

## 4.6 COMMUNICATION FILE

### Talking on the telephone

#### Student A

Use the information in two telephone calls with Student B.

##### Telephone call 1

*You start the call.*

- Answer phone – you work for Robson Distribution.
- Say the line is busy and offer to take a message.
- Ask who's calling.
- Ask for the spelling.
- Ask for a phone number.
- Say you'll give Carla the message.
- Say goodbye.

##### Telephone call 2

*Student B starts the call.*

- Ask for Brian O'Conner.
- Give a message – I have the new report.
- Give your name – Rachel Henderson.
- Spell your name.
- Give your phone number – 815 7034.
- Thank the receptionist and say goodbye.

## 4.6 Talking on the telephone

#### Student B

Use the information in two telephone calls with Student A.

##### Telephone call 1

*Student A starts the call.*

- Ask for Carla Davenport.
- Give a message – the guidebook is finished.
- Give your name – Tom Anderson.
- Spell your name.
- Give your phone number – 499 5809.
- Thank the receptionist and say goodbye.

##### Telephone call 2

*You start the call.*

- Answer phone – you work for Orion Publications.
- Say the line is engaged and offer to take a message.
- Ask who's calling.
- Ask for the spelling.
- Ask for a phone number.
- Say you'll give Brian the message.
- Say goodbye.