

# Thank you for your interest in the Business Telephone Role Play Pack.

## This pack includes:

1 Telephone Role Play Sheet.

A pair of students need to fill this out as the caller and receiver of the call.

**Business Telephone Role Play**

Role Play - Caller

| Name of company | Reason for calling | Outcome of call |
|-----------------|--------------------|-----------------|
|                 |                    |                 |
|                 |                    |                 |
|                 |                    |                 |

Role Play - Receiver

| Name of caller | Reason for calling | Outcome |
|----------------|--------------------|---------|
|                |                    |         |
|                |                    |         |
|                |                    |         |

### Business telephone

Telephone skills in English are an important skill for employees that can use their telephone skills to help grow and maintain a business. It is important to know how to answer the phone. Telephoning in English involves learning focusing on listening skills. This training will give you the skills that are needed when using the telephone in English. Speaking over the telephone in English can be difficult because of the lack of visual clues which help us understand the person we are talking to. When using the telephone in English, it is important to understand the person you are talking to. Do not say that you have understood the information until you have repeated the information to yourself.

**Business conventions given**

Someone answers the phone and asks if they can help.

### Vocabulary

Before you begin, it is important to learn key words when telephoning.

| Word         | To say   |
|--------------|----------|
| Arrange      | To say   |
| Available    | Free     |
| Call         | To call  |
| Confer       | Meet     |
| Conferencing | Meeting  |
| Confirm      | Finalise |
| Extension    | A number |
| Hold         | Wait     |
| Receptionist | Staff    |
| Reception    | Staff    |
| Schedule     | A list   |
| Secretary    | Staff    |
| Agent        | Staff    |

### Expressions

**Telephone expressions for calling**

**Introducing yourself**

Good morning/afternoon/evening (name).

This is... (name) from... (company).

My name is... from... (company).

**Saying the reason for your call**

I need some information regarding... I'm calling to...

**Telephone expressions for answering the phone**

**Introducing yourself**

Thank you for calling... How may I help you?

**Asking who is calling**

Good day, you have reached... (department/company).

**Putting someone on hold**

Please hold.

Can you hold for a moment?

**Putting a call through**

One moment, you are going through. I'll put you through.

**Saying someone is not available**

I'm sorry, but... (name) is not available at the moment.

**Taking messages**

Can I take a message? If you leave your name and number, I will return to call you back. I'll make sure he/she gets the message.

**Business Telephone**

Write down the conversation between Mr. Miller and your friend.

Mr. Miller: Hello, I'm calling to see if you can help me with my business. I need to know if you can help me with my business. I need to know if you can help me with my business.

Your friend: Hello, I'm calling to see if you can help me with my business. I need to know if you can help me with my business. I need to know if you can help me with my business.

## Telephone Skills Guide

## Telephone Skills Practice Sheets

**1. Answering the Phone**

Introduce yourself.

Unless you are calling someone who knows you and recognizes your voice, start the telephone call with a greeting, followed by your name and the name of your company.

If your call is answered by a receptionist, ask for the person you want to speak to by name.

**2. State the Purpose of your call**

Follow your introduction with a short explanation of why you are calling. Ask if this is a convenient time for your recipient. If not, arrange a time to call back.

**3. Leaving a message**

When leaving your name and telephone number, say your name clearly and spell your last name. Say each digit of your phone number slowly and repeat it. This gives the recipient time to correctly write down your details. Speak all messages short and direct.

If leaving a message on an answering machine, include the date and time that you called.

Suggest a good time to call you back.

**4. Example of a message**

"This is Jenny Green from Easy Travel. My number is 017-555-1478. I am calling to give you the information that you requested for your business trip. Please call me back any time before 17:00. Jenny Green. 017-555-1478. Thank you"

**While you were out**

For: \_\_\_\_\_

Call information

Name: \_\_\_\_\_ From: \_\_\_\_\_

Number: \_\_\_\_\_ Date: \_\_\_\_\_

Called for you  Will call back

Returned your call  Please return call

Sent you an email  Please return email

Message: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Received by: \_\_\_\_\_

**business telephone role play 1**

You are Patty Blue. You work for Best Interior Designs. Your telephone number is 071-555-3698. You are phoning Ben Turner from Ben Industries to tell him that the loan for his new development has been approved. You need to set up a meeting with him to discuss the repayment terms. If he is not in his office, leave a message with his secretary.

**business telephone role play 3**

You are Mary Green. You work for First International Bank. Your telephone number is 071-555-6729. You are phoning Ben Turner from Ben Industries to tell him that the loan for his new development has been approved. You need to set up a meeting with him to discuss the repayment terms. If he is not in his office, leave a message with his secretary.

**business telephone role play 4**

You are Mary Green. You work for First International Bank. Your telephone number is 071-555-6729. You are phoning Ben Turner from Ben Industries to tell him that his payment did not go through. You need to confirm his banking details and discuss how he will make the payment. If he is not in his office, leave a message with his secretary.

## 12 Role Play Cards

## Message Cards

## Conversation Guides