+49 511 4739339
james@englisch-lehrer.com · www.englisch-lehrer.com

A2 TELEPHONING ≈ 27 MIN

Answering the Phone — *practice on paper*

You have built the lesson — now your phone English runs on a script. New callers, same formula.

Greeting + **company** + name with **speaking** + offer of help — and as the caller, never "Here is," always "This is."

NAME _____ DATE _____

YOUR BUILD 1 · SORTING ○ 2 · FILL-IN ○ 3 · CORRECT ○ 4 · WRITE ○

BRICK 1 · WHO SAYS WHAT ON THE PHONE? · APPROX. 4 MIN ●○○

Read each phrase quietly. Who says it on the phone — **the receptionist** or **the caller**? Write it in the right column.

take a message · leave a message · hold the line · This is Dana from Royce · ask who's calling · speak to Mr Davis · spell the surname · I'm calling about an order · put you through to Ms Han · call back later

THE RECEPTIONIST SAYS …	THE CALLER SAYS …

BRICK 2 · FILL IN THE MISSING WORD · APPROX. 6 MIN ●●○

Fill each gap with **exactly one word** from the phone formula. Read the whole sentence quietly before you write.

01 Good afternoon, Renner Logistics, Julia _____ .

02 Hello, _____ is Marco Bell from Terva — could I speak to Ms Anand?

03 Please _____ the line — I'll check if Mr Ito is in his office.

04 I'm _____ Mr Silva is out of the office today — would you like to call back?

05 Hello, this is Petra Lindt — could I _____ a message for Mr Osei?

06 Could you _____ that once more, please? I didn't catch the last word.

07 My surname is Wissmann: W-I- _____ S-M-A-N-N.

08 Could you speak _____ a little? There's a lot of noise here.

YOUR BUILD · 1 · SORTING · 2 · FILL-IN · 3 · CORRECT · 4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN

Each sentence hides exactly one typical **German-speaker mistake**. Underline it and write the whole sentence correctly.

01 Here is Jana Falk from Nordwind.

02 I'm afraid the line is occupied at the moment.

03 Can I make a message for Mr Roth?

04 The code is 508 — five null eight.

05 My name is Ketterer with two times T.

06 Hello, I am Sofia from the Berlin office.

BRICK 4 · WRITE YOUR PHONE SCRIPT · APPROX. 8 MIN

Write your own sentence for each prompt. Say each one aloud until it comes out without thinking.

01 Your opening: write your own answering formula — greeting, company, your name, offer of help.

02 Connecting: a caller asks for your colleague — write the sentence that transfers the call.

03 Unavailable: the person asked for is in a meeting. Write the polite refusal and offer to take a message.

04 Not understood: write two polite "Could you …?" questions for when you cannot understand the caller.

MINI-CHECK – CAN I DO THIS YET?

- ☐ I answer with greeting, company, name, and "speaking" — no "I am."
- ☐ As the caller I introduce myself with "This is …" — never "Here is."
- ☐ I know the roles: the receptionist takes a message ("take"), the caller leaves one ("leave").
- ☐ I spell names with "double" and read numbers digit by digit — zero as "oh."

Not every box ticked? Build the lesson once more and try this sheet again tomorrow.

Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

01 take a message → **the receptionist**
The receptionist takes the message: "take a message."

02 leave a message → **the caller**
The caller leaves the message: "leave a message."

03 hold the line → **the receptionist**
The receptionist asks the caller to wait: "hold the line."

04 This is Dana from Royce → **the caller**
The caller introduces themselves with "This is …".

05 ask who's calling → **the receptionist**
The receptionist politely asks who is calling.

06 speak to Mr Davis → **the caller**
The caller says who they want to talk to: "Could I speak to …?"

07 spell the surname → **the receptionist**
The receptionist asks for the spelling so the message is correct.

08 I'm calling about an order → **the caller**
"I'm calling about …" states the caller's reason.

09 put you through to Ms Han → **the receptionist**
Connecting is the receptionist's job: "put somebody through."

10 call back later → **the caller**
Calling back is what the caller does.

BRICK 2 · FILL-IN

01 Julia **speaking**
After your own name it's just "speaking" — no "I am."

02 **This** is Marco Bell
As the caller you introduce yourself with "This is …" — never "Here is."

03 Please **hold** the line
"Hold the line" asks the caller to wait.

04 I'm **afraid** Mr Silva is out of the office today
"I'm afraid" softens bad news — it means "unfortunately," not "I am scared."

05 could I **leave** a message
The caller leaves the message — "leave"; the receptionist takes it ("take").

06 Could you **say** that once more
"Say that again" asks for repetition.

07 W-I-**double** S-M-A-N-N
Spell double letters with "double": double S.

08 Could you speak **up** a little
"Speak up" asks the caller to talk louder.

BRICK 3 · CORRECT

01 **This** is Jana Falk from Nordwind.
German "Hier ist …" does not become "Here is" — the English introduction is "This is."

02 I'm afraid the line is **busy** at the moment.
The fixed phrase is "the line is busy" — "occupied" is a calque of German "besetzt."

03 Can I **take** a message for Mr Roth?
The receptionist takes the message: "take a message," not "make."

04 The code is 508 — five **oh** eight.
Zero in numbers is "oh" or "zero" — never "null."

05 My name is Ketterer with **double** T.
Double letters are "double T" — not "two times T."

06 Hello, **this is** Sofia from the Berlin office.
On the phone you introduce yourself with "This is …," not "I am."

BRICK 4 · WRITE

Your sentences may differ — just check that the company, your name, and the fixed phrase are in the right place.

01 "Good morning, Alba Textiles, **Priya speaking** — how can I help you?"
Greeting + company + name + "speaking" + offer of help — the full opening formula.

02 "**Hold the line, please** — I'll put you through to Ms Kroll."
"Hold the line" parks the caller; "put you through" transfers them.

03 "I'm afraid Mr Voss is with a client — **can I take a message**?"
"I'm afraid" softens the news; "can I take a message" makes the offer.

04 "**Could you say that again, please?** And **could you speak up a little**?"
Polite check-back questions start with "Could you …?".

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PAIR WITH THIS
Out-of-Office Messages
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englisch-lehrer.com/hannover

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Kurfürstendamm 30 · 10719
englisch-lehrer.com/berlin

ONLINE COURSES
englisch-lehrer.com/online
worldwide on Zoom

CONTACT
+49 511 4739339
james@englisch-lehrer.com