

**Access English Centre**  
**Immigrant Centre Manitoba**  
**Telephone Skills – #1 May I take a message?**  
***Work-out Activity – High Beginner Level***  
**60 minutes**

**Facilitator Note:** This activity requires the participants to work together to learn basic telephone skills such as calling in sick, leaving a message, and taking a message. The key frame sentences are “May I speak to ...?” “Who is calling?” “May I leave a message?” “May I take a message?” “What is your phone number?” “He/she is not here.” “Please call back after ...”

**Work-Out:**

**Materials:** 1 set of Sample Telephone Conversation Sheet, and Caller and Receiver Card for each pair of learners.

10 min.	<p><b>Procedure:</b>  <i>Before you begin:</i>  <i>On the whiteboard write the following sentences in two columns: Caller and Receiver such as</i></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 50%;"><u>Receiver</u></td> <td style="text-align: center; width: 50%;"><u>Caller</u></td> </tr> <tr> <td>“Hello. AEC, can I help you?”</td> <td>“Hello. My name is _____.”</td> </tr> <tr> <td>“Who is calling?”</td> <td>“May I speak to ...?”</td> </tr> <tr> <td>“May I take / leave a message?”</td> <td>“I can’t go to school today.”</td> </tr> <tr> <td>“Call back after 6:00.”</td> <td>“Thank you, bye.”</td> </tr> </table>	<u>Receiver</u>	<u>Caller</u>	“Hello. AEC, can I help you?”	“Hello. My name is _____.”	“Who is calling?”	“May I speak to ...?”	“May I take / leave a message?”	“I can’t go to school today.”	“Call back after 6:00.”	“Thank you, bye.”
<u>Receiver</u>	<u>Caller</u>										
“Hello. AEC, can I help you?”	“Hello. My name is _____.”										
“Who is calling?”	“May I speak to ...?”										
“May I take / leave a message?”	“I can’t go to school today.”										
“Call back after 6:00.”	“Thank you, bye.”										
20 min.	<p><i>After your introduction, call on an advanced learner in your group. Give him/her a copy of the dialogue below and instruct him/her to call the teacher and leave a message. The student will be Speaker A and you will be Speaker B. (See worksheet 1)</i></p> <p><b>B:</b> AEC, good morning.</p> <p><b>A:</b> Hello. My name is _____. May I speak to my teacher, John?</p> <p><b>B:</b> I’m sorry, he is not here right now. May I take a message?</p> <p><b>A:</b> Yes. I can’t go to school today because I am sick.</p> <p><b>B:</b> What is your IC number, _____?</p> <p><b>A:</b> My IC number is 204 03. Thank you.</p> <p><b>B:</b> Thank you for calling. Have a nice day. Good-bye</p> <p><b>A:</b> Goodbye</p> <p><i>Activity one: Practise the dialogue a few times as a whole group, then divide the class into two groups – caller group and receiver group. Lead both groups to practice the sample dialogue together a few times. Also, emphasize how to use the frame sentences.</i></p>										
20 min	<p><i>Activity two: Divide the whole group into pairs. Have the participants work with their partner and make the telephone call using a caller’s card and a receiver’s card. Have participants practice by providing their names and IC numbers (or telephone number).</i></p>										

## "I can't go to school today." Caller's Cards

Cut out the caller's cards and the receiver's cards. Give a set to each pair and have the learners practice with their partners.

<p>- Hello.</p> <p>- May I speak to _____?</p> <p>- My name is _____.</p> <p>I can't go to school today because I am sick. I will come to my class tomorrow.</p> <p>- My IC number is _____.</p> <p>- Thank you. Goodbye.</p>	<p>- Hello.</p> <p>- May I speak to _____?</p> <p>- My name is _____.</p> <p>- I have a doctor 's appointment at 4:00pm. I can't go to school today.</p> <p>-My IC number is _____.</p> <p>- Thank you. Bye-bye.</p>	<p>- Hello.</p> <p>- May I speak to _____?</p> <p>- My name is _____.</p> <p>- My son is sick. I have to take him to the hospital. I can't go to work today. I will try tomorrow.</p> <p>- My IC number is _____.</p> <p>- Thank you. Bye now.</p>
<p>-Hello, may I speak to _?</p> <p>- My name is _____.</p> <p>- I have a job interview today. I can't attend the class.</p> <p>- My IC number is _____.</p> <p>- Thank you very much.</p>	<p>-Hello. May I speak to__ ?</p> <p>- My name is _____.</p> <p>- I have a dentist appointment today. I can't go to my class.</p> <p>- My IC number is _____.</p> <p>- Thank you.</p>	<p>Hello. May I speak to _?</p> <p>- My name is _____.</p> <p>- My car is broken down. I can't to go to work today.</p> <p>- My phone number is _____</p> <p>Thank you.</p>
<p>- Hello.</p> <p>- May I speak to _____?</p> <p>- My name is _____.</p> <p>- I can't make the appointment with May today. Can I change it to another day?</p> <p>- My phone number is _____ and my IC number is _____.</p>	<p>- Hello.</p> <p>- May I speak to _____?</p> <p>- My name is _____.</p> <p>- I am going back to my country next week. I can't come to the school this term.</p> <p>- My IC number is _____.</p>	<p>- Hello.</p> <p>May I speak to _____?</p> <p>- My name is _____.</p> <p>My friend – Linda can't come to school today. She will come to school tomorrow.</p> <p>- Her teacher today is _____ and her IC number is _____.</p>

**"I can't go to school today."  
Receiver's Cards**

Please cut out the receiver's cards and practice with your partner.

<p>- Hello. How are you? Can I help you?</p> <p>- What is your name? Can you spell it for me?</p> <p>- Sorry, <u>Susan</u> is not in her office now. Can I take a message?</p> <p>- What is your IC number?</p> <p>- Thanks for calling. Bye-bye.</p>	<p>- Hello. AEC. Can I help you?</p> <p>- What is your name?</p> <p>- Sorry, <u>May</u> is not here today. Can I take a message?</p> <p>- What is your IC number? I will give her the message.</p> <p>- Thanks for calling. Bye.</p>	<p>- Hello. Red River College. Can I help you? – Sorry, what is your name? Can you spell it, please?</p> <p>- Thank you. Sorry, Mr. <u>Nabas</u> is not in today. Can I take a message?</p> <p>- What is your phone number?</p> <p>- Thanks for calling. - Bye.</p>
<p>- Hello. Immigrant Centre. How can I help you?</p> <p>- Sorry, can you spell your name, please?</p> <p>- Sorry, <u>Frank</u> is not in today. Can I take a message?</p> <p>- I will give him the message as soon as I see him.</p> <p>- What is your phone number?</p> <p>- Thank you very much for phoning us. Have a good day.</p>	<p>- Hello. Nutrition Program. Can I help you?</p> <p>- Sorry, <u>Tammy</u> is not in her office now. Can I take a message?</p> <p>- What is your name?</p> <p>- I will give her the message when she is back.</p> <p>- What is your phone number?</p> <p>- Thanks for calling us. You have a great day!</p>	<p>- Hello, Settlement Services. Can I help you?</p> <p>- Sorry, <u>Mr. Johnson</u> is at a meeting right now. Can I take a message?</p> <p>- Sorry to hear that. What is your phone number?</p> <p>- I will pass the message to him when he is back.</p> <p>- Thank you for phoning us. Bye for now.</p>

## Worksheet 1: Sample Telephone Conversation

### May I take a message?

A = Receiver

B= Caller

A: Hello. Immigrant Centre. How can I help you?

B. Hello. My name is \_\_\_\_\_. Can I speak to May?

A: Sorry, she is not here. Can I take a message?

B: Yes. I can't come to the school today. My son is sick. I have to take him to the hospital.

A: What is your IC number?

B: My IC number is 20423.

A: OK. I'll give her the message.

B: Thank you.

A: You are welcome. Bye!

B: Bye-bye!

## Common usages in telephone conversation

<i>Greeting and introducing yourself</i>  <i>(Receiver)</i>	<i>Asking who is on the telephone</i>  <i>(Receiver)</i>	<i>Asking for Someone</i>  <i>(Caller)</i>
<ol style="list-style-type: none"> <li>1. Hello. How can I help you?</li>   <li>2. Hello. Ken speaking</li>   <li>3. Hello. Immigrant Centre. How can I help you?</li> </ol>	<ol style="list-style-type: none"> <li>1. Excuse me, who is this?</li>   <li>2. Can I ask who is calling, please?</li> </ol>	<ol style="list-style-type: none"> <li>1. Can I have extension 321? (extensions are internal numbers at a company)</li>   <li>2. Could I speak to...? (Can I - more informal / May I - more formal)</li>   <li>3. Is Jack in? ( informal idiom meaning)</li> <li>4. Is Jack in the office?</li> </ol>
<i>Connecting Someone</i>  <i>(Receiver)</i>	<i>How to reply when someone is not available</i> <i>(Receiver)</i>	<i>Taking a message</i>  <i>(Receiver)</i>
<ol style="list-style-type: none"> <li>1. I'll put you through (meaning 'connect')</li>   <li>2. Can you hold the line?</li>   <li>3. Can you hold on a moment?</li> </ol>	<ol style="list-style-type: none"> <li>1. Sorry, _____ is not available at the moment.</li>   <li>2. The line is busy. Can you call back later?</li>   <li>3. Mr. Jackson isn't in. Can you call back after lunch?</li> </ol>	<ol style="list-style-type: none"> <li>1. Could (Can, May) I take a message?</li>   <li>2. Could (Can, May) I tell him who is calling?</li>   <li>3. Would you like to leave a message?</li> </ol>