

# Call Me (business English lesson)

level: pre-intermediate (A2) class: one-to-one

time: 45 min skills: speaking, listening

### Warm up

1. Ask your student the following questions about phone calls: 'How do you feel about making phone calls? How many calls a day do you make? Who do you usually call? Who calls you? What about? And how do you feel about making phone calls in English?'

#### Me and phone calls

- 2. Together, try to make a list of *reasons* why English phone calls are so *challenging*. (possible answers: you can't see the person's mouth, facial expression, gestures; there is a lot of background noise, the line is bad; in a nutshell, you rely just on one of your senses rather than a combination of more)
- 3. Ask your student if they can remember *the last phone call* they had. Let them prepare a short monologue about it covering the following points:
  - who with?
  - when?
  - what about?
  - how long?

- any problems?
- how did you feel?
- follow-up action?
- 4. Explain that now you're going to look at a short phone call between two businesspeople. Cut the lines from worksheet 1 and let your student *put them into correct order*. For higher-level/fast students, you may wish to cut out the characters' names at the beginning of the lines to make the exercise more difficult.
- 5. After the correction, double-check your student understands all the phrases by asking: 'What do you say if you don't understand what I'm saying? How do you say your name on the phone?' etc.

# **Role-play**

- 6. Let your students draw one of the cards from worksheet 2, take the appropriate pair card and *role-play* the call together.
- 7. Repeat the procedure with the other cards, but this time make it *more challenging* by sitting with your backs to each other and playing this <a href="https://www.youtube.com/watch?v=Pgwsx-D4meE">https://www.youtube.com/watch?v=Pgwsx-D4meE</a> as a background noise. In other words, make it more lifelike with all the problems listed in point 2!

### Cooler

8. Ask your student to tell you 3 sentences they have learnt today and that they will use next time they have to handle an English phone call.



# worksheet 1

Rachel:	ABC Promotion, Marketing Department, Rachel speaking.
Michael:	Hello, can I speak to Dan Chard, please?
Rachel:	I'll have a look if he's available. Who's calling, please?
Michael:	This is Michael Fang.
Rachel:	I'm sorry, could you repeat that?
Michael:	Sure, it's Michael Fang, from Logitechs Systems.
Rachel:	Thank you. Just a moment, Mr Fang. (…) Hello? I'm very sorry, but Dan is in a meeting at the moment.
Michael:	Do you know when he'll be available?
Rachel:	I'm not quite sure. Can I take a message?
Michael:	Yes, can you tell him I called and ask him to call me back?
Rachel:	Of course, I will. Can I have your phone number?
Michael:	It's 562-365-223.
Rachel:	I'm afraid I can't hear you… Can you say it again?
Michael:	No problem, it's 562-365-223.
Rachel:	Thank you. I'll pass on the message as soon as Dan's back.
Michael:	Thank you, good bye.
Rachel:	Good bye.



worksheet 2

Call 1 - Student A



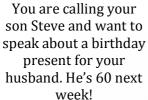
You are calling a customer, Sarah Bersy about an invoice she hasn't paid. It's been 65 days now and your boss is getting angry.



Call 1 - Student B

You work for a startup company and the budget's tight. Your manager, Sarah Bersy is at lunch at the moment. Answer the phone.

Call 2 - Student A





Call 2 - Student B

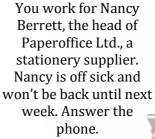
You work in the office with Steve. He's just left for a three-day business trip abroad. Answer the phone.

Call 3 - Student A



You are calling a supplier, Nancy Berrett, who you haven't been in contact with for over a year. You'd like to order some more goods from her. You need the order delivered in 3 days.

Call 3 - Student B





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