

LEVEL 1.5-2.0

BUSINESS ENGLISH
MAKING A PHONE CALL 04 - DEMANDING AN EXPLANATION 06

IN CONTEXT 5-8 min

a) Match the questions and pictures.



- a. Have you already *put someone on* speaker phone during a meeting?
- b. For which reason has someone *put you on hold* recently?
- c. When was the last time you *picked up* the phone yesterday to call someone?
- d. What are three advantages of a *cordless phone*?
- e. At the time of your last phone conversation, what did you do after you *hang up*?
- f. What are the numbers you *dial* the most often at work? at home?

b) Answer the questions

DIALOG: 10 - 15 min

Read

Mr. Miller is dialing his colleague Mrs. Pellington and her colleagues to solve a production issue's on a sister company.

Receptionist - Darson Enterprise. How may I help you?

Mr Miller - Mr. Miller speaking. Could you put me through Mrs. Pellington, extension number 235, please.

Receptionist - Hold on a moment please. Don't hang up.

...

Mrs. Pellington - Mr Miller, I was waiting for your call.

Mr. Miller - I'm not surprised. We got cut off. I apologize for not returning your call right away.

Mrs. Pellington - How come you haven't called earlier? You know that we have to resolve this matter urgently.

Mr. Miller - I'm aware of it. I got our overseas associates on the line to clarify the reasons for the production delay.

Mrs Pellington - I don't understand why this plant repeatedly have production issues.

Mr. Miller - Well, let me explain the situation first. Then I'll dial our associates on a conference call.

Mrs Pellington - Alright. I'll put you on speaker phone, so all of us can listen.

Guess the meaning

1. right away	a A manufacturing facility
2. a matter	b As of now
3. to be aware	c The sounds you hear on the phone when dialing a number
4. a plant	d The phone screen indicating a phone number
5. a dial tone	e A problem
6. a call display	f To know something

In the dialog, underline the phrase demanding (insisting on) an explanation:

1. _____

2. _____

LANGUAGE: Demanding an explanation 5 - 8 min

Read and match

1. **Can you explain why** you haven't called earlier?
2. **I can't figure out why** you haven't called earlier.
3. **What do you mean** you didn't have time?
4. **Why is it that** you haven't called earlier?
5. **How come** you haven't called earlier?
6. **For what possible reason** you haven't called earlier?
7. **Do you (really) expect me to believe (that)** you didn't have time?
8. **What can possibly be your motive for** not calling earlier?
9. **I can't get across why** you haven't called earlier.

A. Demanding an explanation	
B. Clarifying an explanation	.

WRITING 5-8 min

Reorder the words.

1. had / How / many / you / so / expenses? / come /
2. why / your / out / month. / have / figure / you / and / team / such / can't poor / I / results / this
3. quickly / what / the / our / possible / left / so / training? / For / staff / reason
4. across / can't / hired. / got / I / she / why / get
5. done / facilities / Why / been / to / that / not / the / the / is / new / have / yet? / it / move
6. you / agreement? / hasn't / an / reached / do / mean / he / What
7. me / Do / didn't / you / to / believe / have / expect / you / time?
8. meet / why / the / Can / you / deadline / couldn't / you / explain / ?
9. your / violating / company / possibly / be / motive / can / our / for / policy / ? / What

Complete with on, up, through, to, down, for, off

Cheryl is on the phone with Mr. Paul a customer who wants to speak to Zoe.

(Cheryl to Zoe)

- Excuse-me Zoe, there's Mr. Paul calling you. Can I put him 1. _____ ?
- Can you hold 2. _____ a minute?
- Sure. Oh sorry, I thought you put the phone 3. _____.
- No, actually I'm 4. _____ the line. I got put 5. _____ hold. I'm waiting 6. _____ get the file number 7. _____ Mr. P claim.
- Oh okay, I'll just wait 8. _____ you until you are done.

(Cheryl to Mr. Paul)

- Mr. Paul ? Don't get 9. _____ the line and don't hang 10. _____. Z will be with you shortly.

...

(Zoe to Mr. Paul)

- I apologize 11. _____ not taking your call sooner. My colleague and I were looking at your claim. May I put you 12. _____ speaker phone? We have a few questions 13. _____ you.
- Of course, let me just pick 14. _____ the cordless phone and go to my office. I hope, the batteries are full so we won't get cut 15. _____.

Read the situation

The situation:

You recently called your colleague Oliver who put you on speaker phone (without telling you) and told him about the difficulties you have with the new trainee. The trainee is the son of the HR Director.

a) Demand an explanation to your colleague on why the HR Director is now asking you for clarification about his son performance.

Formulate 3 possible questions

1. _____

2. _____

3. _____

c) Imagine the responses of Oliver your colleague.

1. _____

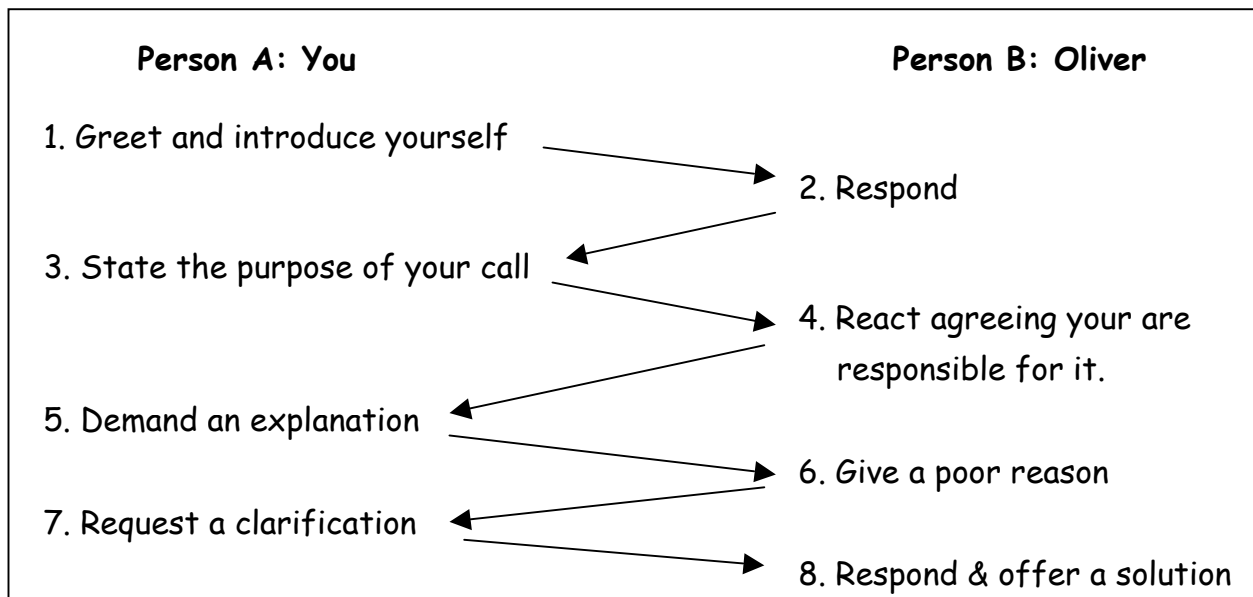
2. _____

3. _____

SPEAKING 12-15 min

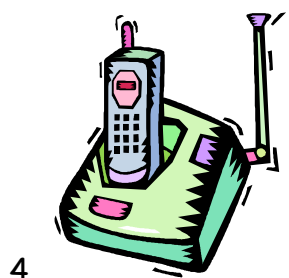
Role Play.

Use the situation from the previous exercise.



QUIZ 8-10 min

Match



To put someone on speaker phone - to pick up - to dial
to hang up - cordless phone - to hold the line

Match the sentences

- | | |
|--------------------------------------|---|
| 1. Please don't pick the phone. | A. inform us of her absence for today's meeting. |
| 2. Don't expect me to believe you | B. She is on the line. |
| 3. Why could possibly be your motive | C. had too much work to respect the deadline. |
| 4. How come she didn't | D. to talk to the human director about her performance. |

Complete with on, up, through, to, down, for, off

Who am I?

All day I take care of people. I pick 1. _____ the phone when it is ringing to direct them to the correct people. Sometimes, the call doesn't go 2. _____ because someone is already 3. _____ hold.
I handle a 15 lines phone system and from time to time I have to put the phone 4.

_____ while callers are 5. _____ the line to take care of a walk in customer. Many times, I put callers 6. _____ the extension they'd asked for. Thankfully I rarely get cut 7. _____, but often I have to tell callers to wait 8. _____ a few minutes until I can transfer them 9. _____ the correct person. I always warn them to not hang 10. _____ until they get connected.

At the end of the day, I don't want to use or even see a phone and if I have to answer, I get 11. _____ the line as quickly as I can.

a. A clerk

b. A receptionist

c. A secretary