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Lesson objectives:

- *See and understand basic vocabulary and expressions used in professional telephone conversations.*
- *Practice new vocabulary and expressions in role plays.*

On the phone

- Think about the following questions:
 - How do you answer the phone at work?
 - What information do you give?
- The following expressions are all professional ways of answering the phone:
 - Good morning / afternoon / evening.
 - Can I help you?
 - Hello?
 - Sales.
 - ... speaking
 - Hello. Thank you for calling ABC Company. My name is How can I help you?

On the phone

- Read the conversation below. Are there any new expressions? What do they mean?

Receptionist: Good afternoon. ABC Company.

James Smith: Good afternoon. This is James Smith from XYZ Corporation. Can I speak to Sarah Jones please?

Receptionist: I'll put you through. Please hold.
... 20 seconds later ...

Receptionist: I'm sorry, but there is no answer from her extension. Would you like to leave a message?

James Smith: Yes. Can you tell her that I phoned and ask her to phone me back?

Receptionist: Does she have your phone number?

James Smith: I'm not sure. My number is 02 12 345 789.

Receptionist: Can I also ask what it is about?

James Smith: Certainly. It's about the new product launch.

Receptionist: OK. Is there anything else?

James Smith: No, that's everything. Thank you.

Receptionist: I'll pass the message on. Goodbye.

James Smith: Goodbye.

On the phone

- Can you think of any alternative expressions to replace the ones underlined below?

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James Smith: Yes. Can you tell her that I phoned and ask her to phone me back?

Receptionist: Does she have your phone number?

James Smith: I'm not sure. My number is 02 12 345 789.

Receptionist: Can I also ask what it is about?

James Smith: Certainly. It's about the new product launch.

Receptionist: OK. Is there anything else?

James Smith: No, that's everything. Thank you.

Receptionist: I'll pass the message on. Goodbye.

James Smith: Goodbye.

On the phone – role plays

- Using the expressions already seen and discussed, imagine what you would say if you were either the receptionist or the caller in the following situations:
Each time the phone call is answered by the receptionist and the caller wants to speak to Sarah Jones.
- 1. The receptionist transfers the caller to Sarah's colleague. She says that Sarah Jones is in a meeting all day.
- 2. Sarah Jones is off sick. She might be back tomorrow, but the receptionist isn't sure.
- 3. Sarah Jones answers the phone.
- 4. The caller is cut off when the receptionist transfers him/her to Sarah Jones.
- Role play the four conversations above with another student or your teacher.

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Objectives achieved:

- *Expansion of basic vocabulary and expressions used in professional telephone conversations.*
- *New vocabulary and expressions has been used in role plays.*