

Taking Phone Messages



Conversation

Hello. Thank you for calling.
_____ speaking.
How can I help you?

Hello, I'd like to speak with _____.
I'm calling for _____.
May I speak with _____?

I'm sorry, _____ isn't available.
Can I take a message?

Yes, please tell _____ that
_____ of _____ called.

Could you spell your name for me?

Sure, it's ____ - ____ - ____.

And your phone number please?

Yes, it's _____ - _____.

Ok, so that's ____ - ____ - ____.

Yes, that's it.
No, no. It's _____ - _____.

Do you need anything else?

No, that's it.

I'll be happy to pass your message on.

Thank you very much.

Great. Thank you for calling.

Practice

Co: Middle Works Inc
Name: Mr. Antonelli
Phone: 212-555-9328

Co: Mitsubishi
Name: Mr. Watanabe
Phone: 212-555-6189

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Name: Mr. Watanabe
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Phone Messages

This is a nice piece of functional language that can be a big help to anyone who needs to answer a phone or make a phone call at work. Many students of English are there not because they need or want to be fluent speakers but because they have a particular function to perform either in their jobs or elsewhere.

How to use the worksheet.

1. Elicit some of the language by seeing what students are already able to do. I like to start this off by putting a phone on a desk and simply making the sound of a phone ringing. Someone will answer it and based on what they say I'll lead into the topic of the day.

2. Use the worksheet to reinforce the patterns. You can use this by getting the conversation on the board bit by bit, or by simply giving it to them and drilling it again and again.

3. Give the students role play cards and have them practice the conversations again and again.

Note:

I usually use fairly simple messages if any at all during this role play. I'd rather not confuse students with further complications when we are still trying to get the structure of the conversation down.

Also, note that at the start of the conversation shows three separate examples of how the caller might ask a question. I've found that to be one point in the conversation students need to practice as thoroughly as possible.

I've included three sample cards at the base of the worksheet and as you can see it's pretty easy to make some more of your own.