**Receiving and redirecting calls**

Task 1:

Put the three jumbled dialogues back into the correct order.

|  |  |
| --- | --- |
|  | * This is Tim Price from “Flowers for Friends”. Could I speak to Mrs Joplin, please? |
|  | * Thank you very much. |
|  | * Goodbye. |
|  | * Yes, please. Could you tell her that I called? She has got my number. |
| 1 | * Natural Orchids, Janis Miller speaking. How can I help you? |
|  | * One moment, please. I’m putting you through. |
|  | * Thank you very much for your help. |
|  | * I’ll tell her as soon as she comes back. |
|  | * I’m afraid Mrs Joplin is not in the office at the moment. Would you like to leave a message? |

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| --- | --- |
|  | * Hold the line, please. I’ll put you through to Mr Toronto. He’s the head of the marketing department. |
|  | * Yes, of course. Does he have your telephone number? |
|  | * You’re welcome. Have a nice day. Bye. |
|  | * I’ll make sure he gets the message. |
|  | * My name is Frank Jonas. I’m calling from Beinacher Mineralwasser. I’d like to speak to someone from the marketing department. |
|  | * No, he doesn’t. It is 0049 for Germany, then 7131 856 214 23. |
|  | * Oh, I am terribly sorry, but Mr Toronto is at lunch. Would you like to leave a message? |
| 1 | * Canada Dry, Claudette speaking. What can I do for you? |
|  | * Thank you very much. |
|  | * Yes, please. Could you tell him that we are interested in a joint venture and that he should please call me back? |

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|  | * Hello. Could you put me through to Mrs Bonfire, please? |
|  | * I’m afraid Mrs Bonfire has visitors with her all day long. Can she call you back tomorrow? |
|  | * Yes, I do. Thank you very much for your help. |
|  | * Can I take a message? |
|  | * Who’s calling please? |
|  | * I’m afraid I won’t be at work tomorrow. |
|  | * Do you have her email-address? |
|  | * Oh, my name is Adrian Bode. I need to speak to Mrs. Bonfire, please. |
|  | * Thanks for calling. Goodbye. |
|  | * No, thanks. I will send her an email. |
| 1 | * The Manta Company. Frank Smith. |

Task 2:

Write the sentences from Task 1 into the right categories of the table below. Can you think of more sentences? Write them in the table accordingly.

|  |  |
| --- | --- |
| You answer the phone | |
|  |  |
| You want to introduce yourself | |
|  |  |
| You want to speak to somebody | |
|  |  |
| You want to connect somebody | |
|  |  |
| When the person is not available | |
|  |  |
| You offer to take a message | |
|  |  |
| You offer a call back | |
|  |  |
| You want to leave a message | |
|  |  |
| You want to leave a phone number | |
|  |  |
| You want to end the call | |
|  |  |

**Lösung:**

Task 1:

Put the three jumbled dialogues back into the correct order.

|  |  |
| --- | --- |
| 2 | * This is Tim Price from “Flowers for Friends”. Could I speak to Mrs Joplin, please? |
| 4 | * Thank you very much. |
| 9 | * Goodbye. |
| 6 | * Yes, please. Could you tell her that I called? She has got my number. |
| 1 | * Natural Orchids, Janis Miller speaking. How can I help you? |
| 3 | * One moment, please. I’m putting you through. |
| 8 | * Thank you very much for your help. |
| 7 | * I’ll tell her as soon as she comes back. |
| 5 | * I’m afraid Mrs Joplin is not in the office at the moment. Would you like to leave a message? |

|  |  |
| --- | --- |
| 3 | * Hold the line, please. I’ll put you through to Mr Toronto. He’s the head of the marketing department. |
| 6 | * Yes, of course. Does he have your telephone number? |
| 10 | * You’re welcome. Have a nice day. Bye. |
| 8 | * I’ll make sure he gets the message. |
| 2 | * My name is Frank Jonas. I’m calling from Beinacher Mineralwasser. I’d like to speak to someone from the marketing department. |
| 7 | * No, he doesn’t. It is 0049 for Germany, then 7131 856 214 23. |
| 4 | * Oh, I am terribly sorry, but Mr Toronto is at lunch. Would you like to leave a message? |
| 1 | * Canada Dry, Claudette speaking. What can I do for you? |
| 9 | * Thank you very much. |
| 5 | * Yes, please. Could you tell him that we are interested in a joint venture and that he should please call me back? |

|  |  |
| --- | --- |
| 2 | * Hello. Could you put me through to Mrs Bonfire, please? |
| 5 | * I’m afraid Mrs. Bonfire has visitors with her all day long. Can she call you back tomorrow? |
| 10 | * Yes, I do. Thank you very much for your help. |
| 7 | * Can I take a message? |
| 3 | * Who’s calling please? |
| 6 | * I’m afraid I won’t be at work tomorrow. |
| 9 | * Do you have her email-address? |
| 4 | * Oh, my name is Adrian Bode. I need to speak to Mrs Bonfire, please. |
| 11 | * Thanks for calling. Goodbye. |
| 8 | * No, thanks. I will send her an email. |
| 1 | * The Manta Company. Frank Smith. |

Task 2:

Write the sentences from Task 1 into the right categories of the table below. Can you think of more sentences? Write them in the table accordingly.

|  |  |
| --- | --- |
| You answer the phone | |
| Natural Orchids, Janis Miller speaking. How can I help you? | Canada Dry, Claudette speaking. What can I do for you? |
| You want to introduce yourself | |
| This is Tim Price from “Flowers for Friends”. | My name is Frank Jonas. I am calling from Beinacher Mineralwasser. |
| You want to speak to somebody | |
| Could I speak to Mrs Joplin, please?  Could you put me through to Mrs Bonfire, please? | I’d like to speak to someone from the marketing department. |
| You want to connect somebody | |
| One moment, please. I’m putting you through. | Hold the line, please. I’ll put you through to Mr Toronto. |
| When the person is not available | |
| I’m afraid Mrs Joplin is not in the office at the moment.  I am afraid Mrs Bonfire has visitors with her all day long. | Oh, I am terribly sorry, but Mr Toronto is out at lunch. |
| You offer to take a message | |
| Would you like to leave a message? |  |
| You offer a call back | |
| Can she call you back tomorrow? |  |
| You want to leave a message | |
| Could you tell her that I called? |  |
| You want to leave a phone number | |
| Could you tell him that we are interested in a joint venture and that he should please call me back? |  |
| You want to end the call | |
| Thank you very much (for your help). | Thanks for calling. |