

No.

Topic: Starting and Ending a Phone Call

Material: Business English (Telephone Conversation)

Objectives:

At the end of the lesson, the students will be able to:

1. Identify usage of the vocabularies.
2. Learn to construct grammatically correct sentences.
3. Learn how to properly start and end a phone call.

WARM-UP: MATCHING TYPE (Vocabulary)

Directions: Match the phrasal verbs in column A with their definitions in column B.

A

1. get through
2. hold on
3. put through
4. hang on
5. get back

B

- a. come back or return
- b. to connect one person to another
- c. to reach someone by phone
- d. to wait on the phone
- e. hold the line

DIALOGUE

Scenario: Mr. Smith's secretary receives a call from Mr. Kim Roger's secretary, Ms. Jes. She's been calling the office since yesterday.

Ms. Jes: Hello, good morning! May I speak to Mr. Smith, please? I tried to call him yesterday but I could not get through. What happened?

Secretary: Yesterday was a holiday, madam. Could you hold on for a minute? I will put you through to Mr. Smith.

Ms. Jes: Oh, yes I forgot that it was a holiday yesterday. Thanks!

Secretary: Sorry madam, Mr. Smith is in a meeting right now. Would you like to leave a message?

Ms. Jes: Yes, please. Can you tell Mr. Smith to return my call? It is 550-7364-8216. I am calling from Mr. Kim Roger's office.

Secretary: Sure. I will tell him. He will get back to you as soon as possible.

Ms. Jes: Thank you so much!

DIALOGUE COMPREHENSION CHECK

Directions: Fill in the blanks with the correct words.

**Ms. Jes
meeting**

**yesterday
message**

**minute
office**

**put you through
possible**

1. _____ hello, good morning! May I speak to Mr. Smith, please?
2. I tried to call him _____.
3. Could you hold on for a _____?
4. I will _____ Mr. Smith.

5. Mr. Smith is in a _____ right now.
6. Would you like to leave a _____?
7. I am calling from Mr. Roger's _____.
8. He will get back to you as soon as _____.

QUESTION AND ANSWER

1. Why wasn't the caller able to contact the office the other day?
2. Do you think the secretary did the right thing?
3. How do you start and end a phone conversation?