

**Access English Centre**  
**Immigrant Centre Manitoba**  
**Telephone Skills 2 – Daily Telephone Conversation Skills**  
**Work-out Activity – Intermediate Level and up**  
**60 minutes**

**Facilitator Note:** This activity requires the participants to work together to learn some telephone skills such as: how to leave / take a message, how to offer help, and how to make everyday phone calls. The purpose of this activity plan is to familiarize the learners with daily telephone conversation skills through guided practice.

**Work-Out:**

**Materials:** Each pair of participants needs 1 set of Caller/Receiver Activity Sheet and Caller and Receiver Role Cards.

10 min.

**Procedure:**

**Introduction:** Discuss with the class how routine telephone transactions such as making an appointment or a reservation, cancelling a doctor's appointment, reporting problems, and filing complaints, etc, require conversation skills. This activity allows learners to express themselves freely.

**Before you begin:**

On the whiteboard write: "**daily telephone conversation skills**"

After your introduction, call on a few advanced learners. Give each one a Caller's Card (See Activity Sheet) with instructions to call you. You may use your own cell phone or use your hand as a phone to demonstrate this activity.

**Procedure:**

After practising the dialogue a few times (Activity 1), divide the class into two groups – **caller group and receiver group**. Lead both groups to practice the dialogue together twice. (See worksheet 1 sample conversation ). Also, introduce common usages of telephone conversations such as introducing yourself, connecting calls, and leaving or taking messages. (See Worksheet 2 Common Usages) Practice these usages with your group several times and help them understand how to use these usages.

20 min.

**Activity one:** Practice on the Caller sheet together as a whole group first and then ask the learners to find their partners such as #1 and #1b as a pair, or #3 and #3b as a pair. After finding their partners, have them work together and practice on the activities. Walk around the room and help the learners to understand the usage.

**Activity two:** ask each pair to report to the whole group their dialogues and work together to go through dialogues with the whole group, and correct their errors as needed. (Worksheet 2)

20 min

**Caller's card: Please print enough sets for your group and cut up the cards and give one card to the learner at a time**

<p><b>A: You are calling your friend Ken. You want to invite him to a party this Friday at your brother's house at 7:00 PM.</b></p> <p><b>#1</b></p>	<p><b>A: You want to reserve a table for five at a Japanese restaurant called the Blue Fish. Call the restaurant and make a reservation for 8:00 this Saturday.</b></p> <p><b>#2</b></p>	<p><b>A: You need to make a doctor's appointment because your husband hurt his back while he was fixing the roof. Call the doctor's office and make the appointment.</b></p> <p><b>#3</b></p>
<p><b>A: Your roommate just went out to get some beer. Call him on his cell phone to ask him to buy two more bags of chips and salsa as well.</b></p> <p><b>#4</b></p>	<p><b>A: You're on vacation in Vancouver. Your flight back home has been cancelled due to bad weather. Call your friend in Vancouver to pick you up at the airport.</b></p> <p><b>#5</b></p>	<p><b>A: Call your roommate to let them know that you'll be home very late because you have to work overtime.</b></p> <p><b>#6</b></p>
<p><b>A: You promised to take care of your neighbor's house while she was away on vacation. You forgot. The house plants are dead. The phone rings. (Ask for forgiveness)</b></p> <p><b>#7</b></p>	<p><b>A: You didn't fix your friend's car that you promised to do last Saturday. Call your friend and ask if you can get it done this weekend. (Express apology)</b></p> <p><b>#8</b></p>	<p><b>A: You live in an old apartment building. Things break all the time. This time, your toilet is flooding the bathroom. Call your landlady and demand that she fix it.</b></p> <p><b>#9</b></p>

## Receiver's cards

<p><b>B: You answer the phone.</b> The person on the other end of the line wants to speak to Ken. You don't know anyone named Ken.</p> <p>(Wrong number)</p> <p><b>#1b</b></p>	<p><b>B: You work at a Japanese restaurant called the Blue Fish.</b> Answer the phone. The restaurant is completely booked for Friday and Saturday nights this week.)</p> <p>( Apology)</p> <p><b>#2b</b></p>	<p><b>B: You work in a pediatrician's office answering the phones.</b> (Note: a pediatrician is a doctor for children.)</p> <p>(Wrong clinic)</p> <p><b>#3b</b></p>
<p><b>B: You were at the Liquid Store to buy some beer.</b> You just realized that you didn't take your wallet with you. Your cell phone rings.</p> <p>(Ask for help)</p> <p><b>#4b</b></p>	<p><b>B: You just got home after driving your friend to Vancouver Airport.</b> Due to the bad weather, it took you two hours to drive home. It's one o'clock in the morning. The phone rings.</p> <p>( Express hesitation)</p> <p><b>#5b</b></p>	<p><b>B: You planned a surprise Birthday Party for your roommate.</b> You and other friends are waiting for your roommate. The phone rings.</p> <p>(Express disappointment)</p> <p><b>#6b</b></p>

<p>B: You are away on vacation in Vancouver. Your neighbor is watching your house. You have a lot of beautiful plants. Call your neighbor to find out how your plants are doing.(Feel sad)</p> <p>#7b</p>	<p>B: You asked your friend to help you fix your old car last week. The phone rings.</p> <p>(Surprised)</p> <p>#8b</p>	<p>B: You own a beautiful, old apartment building. You have one tenant who is always calling you to complain. The phone rings.</p> <p>(Offering assistance)</p> <p>#9b</p>
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## Worksheet 1 “Common usages in telephone conversation”

<i><b>Greeting and introducing yourself</b></i> <i><b>(Receiver)</b></i>	<i><b>Asking who is on the telephone</b></i> <i><b>(Receiver)</b></i>	<i><b>Asking for Someone</b></i> <i><b>(Caller)</b></i>
<p>1. Hello. How can I help you?</p> <p>2. Hello. Ken speaking</p> <p>3. Hello. Immigrant Centre. How can I help you?</p>	<p>1. Excuse me, who is this?</p> <p>2. Can I ask who is calling, please?</p>	<p>1. Can I have extension 321? (extensions are internal numbers at a company)</p> <p>2. Could I speak to...? (Can I - more informal / May I - more formal)</p> <p>3. Is Jack in? ( informal idiom meaning) 4. Is Jack in the office?</p>

<b><i>Connecting Someone  (Receiver)</i></b>	<b><i>How to reply when someone is not available (Receiver)</i></b>	<b><i>Taking a message  (Receiver)</i></b>
1. I'll put you through (meaning 'connect')  2. Can you hold the line? 3. Can you hold on a moment?	1. Sorry, _____ is not available at the moment.  2. The line is busy. Can you call back later?  3. Mr. Jackson isn't in. Can you call back after lunch?	1. Could (Can, May) I take a message?  2. Could (Can, May) I tell him who is calling?  3. Would you like to leave a message?

## **Worksheet 2: Sample Telephone Conversation**

### **Complain to the Landlord**

**A = Receiver**

**B= Caller**

**A: Hello. ABC Real Estate. How can I help you?**

**B: Hello. My name is Anne. I am the tenant of room 103-123 Main Street. May I speak to the general manager?**

**A: Yes, I will connect you with Peter Smith.**

**B: Thank you.**

**C: Hello, Peter here. Who is speaking?**

**B: Hi, this is Anne. I would like to have someone to come down to fix my sink. It leaks every night.**

**C: Sorry to hear that. Did you talk to the caretaker?**

**B: Yes. I did. She doesn't know what the problem is.**

**C: What is your phone number?**

**B: My phone number is 204-234-2345.**

**C: OK. I'll send someone to take a look tomorrow.**

**B: Thank you.**

**C: You are welcome. Bye!**

**B: Bye-bye!**