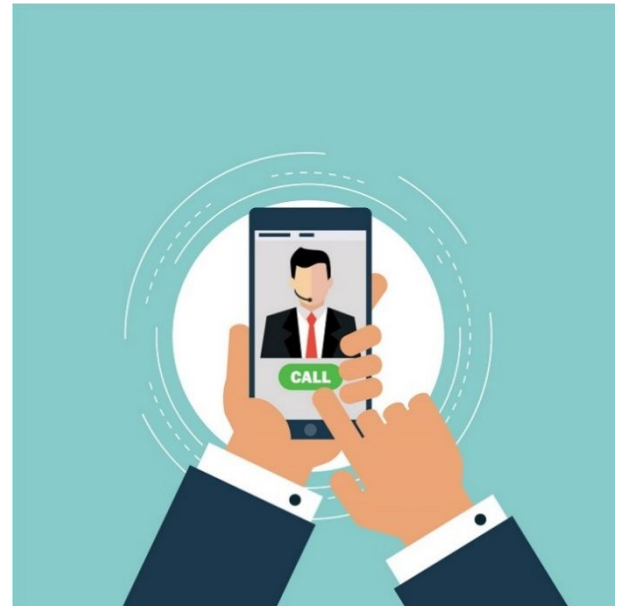


**1. Discuss questions:**

- How many phone calls do you make every day? How many of them are in English?
- What are the most common reasons people call you at work?
- Do you prefer to make a phone call or write an email? Why?
- What is the most annoying thing about using the phone?
- What advice would you give to someone who feels nervous about calling someone?



VIDEO

**2. Complete the phrasal verbs with words given below.**

up (x2)                      down (x3)                      through

slow ..... : to reduce the speed at which something happens, e.g. you speak

think ..... : to carefully consider the possible results of doing something

hang ..... : to end a phone conversation

write ..... : to record information on paper

freeze ..... : to be unable to think of anything to say, especially because you are nervous

calm ..... : to begin to feel more relaxed and less emotional

**3. Watch the [video \(https://youtu.be/QcKbxaGpwf4\)](https://youtu.be/QcKbxaGpwf4) and check your answers for ex. 2.**

**4. Discuss questions:**

- How often do you feel stressed about having to phone someone?
- Which pieces of advice mentioned in the video do you sometimes follow?
- What is stressful about using English on the phone?
- Have you ever had any misunderstanding during a phone call?

## TELEPHONE PHRASES

5. Fill in the categories below with phrases (2 for each group). Next, talk to your partner, compare their groups and add new phrases to your groups:

### Answering the phone

.....  
.....  
.....  
.....

### Going away from the phone

.....  
.....  
.....  
.....

### Asking and making requests

.....  
.....  
.....  
.....

### Not understanding what somebody said

.....  
.....  
.....  
.....

### Ending the call

.....  
.....  
.....  
.....

## TELEPHONE ROLEPLAYS

6. The teacher will give you a role card with some information. Read it and get ready for roleplaying a telephone conversation! **Remember to use the phrases from the previous exercise.**