



Unit 4

Making a Phone Call



หัวข้อเรื่อง (Topics)



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Country code

Speak when connected

Telephone number

Mobile application

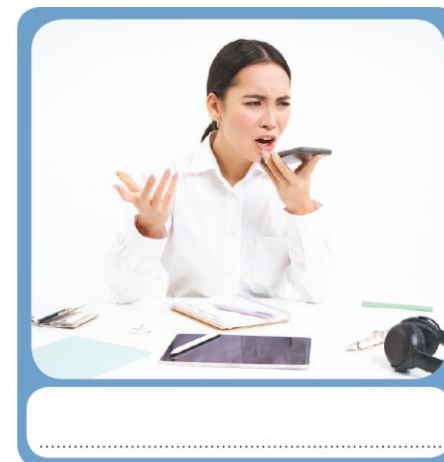
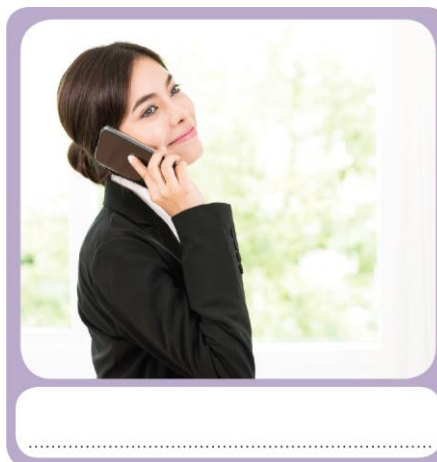
Phone dial pad

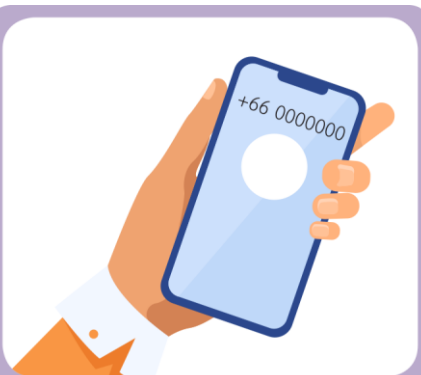
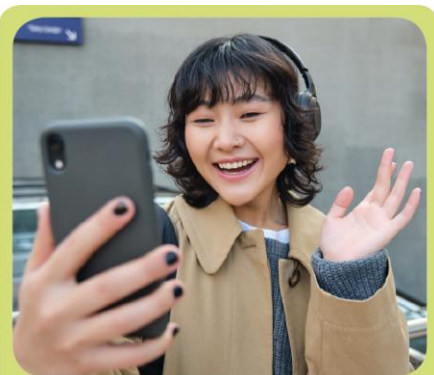
Listen for dial tone

mobile phone

Press phone key

Ending phone call video





080-000-0000 084-444-4444
081-111-1111 085-555-5555
082-222-2222 086-666-6666
083-333-3333 087-777-7777



Vocabulary Practice



Instruction: Listen to the words in the audio and then practice to pro-

Hold	Sorry	Call	Message
Available	Number	Speak	Line
Moment	Call Back	Through	Spell
Busy	Extend	Dial	Connect

1. A : Hello, could I speak to the manager?

B : I'm sorry. He's not _____ at the moment. Would you like to leave a message?

2. Operator : Hello, ABC Travel, Kim speaking. How can I help you?

Caller : Yes, can I _____ to Mr. Kong Yu, please?





3. Operator : I'm sorry. He's out. Would you like to leave a _____?

Caller : Yes, please tell him to call me back later.

4. Operator : Does he have your _____?

Caller : Yes, he does.

5. Operator : Okay, I'll tell him to _____ you as soon as possible. Thanks for calling.

Caller : Thank you.

6. A : _____ the line, please. I'll check if he is available now.

B : Thanks.

7. A : Hello, Angela speaking. Who's on the _____, please?

B : Hi Angela. It's me, Danial. Do you remember me?





8. A : Hello! May I speak with the sales representative, please?

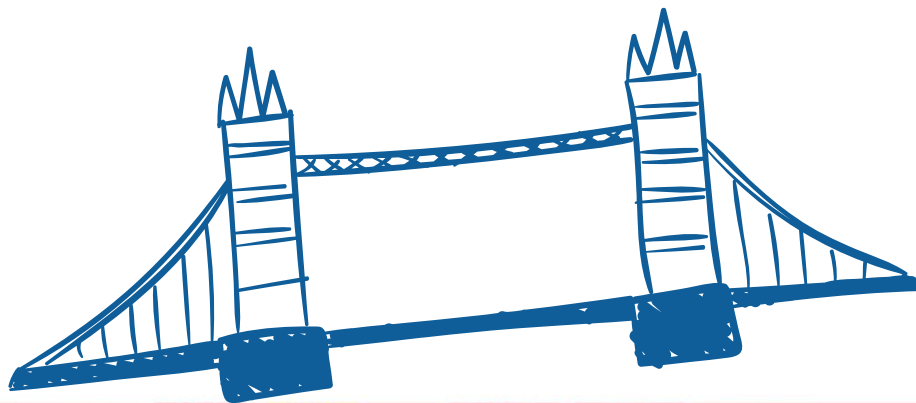
B : I'm _____. He's not in now. Do you want to leave a message?

9. Receptionist: Nina is not available at the _____; can I take a message?

Caller: Yes, could you please tell Nina to send over the invoice for last week?

10. A : I'd like to speak to Rebecca, please.

B : Please hold on. I will get you _____ her.



Grammar Tips

Telephone Phrases

1. การรับโทรศัพท์ (Answering the phone)

Formal	informal
<ul style="list-style-type: none"> - Hello? Henry speaking. - John Sayles speaking. Who's calling, please? - Doctor Pisut's office. May I know who's calling, please? - Thank you for calling ABC college. Joy speaking. - Hello Jonathan. Nice to hear from you. - Hello Mr. Justin. How can I help you? - Sunglass Hut. Pim speaking. What can I do for you, Peter? 	<ul style="list-style-type: none"> - Hello. Toy here. - Hi, Judy. How are you? - Hey, Susan. What's up?



2. แนะนำตนเอง (Introducing yourself)

Formal	informal
<ul style="list-style-type: none"> - Hello, this is Charles William calling. - Hello Eva. This is Allen calling from PP Auto part. 	<ul style="list-style-type: none"> - Hey Gaby. It's Alice calling. - Hi. It's Robert from the dentist's office here.

3. การขอพูดสาย (Asking to speak with someone)

Formal	informal
<ul style="list-style-type: none"> - Would you please call Tom to the phone? - May I speak to Mr. Green in the accounting department, please? - Good morning. Is Dr Martin available, please? - I'd like to speak to Tod please. 	<ul style="list-style-type: none"> - Hi. Is Nina there? - Can you put Michael on? - Can I talk to Josef? - Tell him Marilyn's calling. - I want to talk to Dan, please. - Is Pet there?

4. การต่อสายไปยังบุคคล (Connecting someone)

Formal	informal
<ul style="list-style-type: none"> - One moment/ Just a moment/ Just a second/ Wait a moment/ Just a few minutes, please. I'll see if he's available. - Hold the line please. I'll put you through in a moment. - Please hold while I put you through to the manager's office. - All of our staff are busy at this time. Please hold for the next available person. - Could you wait for just one moment, please? 	<ul style="list-style-type: none"> - Just a sec. I'll get him. - Hang on a moment. I'll see if she's in.

5. การต่อสายหรือโอนสายไปหาผู้รับ (Transferring call)

Formal	informal
<ul style="list-style-type: none"> - Would you please connect me to the Marketing manager? - Could you please connect me to 222? - I'll put you through to Mr. Peter. - I'll put Mark on the line. 	<ul style="list-style-type: none"> - Hello. Extension 545, please. - Room 889, please. - I want number 211.

7. การถามว่าผู้พูดเป็นใคร (Ask for the caller)

- Who is this speaking, please? / Who is calling, please?
- May I ask who's calling, please?
- What's your name please? / May I have your name, please?
- Who shall I say called? / Who shall I say is calling?

8. การพูดขอเรื่อง (Making a request)

- Could you please repeat that?
- Would you mind spelling that for me?
- Could you speak up a little, please?
- Can you speak a little slower, please? My English isn't very good, I'm afraid.
- Could you let me know when she'll be in the office, please?
- Would you mind calling back in an hour? I'm in a meeting just now.
- Can you call again? I think we have a bad connection.
- Please hold for just a minute. I have another call.
- Please don't call this number again.



9. การเสนอรับฝากข้อความ (Taking a message)

Formal	informal
<ul style="list-style-type: none"> - Can I take a message? - Would you like to leave a message? - I'm sorry, but Lisa's not here at the moment. Can I take a message? - I'm afraid he's stepped out. Would you like to leave a message? - She's busy right now. Would you like her to return your call? - He's in a meeting at the moment. Can he call you back when he's free? - Fine. I'll let him know you called. - I'll make sure she gets your message. 	<ul style="list-style-type: none"> - Sammy's not in. I can tell him you called if you like. (informal) - No, that's okay. I'll call him later. (informal)




10. การขอฝากข้อความ (Leaving a message)

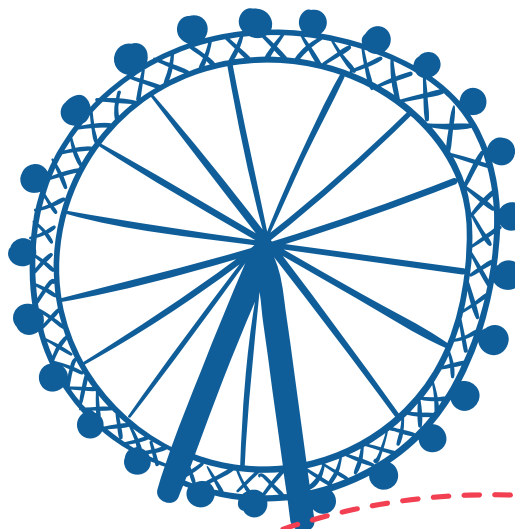
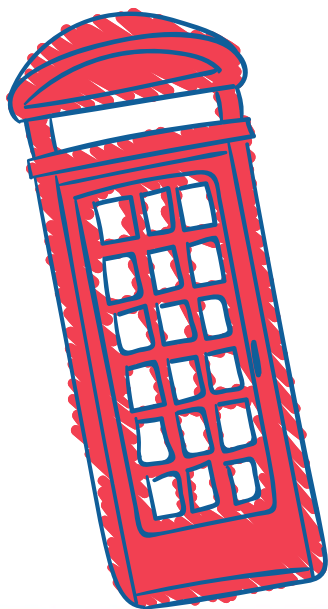
- Can I leave a message?
- Would you mind giving her a message?
- Would it be possible to leave a message?
- Could you tell her Jonathon called?
- Could you ask him to call Paul when he gets in?
- I don't think he has my number. Do you have a pen handy?
- Thanks. It's James Brown and my number is 222 3456.

11. การยืนยันข้อความ (Confirming a message)

Formal	informal
<ul style="list-style-type: none"> - Let me repeat that just to make sure. It's James Brown at 222 3456? - Was that 555 Charles Street, Apartment 66? - I'll make sure he gets the message. 	<ul style="list-style-type: none"> - It's Johnny, right? And you won't be at the club until midnight. - Okay, got it. I'll let him know.

13. การจบการสนทนา (Ending a conversation)

Formal	informal
<ul style="list-style-type: none"> - Thanks for calling. Bye for now. - I have to let you go now. - I have another call coming through. I'd better run. - I'm afraid that's my other line. - I'll talk to you again soon. Bye Jules. 	<p>Well, I guess I'd better get going. Talk again soon, OK?</p> 



Activity 2

Instruction: Which of the following is said by the caller and which is said by the receiver?

MK restaurant, may I help you?

I'm returning your call from this morning.

Hello, is Jessica there, please?

She's not here at the moment.

It's ok. I'll call back later.

Who would you like to speak to?

Yes. Who's speaking, please?

May I speak to Jimmy?

May I take a message?

Would you please call him to the phone?

Could you wait for just one moment, please?

Sorry, wrong number.





The caller

The receiver

This image shows a single sheet of white paper with horizontal blue ruling lines. The paper has rounded corners at the bottom and is set against a dark background. There are approximately 20 evenly spaced lines across the page.

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Activity 3

Instruction: Match the questions/statements with their answers.



_____ 1. Could you tell me the number for the hospital, please?

_____ 2. Hi, Addy. I'm sorry she's in a meeting.

_____ 3. Good afternoon, Grand Hotel. How can I help you?

_____ 4. Hi, can I talk to Marry, please?

_____ 5. Can I call you later?

_____ 6. Hello. Is Anna there?

A. Yes. Who is calling?

B. No, she isn't. She is in the college now.

C. I can do that for you. What day is good for you.

D. Jenny! How are you?

E. Great, thanks.

F. I'll put you through. Please hold the line.

G. Can I leave a message. I've called a thousand time.

H. Yes, sure.



_____ 7. I need to make an appointment
with Mr. Alex.

_____ 8. Hello, Claudia. This is Jenny.

_____ 9. Hello, my name is Harry Lopes.
I'd like to speak to Miss Joan,
please.

_____ 10. Hi, Nana. This is Pinky. How is it going?

I. It's 02-5177089.

J. Yes, good afternoon. I'd like to book a room.



at the moment

expect

how may

leave a message

reach

regards to

Thank you

I'm sorry

It's M-A-R-I-A.

Speak

the message

Operator : Good morning, Canal Hotel, _____

I help you?

Ms. Maria: Yes, I would like to _____ to
Elgin Wilson, please.

Operator : _____, Mr. Elgin is out of the office

Ms. Maria: Do you know when to _____ him?

Operator : He should be back about 3:00. Would you like to
?

Ms. Maria: Yes. My name is Maria Stella.

Operator : Is that M-A-R-I-A-M?

Ms. Maria :

Operator : Okay, and May I tell him what this is in
?

Ms. Maria: Well, it's a rather personal matter.

Operator : That's okay. How can he _____ you,
Ms. Maria?

Ms. Maria: At 081 8899344.

Operator : 081 8899344. Fine. I will give him _____ as soon as he returns.

Ms. Maria : very much.

Operator : You are welcome. Goodbye.



Activity 5

Instruction: Listen to the conversation and fill in the missing words.



<p>Conversation</p> <p>1</p>	<p>Operator : Hello. Ritta Construction, how can I help you?</p> <p>Demy : This is Demy McClelland. Can I have _____ 1099.</p> <p>Operator : Certainly, _____ a minute. I'll put you _____.</p>
<p>Conversation</p> <p>2</p>	<p>Free : Doha Electric's office, Free's _____.</p> <p>Louis : This is Louis Smith _____. Is Angelina in?</p> <p>Free : I'm afraid she's out at the moment. Can I _____ a message?</p> <p>Louis : Yes, _____ you ask her to call me at 083 4579898.</p> <p>Free : Sure, I'll tell her as soon as _____.</p> <p>Louis : Thank you so much.</p> <p>Free : You're welcome.</p>



Conversation

3

Jackson : Hi, this is Dan. Is Mark _____?

Mark : This Mark _____. What's up Dan?

Jackson : I have a _____ tomorrow in Impact Hall. Can you come and _____ me?

Mark : I think I can come. What time is your concert _____ tomorrow/

Jackson : At 7 p.m.

Conversation

4

Officer : Good morning, Auto car rentals. _____ I help you?

Dan : Good morning. My name is Dan Thomson. I'd like some _____ about your conditions and prices.

Officer : Yes, of course. What _____ you like to know?

Dan : Well, I'd like to hire a car to _____ to Boston. Can I return the car there or do I have to _____ it back to you?

Officer : No, we have an _____ in Boston, so you can leave it there.

Dan : OK. I _____ a small car for three days from tomorrow.

Activity 6

Instruction: Who is saying what? Order the conversation and connect them to the right person. Write the conversation in correct order.

Have a great day!

It's 093 8494988.

Hi. It's Kathy. Is Johnny available?

Sure. Please tell him Kathy called.

Hello. This is Thorn Auto service. May's speaking. How may I assist you?

OK. I will. What's your number?

Great. I'll get him to call you.

I'm afraid not. Could I take a message and have him call you back?

Thank you so much. Bye.

Person 1 :

Person 2 :

Person 1 :

Person 2 :

Person 1 :

Person 2 :

Person 1 :

Person 2 :

Person 1 :



Activity 7

Instruction: Pair work, make and write the conversations according to the given situations.



Jennifer wants to speak to Sarah. Sarah answers the phone.

Jennifer wants to speak to Sarah. She is not in the office. Tell Jennifer to leave a message.





It's very late at night, and you can't sleep.
You call your best friend just to talk.

You have a test in your English class today,
but you are very sick and cannot go to school.
Call a school and leave a message for your
teacher.



Activity 8

Instruction: Pair work, Write the words in the correct spaces. Then, practice them with your partner.

Conversation 1	Daria : Hello.		
	Farah : Hello. Could I _____ to Martha?		
	Daria : Sorry. She is not in the office. Would you like to _____ a message.		
	Farah : Yes, please tell her Daria _____.		
	called	speak	leave
Conversation 2	Stella : Hello. This is Stella.		
	Kane : Hello Stella. _____ I please speak to Roger?"		
	Stella : "Sure. May I ask who is _____?"		
	Kane : "Tell him, it's Kane from work."		
	Stella : "OK. Please _____, here he is."		
	Kane : "Thank you."		
	calling	hold	Could

Conversation

3

Abraham : Toyota Thailand. Hello. How can I _____ you?

Matthew : Good morning. My name is Matthew. I'd like to speak to Mr. Harold.

Abraham : One _____ please. I'll see if he's available.
 Sorry to keep you _____.

Matthew : That's fine.

Abraham : He's available. Please hold the _____ while I put you through.

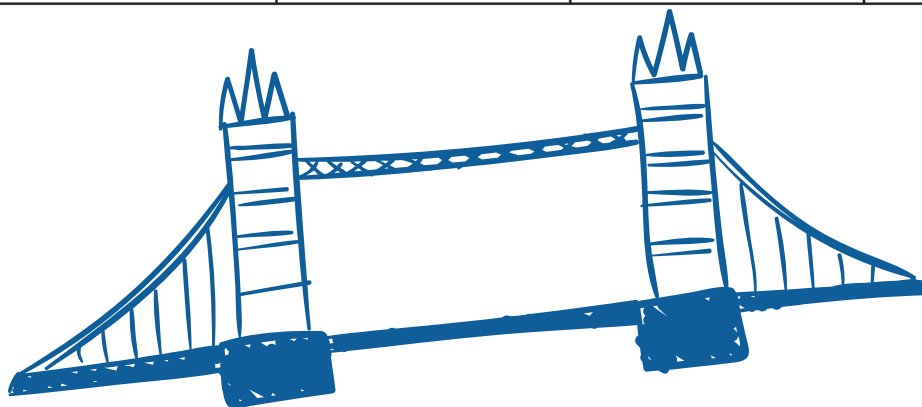
Matthew : Great. Thank you so much.

line

help

waiting

moment



Activity 9

Instruction: Pair work: Make a telephone call using the situation assigned.
Then, practice with your partner.



Matthew is calling his mother at her office but she is not there. Her colleague answers the phone.

Colleague : (Answer the phone)

Matthew : (Says who he is and that he wants to speak to his mother)

Colleague : (Ask Matthew to wait a moment)

(Explain that his mother is not in and asks if there
is a message)

Matthew : (Ask the colleague to tell his mother to call him
before 4 pm and leaves a number)

Colleague : (Repeats the number)

Matthew : (Confirm that it is correct and thanks the colleague)

Colleague : (Says goodbye)

Matthew : (Says goodbye)



Telephone conversation

Colleague : _____

Matthew : _____

Colleague : _____

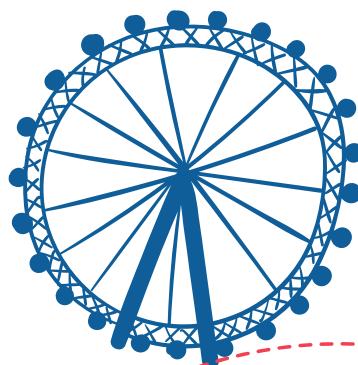
Matthew : _____

Colleague : _____

Matthew : _____

Colleague : _____

Matthew : _____



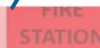
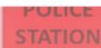
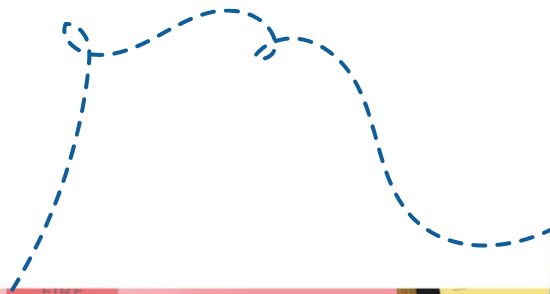


Activity 10

Instruction: Role play; Pair work, take turn to be a concert fan and a concert ticket agent officer. Make a phone conversation according to the given situation. Then, record your phone call to present to the class.

Role A (A concert fan)

You have heard that “LISA ASIA TOUR 2024” is in Bangkok, Thailand. You are Lisa fan club. You love her music and desperately want to go. You call the hotline number for some tickets. He tells you they have all sold out. But you know that there is always a reserve which you can buy if you are able to pay a little more. You call the hotline number again. You will have to use your telephone skills to buy the ticket. You tell him that you really want to go to this concert and offer more money. You want to go to the concert at any cost.





Role B (A concert ticket agent officer)

You are working on a ticket hotline. There is a famous concert “LISA ASIA TOUR 2024” in Bangkok, Thailand. All the normal tickets have sold out. You had two special tickets left and you want to sell at a higher price than normal. You receive a call from a fan who wants to go at any cost at the concert. You know that this fan really wants to go to this concert, so finally, you decide to sell him the tickets at the normal price.

An officer : _____

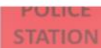
You : _____

An officer : _____

You : _____

An officer : _____

You : _____



An

:

You

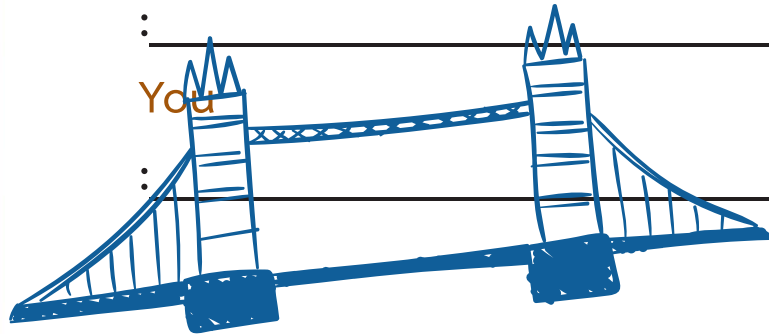
:

An

:

You

:



officer

officer

