) \_\_\_\_\_

B: Ok. Tomorrow morning.

A; Oh, by the way, if she's not going to be at home tell her to call me on  
\_\_\_\_\_

B:No problem. Bye

### Exercise Seven

Can i speak to Annie please.

**Sorry. She's at work until 6 this evening. Do you want to leave a message?**

OH, thank you. This is her dentist Fiona Maloney. I'm afraid i have to cancel her Thursday appointment. If she could come on Monday, 18<sup>th</sup> instead.

**Right. I'll tell her. What time?**

**The same time 10am.**

**Ok Monday at 10.**

I'll give you my number in case it isn't convenient.

**Fine. Just a moment. I'll get a pen. Ok. I'm ready  
098 768 3320**

**Right 0987683320.**

**Thank you**

**Thanks. Goodbye.**

**Att:**

**Who:**

**Message:**

### Exercise Eight

**How do you leave a message on a voicemail or an answer phone?**

- 1. Introduce yourself-**
- 2. give the day and the time**
- 3. say you reason for phoning**
- 4. Ask for what you want them to do**
- 5. give your number**
- 6. say goodbye/thanks.**

### Match these phrases with the instructions

**I'm ringing because**

**... it's Thursday evening.**

**could you ring me back**

**my number is..**

**hello This is**

**Thanks. Speak to you soon.bye.**

**Language practise**  
**Good morning**  
**Speaking**  
**How may I help you**  
**This is**

**(role-play)**

Reading and Listening      Making Telephone Calls at work (formal)  
How do I answer the phone at work?

O'Briens. Good morning.  
O' Briens. How may I help you?  
O'Briens. Janet Jones speaking.  
This is Janet Jones of O'Briens. Good morning.

To introduce yourself

Good morning. This is Janet Jones speaking.  
Hello. This is Janet Jones here.  
Good morning. My name is Janet Jones.  
This is Janet Jones speaking.

When starting a conversation

How are you Mr Conway?  
Nice to hear from you, Mr Conway.  
I'm phoning you about...  
I'm calling to let you know that..  
I got your message and I'm returning your call regarding..  
Sorry to trouble you but...

To end a conversation

It was nice talking to you Mr Molloy  
Thank you for calling Mr. Molloy  
I look forward to hearing from you again soon

I'll email you the details.  
Thank you. Goodbye.

Until next Thursday then  
You will be hearing from us very soon.  
See you soon. Goodbye.  
Thank you for your help, bye.

Here are some phrases you can use when you are asking for someone on the telephone

Could I speak to Mr Lynch please  
I'd like to speak to Mr Lynch please  
I'm trying to contact Mr Lynch  
Could you put me through to the HR Department?  
Could you transfer me to extension 34 please?  
Is Mr Lynch available please?  
Will you connect me to sales please?

When you are asking for the caller's name

May I ask who's calling?  
Who's speaking please?  
Who shall I say is calling?  
May I have your name please?

If you don't understand what they are saying,,

Could you spell your name please?  
How do you spell your name please?  
Would you mind spelling that for me please?

## exercise Nine

### **Do you know what number to call in an emergency?**

911 999 112

When you call 999 or 911 they will ask you what service you require. Do you know the names of all the emergency services.

1. a \_\_\_\_\_
2. g \_\_\_\_\_
3. F \_\_\_\_\_ b \_\_\_\_\_
4. Lifeboat
5. Mountain/coastal rescue

### advice

Give the address or location where help is needed-be as precise as possible.

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7. Explain the underlined words

8.

.If you cannot find a number in the phone book which number can you call for help?

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## exercise Ten

Here is some information taken from the phone book.

Have a look through the information and see how quickly you can answer the questions.

- 1 If my telephone is not working which number do I call?
- 2 If I want to get internet access what number do I call?
- 3 If I am getting strange/crazy/nasty phone calls which number do I call?



## Exercise Eleven

Match the service on the left with the description on the right.

<b>Bill Enquiry</b>	<b>if you would like to order a telephone book or change your details (name/address) that are in the phone book</b>
<b>Fault report</b>	<b>if you have made an order (a telephone) and want to know when it will be delivered.</b>
<b>Service enquiry</b>	<b>if you would like to pay by laser or if you have paid at the post office and want to tell us.</b>
<b>Order update</b>	<b>if your phone is not working and you think that there is a problem with your line</b>
<b>Make a payment</b>	<b>tells you how much you need to pay/order a copy of your bill or pay your bill</b>
<b>Telephone book</b>	<b>if you want a phone line/you're moving house or you want broadband</b>

## Exercise Twelve

Look at the map of Ireland. This has all the different area codes.

Name a town or city in these areas.

07/09 is

04 is

01 is

05 is

02

### Exercise Thirteen

#### THE PHONE BILL

1. When will this bill be paid?
2. What percentage of tax does the customer pay?
3. How much was the last bill?
4. Was it paid?
5. How often does the customer get a phone bill?
6. What is the date of the bill?
7. Is it for someone's home or for business?
8. How will this bill be paid?

Fill in the spaces

1. My teenage son is always ----- the phone.

