

Chapter-28

Analysing turns in telephone

Worksheet

A) Write down a telephonic conversation on the following topics:

1. You need to telephone your doctor. You have an appointment on Tuesday the 3rd at 16.45 but you need to change it to Thursday the 5th at 15.00. On Monday 9th you are busy all day, but Tuesday 10th you have a free day. Telephone the doctor's clinic and speak to the receptionist. Make a new appointment.
2. You need to find out what the homework was from your last English class. As you missed it. Telephone your friend Jatin and ask him to tell you about the class you missed and the homework.
3. You met someone new in your class. You want to invite your new friend for a lunch at home on Saturday. Telephone your friend and invite him!

B) Read the conversation and answer the following questions:

Ms. Sunita : Hello Good morning! May I speak to Mr. Amit please? I tried to call him yesterday but I couldn't get through. What happened?

Secretary : Yesterday was a holiday madam. Could you hold on for a minute? I'll put you through to Mr. Amit.

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

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

Ms. Sunita : Yes, please. Can you tell Mr. Amit to return my call? It's 9987640896. I'm calling from Mr. Ravindra's office.

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

Ms. Sunita : Thank you so much!

1. Who was calling?
2. Why wasn't the caller able to contact the office the other day?
3. What does the caller want from Mr. Amit?
4. How does the secretary start the phone conversation? End?
5. Do you think the secretary did the right thing?

C) Imagine you are a customer. Make a follow up call on your order. How will you answer your phone inquiries.

1. How would you start your phone conversation?
2. What question would you ask first? Second? Third?
3. How would you end your call?

Prepare and write down the dialogues in your own words.

D) Read the sentences carefully and put the dialogues in correct order.

Conversation 1

- OK, Mr.Sanjay . I'll give him the message.
- Thank you. Could I have your telephone number?
- Could you spell your name for me?
- Yes. Could you ask him to call me when he gets back?
- Yes. It's S-A-N-J-A-Y.
- Certainly. Could I have your name?
- Good morning, XYZ Imports.
- One moment please. OK.
- Can I read that back to you? 08-345-6753-01.
- Thank you very much. Good bye.
- Yes. It's 08-345-6753-01.
- It's Ananad Sethi of GHA exports.
- I'm afraid he's on another line. Could I take a message?
- Ah, hello. Could I speak to Rakesh Sharma, please?
- That's right. 17 Good bye.

E) Fill in the blanks with your own ideas and words.

Leena: Hello?

Radhika: Hi Leena, it's..... How's it going?

Leena:, thanks. How about you?

Radhika: I'm fine. Sure glad it's..... Hey, is Pankaj there?

Leena: Yeah,..... Pankaj! Radhika is on the phone.

Pankaj: Hey Radhika, what's up?

Radhika: Not Are you up for going.....?

Pankaj: What? There's a lot of background noise – I can barely hear you.

Radhika: Sorry about that – I'm at the

.....with some friends early tomorrow morning.

Pankaj: Uh, hang on a second, let me just check

Radhika: Sure. Lets plan.....

Pankaj: All right, then.

Radhika: Take care.

Pankaj: