

Activity Type

Speaking Game:
matching (group work)

Focus

Business telephone
phrases

Aim

To practice common
business telephone
phrases and responses.

Preparation

Make one copy of the
cards for each group of
four and cut as indicated.
Keep the A and B cards
separate.

Level

Intermediate (B1)

Time

20 minutes

Introduction

In this business telephoning game, students race to match common business telephone phrases with appropriate responses.

Procedure

Divide the students into groups of four.

Give each group a set of A and B cards.

Ask the students to shuffle both sets of cards separately and then deal them out evenly.

Each student should have four A cards and four B cards.

Tell the students to keep their cards secret at all times.

The aim of the game is to race to find the people in their group who have matching replies to common business telephone phrases.

First, students look at their cards to see if they have any matching pairs. If they do, students read them to the group for confirmation and place the cards face-down in front of them.

One student then begins the game by reading an 'A' card to one of the other students, e.g. 'Thank you for calling ABC Corp. This is Karl speaking. How may I assist you?'

That student then looks for a matching response on their cards.

If the student has a matching response, they read it aloud to the group, e.g. 'Good morning. I'm calling to inquire about the status of my order.'

If everyone agrees the cards go together, the group member gives the card to the student who wins the matching pair.

The two cards are then placed face-down on the table in front of the student.

If the student doesn't have a matching response, the first student waits until their next turn before saying the telephone phrase to another student.

The second student then reads an 'A' card to one of the other students, and so on.

The first student to get four matching pairs of cards wins the game.

Students can play several rounds to practice all the phrases.

The correct answers can be found on the uncut cards.



<p>A Thank you for calling ABC Corp. This is Karl speaking. How may I assist you?</p>	<p>A I'm sorry, could you repeat that? I couldn't hear you.</p>	<p>A Good morning, can I speak with Ms Clare Locker from the Finance Department, please?</p>	<p>A Do you know when she will be available to return my call?</p>
<p>B Good morning. I'm calling to inquire about the status of my order.</p>	<p>B Certainly, I said, could you kindly ask her to return my call this afternoon?</p>	<p>B Yes, this is Clare speaking. How can I help you?</p>	<p>B She is currently in a meeting. Would you like me to schedule a callback?</p>
<p>A I'm having trouble hearing you. The line isn't clear. Could you speak a little louder?</p>	<p>A Would you mind connecting me to the customer service department?</p>	<p>A Could you pass along a message for Natasha to send me the updated report?</p>	<p>A Could you clarify the spelling of that, please, so I have it correctly in my notes?</p>
<p>B Apologies for the poor connection. Let me adjust my headset.</p>	<p>B Of course. Please hold while I transfer you to one of our agents.</p>	<p>B Certainly, I'll make sure she receives your request and follows up by email.</p>	<p>B Certainly, my name is spelled F-E-R-D-I-N-A-N-D.</p>
<p>A I'm sorry, Mr. Patel is currently unavailable. Would you like to leave a message?</p>	<p>A Could I have your contact number in case we need to follow up on this matter?</p>	<p>A Would you mind holding for a brief moment while I check on that?</p>	<p>A Thank you for calling ABC Corp. Have a great day.</p>
<p>B Yes, please. Could you tell him that I called and ask him to return my call when he is free?</p>	<p>B Certainly, my direct number is 864-3216</p>	<p>B No problem. I'm happy to wait for a moment.</p>	<p>B I appreciate your help. Have a nice day. Goodbye</p>
<p>A Let me confirm that number with you. You said 565-4741, is that correct?</p>	<p>A I'm sorry, Mr. Lee is in a meeting at the moment. Would you like to schedule a callback?</p>	<p>A The line is busy. Would you prefer to hold, or should I arrange for someone to return your call?</p>	<p>A You called earlier, but I believe we were disconnected. I just wanted to follow up.</p>
<p>B Yes, that's correct. 565-4741.</p>	<p>B I understand. Please let him know I called, and I'd appreciate a callback when he's available.</p>	<p>B I'd prefer a callback when the line is free. Could you arrange that?</p>	<p>B I appreciate that. Thank you for getting back to me.</p>