

Telephone Calls Role-Play

Task 1

With a partner practice the following phone conversations. Take turns playing the different roles

1. Telephone Woodies Store to enquire if they would exchange bathroom tiles that you purchased. Explain that they are the wrong colour and that you would like to choose a different colour. You have the receipt.
2. Telephone your local VEC College to inquire about night classes in drama/French/art/cookery or anything else that might interest you. Ask for details of the course: registration, commencement date, cost, number of evenings per week, size of classes, qualification etc.
3. Telephone your local pharmacy to explain that you lost your wallet while you were in the shop this morning at 10 o'clock. Ask them if they have found the wallet and say when you will come to collect it. Leave your name and your phone number.
4. Make a call to a bus company. You need to take a bus to Belfast on Friday evening. You want to enquire about the cost of a return ticket and the departure time (you would like to go around 4 pm). You also need to find out the location of the bus station.
5. Telephone a newspaper (Evening Herald) to place an advertisement for a car that you want to sell. Ask to be put through to the 'Small Ads' department. Give details of the car: make, mileage, size of engine, number of owners, colour, condition etc.
6. You need to order home heating oil. Phone a home heating oil supplier in your neighbourhood and give your order. Tell the caller the type of oil (diesel/kerosene) you need, the amount (number of litres), find out the cost, and arrange a suitable time for delivery. Arrange to pay on delivery.
7. Answer an advertisement for a second-hand Honda Civic in the 'Buy and Sell' magazine. Get all the information you can about the car: age, price, mileage, size of engine, number of owners, when you can come to see it etc.
8. You need to telephone a hospital to make an appointment in the Outpatients Department. You should specify the clinic you need and the doctor's/specialist's name. You must also give the name and address of your family doctor and of course your own name.

Task 2

Prepare what you would say in the following situations. *Use the Standard Phone Expressions* vocabulary to help you.

- Who would you ask to speak to?
- How would you introduce yourself?

Write out your side of the conversation.

1. Mother/father of school child informing the school of a child's absence due to illness.
2. Customer complaining of faulty goods to a shop/store.
3. Making an appointment with the purchasing manager of a company, giving your name, company name and nature of your business.
4. Conversation with an official from the Department of Justice discussing a problem you might have.
5. Conversation with the Gardaí reporting a burglary at your home.
6. An employee phoning work to explain that he/she is unwell and is taking certified sick leave.