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QuickFix
ENGLISH REFERENCE SHEET

BEGINNERS · BG65 · ENTRY 2

Talking on the Phone

Make and answer phone calls, check information and take or leave a message.

Supports Adult ESOL and Functional Skills English · Entry 2

In this sheet you will

- use polite phone language: Could I speak to …? Can I take a message?
- check names, numbers and times on the phone
- take a message and plan a voicemail

Next sheet: BG66 Asking for Information: Courses, Classes and Services

About this series

Free, practical English worksheets for adult learners, in class or at home. Practise speaking, listening, reading and writing through everyday situations.

Our philosophy

We help you understand, practise and grow in confidence.

Find more sheets for beginners

Scan the QR code, or go to **www.ka-consultants.com/quickfix** and choose Beginners.

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LEARN Useful language for phone calls



Start: Hello, this is Faisal. Could I speak to Mr Ali, please?

Take a message: I'm sorry, he's not here. Can I take a message?

Check: Could you repeat that, please? Could you spell it?

Finish: Thanks for calling. Goodbye.

Grammar: Modal verbs on the phone

Can / Could for requests (could is more polite): **Could** you speak more slowly, please?
Will ('ll) for offers and promises: I'**ll** call you back. She'**ll** ring you tomorrow.
Numbers: say phone numbers in groups: **0161 … 496 … 0789**. Say 0 as "oh" or "zero".

LISTEN Listen to the voicemail. Complete the message.

Teacher: *the script is in the teacher area. Audio: Quick Fix Listening, BG65.*

Message for	_____
From	_____
Phone number	_____
Message	_____
Call back by	_____

SAY IT Listen and repeat. Then practise with a partner.

Receptionist Good morning, Riverside Garage.

Faisal Hello, this is Faisal Hussain. **Could I speak to** the manager, please?

Receptionist I'm sorry, he's in a meeting. **Can I take a message?**

Faisal Yes, please. My car is ready, but I can't collect it until Saturday.

Receptionist No problem. **Could you spell** your surname, please?

Faisal H-U-S-S-A-I-N.

Receptionist Thank you. He'**ll** call you back this afternoon.

Sound focus: On the phone, people can't see you. Speak slowly and clearly, and pause between number groups: **07700 … 900 … 456**.

Your turn. Role-play a phone call. Student A calls to speak to someone. Student B says they are not there and takes a message. Check the name and number. Answer in full sentences. Change roles. Made-up details are fine. **Could I speak to …? Can I take a message? Could you repeat that, please?**

READ Read on your own first. Then answer.

Phone calls in English: five tips

1. **Plan first.** Before you call, write down what you want to say and any questions you need to ask. Have a pen and paper ready.
2. **Say who you are.** Start with your name and the reason for your call, for example: "Hello, this is Sana Hussain. I'm calling about my appointment."
3. **Check everything.** If you don't understand, ask the person to repeat or to speak more slowly. Spell names and repeat numbers back to check them.
4. **Leave a clear voicemail.** Say your name, your number and why you called. Say your number slowly, twice.
5. **Finish politely.** Say thank you and goodbye. After the call, read your notes again.

Questions about the text Answer questions 2 and 3 in full sentences.

1. **The purpose of this text is to** ☐ give advice about phone calls ☐ sell a mobile phone ☐ tell a story

2. What should you do before you make a call?

_____

3. What three things should you say in a voicemail?

_____

4. Use a dictionary. A voicemail is ☐ a letter you post ☐ a spoken message you leave on a phone ☐ a kind of email

5. True or false? Tick.

	True	False
a) You should start a call with your name.	☐	☐
b) You should say your number quickly, once.	☐	☐
c) It is OK to ask someone to speak more slowly.	☐	☐

6. An adverb can say how you do something. Find the adverb in tip 4 that says how to say your number.

_____



PRACTISE 1. Match the phrase to its use. Then write the four phrases again.

1. Could I speak to Ms Khan?	**a)** a promise to phone later
2. Can I take a message?	**b)** asking for a person
3. Could you repeat that?	**c)** asking someone to say something again
4. I'll call you back.	**d)** offering to write down information

Answers: 1 ____ 2 ____ 3 ____ 4 ____

Write the four phrases again in your notebook.

2. Put the phone call in order. Write 1 to 6.

☐	I'm sorry, she's not here. Can I take a message?
☐	Good afternoon, Oak Road College.
☐	Yes, please. Could you ask her to call me? It's Omar Saeed.
☐	Hello. Could I speak to Ms Patel, please?
☐	Of course. What's your number?
☐	It's 07700 900321.

3. Write a short phone message for your partner from this call.

Ms Patel, Omar Saeed called. Please call him back on 07700 900321.

Now write a message for: Ana called for Mr Jones. She can't come to class on Thursday. Her number is 07700 900654.

USE IT Plan and write a voicemail (30 to 50 words). Then say it to your partner.

Choose: call your child's school to say your child is ill, call a garage about your car, or call a shop about an order. Say who you are, why you are calling, what you need and your number. Made-up details are fine.

Who you are	Why you are calling	What you need	Your number
_____	_____	_____	_____

Check your writing: ☐ your name ☐ the reason with because ☐ your phone number ☐ please / thank you

I CAN Tick Yes or Not yet.

I can start, check and finish a phone call politely.	Yes	Not yet
I can take a phone message.	Yes	Not yet
I can plan and leave a clear voicemail.	Yes	Not yet