

TELEPHONE SKILLS

Warmer

- · The teacher divides the group into pairs.
- Place pairs of chairs in back-to-back positions so that students are facing away from each other.
- · You can even use props such as mobile phones, Iphones or landline handsets.
- Tell students that they will call their partners to organize a time to meet for lunch. You can distribute the simulation cards (below) to help them understand the task.
- · Students conduct the pair-work simulation.
- In the meantime, write up the key expressions to open a call and identify oneself on the board.

Student A

Make an outgoing call to your client (partner, sitting behind you). Give your name and the reason for your call. Explain that you want to meet him/her for lunch to discuss a new product. Set a time. Thank your client and end the call.



Student B

Receive an incoming call from a client (partner, sitting behind you). Give your name ask the reason for your client's call. Explain that you would like to meet for lunch to hear about his/her new product. Set a time. Thank your client and end the call.



Tele Vesl Business Telephone Skills Student

Scott J. Bally

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