

PRACTICE ROOM 14 · GOING FURTHER

PHONE AND *video calls*

No faces, bad lines and fast speakers. Here's how to stay in control.

Name: _____ Date: _____ Interactive version: attenglish.com/talk/14

PHRASE BOX SAY IT
OPENING

Hello, it's Ana calling from...
Hi, is that Mark?
I'm calling about...

PROBLEMS

Sorry, you're breaking up.
You're on mute!
Could you say that again? The line's bad.

SPELLING AND NUMBERS

That's A for apple, N for November...
Double seven, five, oh...
Can I read that back to you?

YOUR CALL OPENING BUILD

The first ten seconds of a call should say who you are and why you're calling. Build yours.

Your name

Why you're calling

Put it together and write your line

NUMBERS AND SPELLING LISTEN

Ask a friend to read these to you, or use the online lesson for British audio. Write what you hear.

BAD LINE RESCUE CHOOSE

Calls go wrong. Choose the best rescue. Circle your answer.

1. The other person's voice keeps cutting out.

a) Sorry, you're breaking up. Could you say that again?

b) Hang up.

c) Pretend you heard.

2. On a video call, someone is talking but you can't hear them.

a) Sorry, I think you're on mute!

b) Leave the call.

c) Talk over them.

3. They give you a long reference number very fast.

a) Say OK.

b) Sorry, could you read that a bit more slowly? I'll write it down.

c) Ask them to email it, then hang up.

4. You need to spell your surname, Nowak.

a) Nowak. Easy.

b) N for November, O for Oscar, W for Whisky, A for Alpha, K for Kilo.

c) Like the word "now".