ENGLISH A2 · UNIT 11 · EVERYDAY ENGLI… Name: _____ Date: _____

Everyday English: Phone calls at work

Focus: everyday English: answering the phone at work, taking a message, spelling a name

Model dialogue: taking a message

Lena: Good morning, Baxter Design, Lena speaking. How can I help you?

Ani: Hello, could I speak to Mr Ortega, please?

Lena: I'm afraid he's in a meeting. Can I take a message?

Ani: Yes, please. Could you ask him to call me back on 077 340 2291?

Lena: Of course. Can I have your name, please?

Ani: It's Ani Petrosyan. P-E-T-R-O-S-Y-A-N. Thanks a lot.

speaking **on** **plugging** **already** **off** **yet** **call** **hold** **down**

1 A call to the IT team — Complete the dialogue with the words in the box. Use each word only once.

Example: Please _____ on. I'll find her number. → hold

Sara: IT support, Sara _____. How can I help you?

Tom: Hi Sara, it's Tom. My laptop won't turn _____, so I can't log in.

Sara: Have you tried _____ it in?

Tom: Yes, I've _____ tried that. The screen is still black.

Sara: Then switch it _____ and on again. Does it work now?

Tom: Yes, it's starting. Thanks! Have you sent my new password _____?

Sara: Yes, this morning. If it doesn't work, _____ me back.

2 Match the sentences and the replies.

1. Could I speak to Mrs Petrosyan?	a. Of course. What's your number?
2. Can I have your name, please?	b. Have you plugged it in?
3. Have you read the report yet?	c. Leave a message on her voicemail.
4. The printer won't turn on.	d. Not yet, sorry. I'll read it today.
5. Could you ask her to call me?	e. It's Levon Sargsyan. S-A-R-G-S-Y-A-N.
6. Her extension is engaged.	f. I'm afraid she's in a meeting.

ANSWER KEY

1 1 speaking, 2 on, 3 plugging, 4 already, 5 off, 6 yet, 7 call **2** 1 f, 2 e, 3 d, 4 b, 5 a, 6 c