

## Telephoning 1: Part 1 - pair-work cards

**Photocopy and cut up the cards so there is at least one card per student.**

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### Conversation C: Student 1

- A: Plus One Biotechnology Limited. Jane is speaking. How can I help you?  
B: Hello. Can I speak to someone in your marketing department, please?  
A: Of course. What is it about, please?  
B: It's about the conference next month.  
A: You need to speak to John Thatcher, then. I'll just check if he is available. Can I ask your name, please?  
B: Of course. This is Lars Johansson from Trondheim Medical Sciences.  
A: Okay Mr Johansson. I'll just check if he's free. I'm putting you on hold.  
B: Okay, thank you.
- A: Mr Johansson?  
B: Yes?  
A: Sorry to wait you. I'm afraid Mr Thatcher is on another line at the moment. Would you like to take a message?  
B: No, that's alright. I call back later.  
A: Okay. I'll tell him you called.  
B: Thank you. Goodbye.  
A: Goodbye.
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### Conversation C: Student 2

- A: Plus One Biotechnology Limited. Jane speaking. What can I help you with?  
B: Hello. Can I speak to someone in your marketing department, please?  
A: Of course. What is it concerning, please?  
B: It's about the conference next month.  
A: You need to speak to John Thatcher, then. I'll just check if he is available. Can I ask your name, please?  
B: Of course. This is Lars Johansson from Trondheim Medical Sciences.  
A: Okay Mr Johansson. I'll just check if he's available. I put you on hold.  
B: Okay, thank you.
- A: Mr Johansson?  
B: Yes?  
A: Sorry to keep you waiting. I'm afraid Mr Thatcher is speaking another line at the moment. Would you like to leave a message?  
B: No, that's alright. I'll call back later.  
A: Okay. I'll tell him you called.  
B: Thank you. Goodbye.  
A: Goodbye.
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### Conversation B: Student 1

- A: Good morning. Plus One Biotechnology Ltd. How can I help you?  
B: Good morning. This is Lars Johansson phoning from Trondheim Medical Sciences again. Can you put me through to Mr Thatcher, please?  
A: I'll just check if he's available. Can you hold on, please?  
B: Okay.
- A: I'm sorry, Mr Thatcher is in a meeting at the moment. Do you want to speak to his secretary?  
B: Actually, I really need to speak to him in person. Could you tell him to call me back?  
A: Of course. Can I take your name and number, please?  
B: Yes. This is Lars Johansson from Trondheim Medical Sciences. The dialling code for Norway is 47, then it's 1323 764609.  
A: Okay Mr Johansson. I'll give your message onto him. Was there anything else?  
B: No, that's all thanks.  
A: Okay. Thank you for your call. Goodbye.  
B: Goodbye.

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### Conversation B: Student 2

- A: Good morning. Plus One Biotechnology Ltd. How can I help you?  
B: Good morning. This is Lars Johansson phoning from Trondheim Medical Sciences again. Can you put me through to Mr Thatcher, please?  
A: I'll just check if he's available. Can you hold, please?  
B: Okay.
- A: I'm sorry, Mr Thatcher is having lunch at the moment. Would you like to speak to his secretary?  
B: Actually, I really need to speak to him alone. Could you ask him to call me back?  
A: Of course. Can I get your name and number, please?  
B: Yes. This is Lars Johansson from Trondheim Medical Sciences. The dialling code for Norway is 47, then it's 1323 764609.  
A: Okay Mr Johansson. I'll pass your message onto him. Was there anything else?  
B: No, that's all thanks.  
A: Okay. Thank you for your calling. Goodbye.  
B: Goodbye.

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**Conversation E: Student 1**

- A: Good afternoon. Plus One Biotechnology Ltd.  
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. Sorry to give you trouble you again, but I'm afraid I still need to get in touch with Mr Thatcher from the marketing department. Is he there?  
A: I'm sorry, I'm afraid I didn't catch you.  
B: Sorry. It's Johansson, Lars Johansson.  
A: I'm terribly sorry, Mr Johansson. Mr Thatcher had to rush out of the office to meet a client. Can I take a message?  
B: Actually, it's quite urgent. Is there any chance you could give me his mobile number?  
A: I'll connect you to the secretary of Mr Thatcher. She should be able to help you. Please hold.

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**Conversation E: Student 2**

- A: Good afternoon. Plus One Biotechnology Ltd.  
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. Sorry to trouble you again, but I'm afraid I still need to touch Mr Thatcher from the marketing department. Is he available?  
A: I'm sorry, I'm afraid I didn't catch your name.  
B: Sorry. It's Johansson, Lars Johansson.  
A: I'm terribly sorry, Mr Johansson. Mr Thatcher had to rush out of the office to meet a client. Can you take a message?  
B: Actually, it's quite urgent. Is there any chance you could give me his mobile number?  
A: I'll connect you to Mr Thatcher's secretary. She should be able to help you. Please to hold.

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**Conversation D: Student 1**

- C: Hello. marketing department. Mr Thatcher's office.  
B: Hello. This is Lars Johansson from Norway. I really need to get in touch with Mr Thatcher.  
C: Yes, hello Mr Johansson. This is Judy Baxter, Mr Thatcher's secretary. Reception explained everything to me. He's on his way to a meeting now, but he should be contactable if you try his mobile. Why don't I give you the number?  
B: Yes, please. That'd be great. Just a moment, I'll get a pen and paper.  
C: Okay.  
  
B: Okay, go ahead please.  
C: Okay, it's 089 773 7482.  
B: Can you just check that back? 089 773 7482.  
C: Yes, that's right.  
B: Great, I am phoning him now.  
C: Please let me know if you have any trouble contacting him.  
B: Okay. Thank you. Goodbye.  
C: Thank you. Goodbye.

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### Conversation D: Student 2

- C: Hello. marketing department. Mr Thatcher's office.  
B: Hello. This is Lars Johansson from Norway. I really need to get in touch with Mr Thatcher.  
C: Yes, hello Mr Johansson. This is Judy Baxter, Mr Thatcher's secretary. Reception explained everything to me. He's on his way to a meeting now, but he should be contactable if you try his mobile. Shall I give you the number?  
B: Yes, please. That'd be great. One moment, I'll get a pen and paper.  
C: Okay.
- B: Okay, go on please.  
C: Okay, it's 089 773 7482.  
B: Can I just check that back? 089 773 7482.  
C: Yes, right.  
B: Great, I'll phone him now.  
C: Please let me know if you have any trouble contacting him.  
B: Okay. Thank you. Goodbye.  
C: Thank you. Goodbye.

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### Conversation A: Student 1

- D: Hello. You are through to John Thatcher's mobile. I'm afraid I am not available at the moment but if you leave your name and number after the tone I will get back to you as soon as I can. [*beep*]  
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. I've been trying to get contact with you about ...  
D: Hello. Hello?  
B: Ah, hello. Mr Thatcher? Finally! I've been trying to get through to you all day.  
D: I'm sorry. The signal isn't good and I can't hear you very well. Can you speak much louder, please?  
B: I'm sorry. I was saying ...  
D: I'm sorry, you are breaking up. Perhaps you should ... [*beep (the line is cut)*]

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**Conversation A: Student 2**

D: Hello. You are through to John Thatcher's mobile. I'm afraid I can't answer the phone at the moment but if you leave your name and number after the tone I get back to you as soon as I can. [*beep*]

B: Hello. I am Lars Johansson from Trondheim Medical Sciences. I've been trying to get contact with you about ...

D: Hello. Hello?

B: Ah, hello. Mr Thatcher? Finally! I've been trying to get through to you all day.

D: I'm sorry. The signal isn't good and I can't hear you very well. Can you speak a bit louder, please?

B: I'm sorry. I was saying ...

D: I'm sorry, you are breaking. Perhaps you should ... [*beep (the line is cut)*].

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## Telephoning 1: part 1 - answer key

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### Conversation C: Answer key

- A: Plus One Biotechnology Limited. Jane speaking. How can I help you?  
B: Hello. Can I speak to someone in your marketing department, please?  
A: Of course. What is it concerning, please?  
B: It's about the conference next month.  
A: You need to speak to John Thatcher, then. I'll just check if he is available.  
Can I ask your name, please?  
B: Of course. This is Lars Johansson from Trondheim Medical Sciences.  
A: Okay Mr Johansson. I'll just check if he's free. I'm putting you on hold.  
B: Okay, thank you.
- A: Mr Johansson?  
B: Yes?  
A: Sorry to keep you waiting. I'm afraid Mr Thatcher is on another line at the moment. Would you like me to take a message?  
B: No, that's alright. I'll call back later.  
A: Okay. I'll tell him you called.  
B: Thank you. Goodbye.  
A: Goodbye.
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### Conversation B: Answer key

- A: Good morning. Plus One Biotechnology Ltd. How can I help you?  
B: Good morning. This is Lars Johansson phoning from Trondheim Medical Sciences again. Can you put me through to Mr Thatcher, please?  
A: I'll just check if he's available. Can you hold the line, please?  
B: Okay.
- A: I'm sorry, Mr Thatcher is in a meeting at the moment. Would you like to speak to his secretary?  
B: Actually, I really need to speak to him in person. Could you ask him to call me back?  
A: Of course. Can I take your name and number, please?  
B: Yes. This is Lars Johansson from Trondheim Medical Sciences. The dialling code for Norway is 47, then it's 1323 764609.  
A: Okay Mr Johansson. I'll pass your message onto him. Was there anything else?  
B: No, that's all thanks.  
A: Okay. Thank you for calling. Goodbye.  
B: Goodbye.
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**Conversation E: Answer key**

- A: Good afternoon. Plus One Biotechnology Ltd.  
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. Sorry to trouble you again, but I'm afraid I still need to get in touch with Mr Thatcher from the marketing department. Is he available?  
A: I'm sorry, I'm afraid I didn't catch your name.  
B: Sorry. It's Johansson, Lars Johansson.  
A: I'm terribly sorry, Mr Johansson. Mr Thatcher had to rush out of the office to meet a client. Can I take a message?  
B: Actually, it's quite urgent. Is there any chance you could give me his mobile number?  
A: I'll connect you to Mr Thatcher's secretary. She should be able to help you. Please hold.

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**Conversation D: Answer key**

- C: Hello. marketing department. Mr Thatcher's office.  
B: Hello. This is Lars Johansson from Norway. I really need to get in touch with Mr Thatcher.  
C: Yes, hello Mr Johansson. This is Judy Baxter, Mr Thatcher's secretary. Reception explained everything to me. He's on his way to a meeting now, but he should be contactable if you try his mobile. Shall I give you the number?  
B: Yes, please. That'd be great. Just a moment, I'll get a pen and paper.  
C: Okay.  
  
B: Okay, go ahead please.  
C: Okay, it's 089 773 7482.  
B: Can I just check that back? 089 773 7482.  
C: Yes, that's right.  
B: Great, I'll phone him now.  
C: Please let me know if you have any trouble contacting him.  
B: Okay. Thank you. Goodbye.  
C: Thank you. Goodbye.

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**Conversation A: Answer key**

- D: Hello. You are through to John Thatcher's mobile. I'm afraid I can't answer the phone at the moment but if you leave your name and number after the tone I will get back to you as soon as I can. [beep]  
B: Hello. This is Lars Johansson from Trondheim Medical Sciences. I've been trying to get in contact with you about ...  
D: Hello. Hello.  
B: Ah, hello. Mr Thatcher? Finally! I've been trying to get through to you all day.  
D: I'm sorry. The signal isn't good and I can't hear you very well. Can you speak a little louder, please?  
B: I'm sorry. I was saying ...  
D: I'm sorry, you are breaking up. Perhaps you should ... [beep (the line is cut)].