

No.

Topic: Wrong Number

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 to properly respond to a wrong number.

WARM-UP: IDENTIFICATION

Directions: Identify which of the following actions should a person do in responding to a wrong number.

- Pick up the phone
- Greet the stranger with a friendly “Hello”
- Drop the call immediately
- Inform the stranger about the mistake
- Tell the stranger you are busy
- Hang up politely
- Tell the person not to bother you again

POSITIVE	NEGATIVE

VOCABULARY

Useful Expressions	Meaning
sorry to trouble you	to cause inconvenience or discomfort to
you must have the wrong number	I think you got the wrong number
hang up	to end the telephone conversation

DIALOGUE

Scenario: Melissa calls Rachel Allsop but she got the wrong number. A personnel from a press office answers the call.

Male: Hello, Tesorro Press Office. How can I help you?

Melissa: Rachel Allsop, please.

Male: I'm sorry, you must have the wrong number. There's no one of that name here.

Melissa: Oh, sorry to trouble you but can I check the number? I've got... is that not 5567845?

Male: No, it's 5557845.

Melissa: Oh, sorry about that. I must have dialled the wrong number.

Male: No problem! Bye.

DIALOGUE BUILDING

Directions: Practice a conversation with your teacher.

Woman: Hello?

John: Hi, may I speak to Jessy, please?

Woman: What _____?

John: _____ 510-221-8888.

Woman: Yes, but there's no one by that name here.

John: Oh, I see. _____ for disturbing you. I must _____.

Woman: No _____.

John: I'll hang up now. Thank you. Bye.

QUESTION AND ANSWER

1. Do you have any experience of a wrong number phone call?
2. How do you usually respond to this kind of call?
3. Is there a way to avoid this kind of incident?