Hanging on the Telephone

EAE Learning objectives for this lesson

You will learn verbs and expressions related to telephone communication.
You will practice typical phone dialogues. (A2/B1).



Activity One - Write the number of correct definition in the right hand column.

Engaged tone	
Dial tone	
Ring	
Receiver	
Call waiting	
Caller	
To dial a number	
To pick up the phone	
To hang up on someone	
To hang up the phone	
A conference call	
Out of order	
To be cut off	

1. The part of the phone you put to your ear.
2. The person calling you.
3. The sound the phone makes before you key in the number.
4. The sound the phone makes when someone is calling you.
5. The sound the phone makes when someone else is speaking on it.
6. When a call ends suddenly in the middle of a conversation.
7. To key in a number into the telephone.
8. To put the phone down in the middle of a conversation.
9. The fact that another person is trying to call you when you are on a call.
10. To speak to several people on a call.
11. To end the call.
12. When a phone is not working or a line is not working.



Activity Two - Read the expressions.

Telephone Expressions

Who should I say is calling?
Who's speaking please?
Please may I speak to…?
I'd like to speak to…?
Would it be possible to speak to…?
Hello I'm calling on behalf of….
Hello I'm calling about…
I'm calling to remind you about…
I'll put you through
Please hold the line
Could you hold please?
I'll just put you on hold.
The line is busy.
Could I take a message?

Checking you understand

I'm not sure if I understood properly.
Could I ask you to repeat that?
It's a bad line, I'm not sure if I heard everything.
Please could you repeat that?
Sorry, I didn't catch that.
I'm afraid I didn't hear everything.
Can I just check that I understood correctly?
If I understand correctly.
Could I just ask you to clarify?
I'm not sure if I really understand what you mean.
I'd just like to clarify.
Please could you repeat that?

Activity Three - Practice the dialogues with your teacher.

R = receiving the call
C= Calling

Rrrrring.

R: Hello.
C: Hello. Is Steve there?
R: I'm sorry. He's not here right now.
C: What time will he be back?
R: Around five thirty.
C: This afternoon?
R: Yes. May I ask who's calling?
C: This is his French contact, Greg.
R: Okay. I'll tell him you called.
C: Thanks.

Rrrrring.

R : Hello
C : Hi is that Sacha ?
R : Yes, speaking.
C : Hi it's Marie here how are you?
R : I'm fine thanks and you ?
C : Very well thanks. I'm calling to see if we could organise a meeting in January?
R : Yes that shouldn't be a problem. When would it suit you?
C: How about the 15th?
R: Fine, what time?
C: At around ten?
R: Great let's say ten thirty.
C: OK I'll look forward to seeing you then.
R: OK bye
C: Bye

Rrrrring.

R : ABC Paris how may I help you?
C : I'd like to speak to Frederic Blois please
R : Please hold I'll see if he's available
C: Thanks
R : I'm afraid he is in a meeting please call back in an hour.
C : Ok thanks. Please could you give me his direct line.
R : Sure, it's 01 77 55 18 23



Rrrrring.

R : Frederic Blois Speaking
C : Hi Frederic this is Mike from Montpellier
R : Hi Mike how are you?
C : Well thanks and you?
R : Good, how can I help you?
C : Well, as you know I am organizing the French conference for this coming spring and I would like to know who will be coming from head office.
R : OK well I'll have to look into that.
C : Yes I understand. The brochures will be printed on the 25th of January so I'll need to have the lay out finished by the end of December. Do you think you could get an answer to me by then?
R: Sure. I'll get straight back to you.
C: Thanks I really appreciate it.
R: No problem, speak to you soon.
C : Thanks bye.
R: Bye

Activity Four - Practice the **dialogues** with your teacher.

- 1 Call your wife/husband and say you will be working this weekend.
- 2 Call the supplier to ask for an urgent delivery of components.
- 3 Call a contact in a London research office to explain that you need a report very urgently.
- 4 Call the shipping agent to report a delivery of goods that has never arrived and is three days late already.
- 5 Call an employee to ask why they didn't come to work yesterday.
- 6 Call your Grandmother to say happy birthday.

Activity One : **Listen** to the song and fill the gaps in the lyrics below. Then answer the questions. Don't try to understand everything, listen for key words and use your intuition to answer the questions.

I'm in the phone booth, it's the one ……..
If you don't answer, I'll just ring it
I know he's there, but I just had to ……..
Don't leave me hanging on the telephone
Don't leave me hanging on the telephone
I heard your mother now she's going ……
Did she go to work or just go to the ……
All those things she said, I told you to …….
Oh why can't we talk again
Oh why can't we talk again
Oh why can't we talk again
Don't leave me hanging on the telephone
Don't leave me hanging on the telephone

It's good to hear your voice, you know it's been …….
If I don't get your call then everything goes ……..
I want to tell you something you've known ……
Don't leave me hanging on the telephone

I had to interrupt and stop this ……
Your voice across the line gives me a strange sensation
……..

I'd like to talk when I can show you my …….
Oh I can't control myself
Oh I can't control myself
Oh I can't control myself
Don't leave me hanging on the telephone

Hang up and run to me
Whoah, hang up and run to me
Don't leave me hanging on the telephone

I had to interrupt and stop this ……
Your voice across the line gives me a strange sensation
I'd like to talk when I can show you my …….
Oh I can't control myself
Oh I can't control myself
Oh I can't control myself
Don't leave me hanging on the telephone

Hang up and run to me
Whoah, hang up and run to me.

Comprehension Questions:

- What does the singer want?
- What doesn't she want?
- What is the mother doing?
- What does his voice do to her?
- What is she finding it hard to do?



