You work for ABC Tech – a computer supplier. Everyone in your office is out, or busy. Read the table below. Have role-plays with your partner, and take messages.

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henry McDonald</td>
<td>On another line</td>
<td></td>
</tr>
<tr>
<td>Neil Clarkson</td>
<td>Sick</td>
<td></td>
</tr>
<tr>
<td>Janet Grant</td>
<td>In a meeting</td>
<td></td>
</tr>
<tr>
<td>Michael Hampton</td>
<td>You can’t find him!</td>
<td></td>
</tr>
</tbody>
</table>

Read the table below. Make four phone calls. Leave messages.

### You are:

- **Tom Parker** from C.C. International 03 9943 7765
- **Susan Jennings**
- **Janet Granger** from Micro-com 0973 847 888
- **Rob Downing** from the Tech-Times 034 8847 983

### Phone:
- 03 9943 7765
- He knows
- 0973 847 888
- 034 8847 983

### Speak to:
- Robert Benson
- Doug Jennings
- Julian Anderson
- Sarah Mitchell

### Message:
- You’ll send the new designs by courier mail.
- Call your wife immediately!
- Please call back ASAP.
- Your flight details have changed. You’ll arrive in London on the 12th.
## Telephone English Role-Plays

### (Business English: Student B)

1. Read the table below. Make four phone calls. Leave messages.

<table>
<thead>
<tr>
<th>You are:</th>
<th>Phone:</th>
<th>Speak to:</th>
<th>Message:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richard White from New York Office</td>
<td>087-9873-222</td>
<td>Janet Grant</td>
<td>Please fax the sales figures ASAP.</td>
</tr>
<tr>
<td>Nigel Smith from Perfect Printing</td>
<td>083-334-8883</td>
<td>Michael Hampton</td>
<td>The brochures are ready.</td>
</tr>
<tr>
<td>Leslie Lampton from AB Broadcasting</td>
<td>0384-333-329</td>
<td>Henry McDonald</td>
<td>You will call back tomorrow.</td>
</tr>
<tr>
<td>Jim Wilkins</td>
<td>0393-384-759</td>
<td>Neil Clarkson</td>
<td>Call back.</td>
</tr>
</tbody>
</table>

2. You work for Munchy-Yum, a snack-food producer. Everyone in your office is out, or busy. Read the table below. Have role-plays with your partner, and take messages.

<table>
<thead>
<tr>
<th>Now:</th>
<th>Message?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julian Anderson</td>
<td>Lunch</td>
</tr>
<tr>
<td>Sarah Mitchell</td>
<td>Business trip until tomorrow</td>
</tr>
<tr>
<td>Robert Benson</td>
<td>In the bathroom</td>
</tr>
<tr>
<td>Doug Jennings</td>
<td>On another line</td>
</tr>
</tbody>
</table>
Target Structure: Telephone English: taking and leaving messages
Vocabulary: Business
Level: Lower-Intermediate
Time: 20 minutes
Preparation: None

Suggested Teaching method

Before you start
This handout assumes that you have already taught the basic telephone language. These role-plays will aid fluency and confidence in using the language. See below for a list of the target language you could practice. Also, you may want to teach the word ‘overdue’.

1. Put students in pairs. One should be ‘A’, and the other ‘B’. Tell them to read the entire handout, so that they understand how the role-plays will work. Put an example on the board. Model with a confident student. Students should then do role-plays, with student ‘A’ beginning each conversation with ‘Good Morning, ABC Tech.’

2. Reverse roles.

Target Language

These role-plays could be used to practice the following:

Could I speak to…
Could I have your name / number…
He’s on another line…
Could you tell him to…
I’m afraid (he’s) out…
He’s away from his desk…
Could you ask him to…
I’ll give (him) the message…
He’s on a business trip…

Additional Ideas

This exercise can be continued without the sheets. Students can take messages for each other, using their imagination for the reasons people can’t come to the phone.

Check out www.handoutsonline.com for other English supplementary materials, including many other exercises practicing telephone English. We also have a general-English version of this worksheet.

How are we doing?

We’d be pleased to hear some feedback on our worksheets. You can do so anonymously, if you wish. Let us know what you think, by clicking on the ‘Feedback’ link from www.handoutsonline.com.

If you would like the latest information on our worksheets, please subscribe to our newsletter.

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