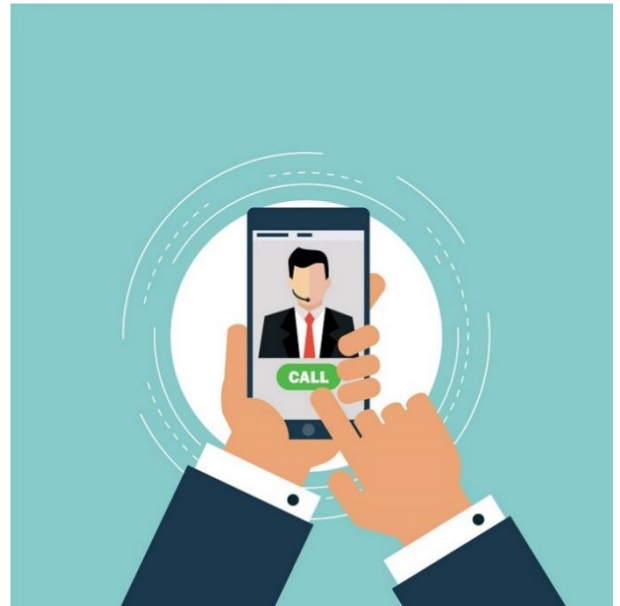


1. Discuss questions:

- 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 **down**: to reduce the speed at which something happens, e.g. you speak

think **through**: to carefully consider the possible results of doing something

hang **up**: to end a phone conversation

write **down**: to record information on paper

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

calm **down**: to begin to feel more relaxed and less emotional

3. Watch the [video](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?

Phone phobia (Telephone Phrases)

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 rolc card with some information. Read it and get ready for roleplaying a telephone conversation! **Remember to use the phrases from the previous exercise.**



Phone phobia (Telephone Phrases)

Each two rows of the table are one group of phrases (from top to bottom).

Student A

Student B

Hello? Thomas speaking.	Hello, may I ask who's calling, please?
This is Acme Inc. How can I help you?	Tax Office. Mr. Brown speaking. What can I do for you?
I'm calling to clarify/discuss	Could I talk to someone about booking a room, please?
I just wanted to ask about my...	Would you be so kind and put me through to Mr Jones
Hold on a moment, I'll be right back	Bear with me, I'll need to check that
I'll put you on hold. Please don't hang up	Sorry about this, I need to put the phone down for a second
Sorry, I quite didn't catch that. Can you spell it for me?	Could you repeat what you said?
Sorry, can you say it again?	I can't hear you very well
Thank you for calling	Have a nice day and talk to you later
So, is there anything else that I can help you with today?	Speak to you again soon

Student A

You're looking for an apartment and found something nice online located at Willow Lane. The ad only has a phone number for the real estate agency called "King Property Inc." and the contact name: John Adams.

- Call the real estate agency and talk to John Adams
- Ask for some details about the apartment and make an appointment to see it
- If necessary, leave your contact details (your email is a.smith@gmail.com, and telephone no is 0031 669 758 421

Student B

You work at King Property Inc. which is a company that specializes in renting apartments and houses. Your boss' name is John Adams.

- Answer the phone
- Try to connect the caller with your boss
- Check if your boss is available, and let the caller know that he is busy
- Ask what it is about, if it's about an apartment at Willow Lane, let the caller know that it's available
- If necessary, take a message and get some contact details.

Student A

You work in the customer service department of a large Internet provider company called INET. There is somebody calling you so start the conversation. Remember to:

- Be polite!
- Ask for their personal details and account number to verify them
- Tell them you're working on their problem but their Internet connection will not be available for the next 24 hrs
- Explain that it's so long because of the weekend (not many engineers available)
- Give them some discount to make them feel better

Student B

You have the Internet connection problem and you called your provider, INET, a few hours ago and they promised it'll be fixed fast. You're getting angry because it's the weekend and you want to watch some shows on Netflix. Call them again and solve this problem.

- Your account number is 87531971
- Find out what the problem is and why it hasn't been fixed
- Find out when you will have your Internet connection working.
- Ask to speak with a manager if you're not happy with the answers.
- Tell them how unhappy you are with this situation