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B1 TELEPHONING ≈ 27 MIN

Conference Calls — *practice on paper*

You have built the lesson — now lock the conference call in on paper: say who you are, take your turn, check and go.

Nobody can see you, so you say it:	**It's / This is Anna**	when you dial in · your name before your point ·	**I need to drop off**	before you go

NAME _____ DATE _____

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

BRICK 1 · SORT BY JOB · APPROX. 4 MIN ●○○

On the left goes everything you use to **dial in and take a turn**. On the right everything you use at the end to **read details back and sign off**.

- Morning everyone — Martin here, from the Leipzig office.
- Can I just read the two dates back to you?
- Has Priya dialled in yet?
- This is Martin — could I add one point here?
- So Priya orders the parts on Monday and we ship on the fourth?
- I need to drop off before the next item.
- Priya, what's your take on the new supplier?
- I'll have to leave the call at four.
- Sorry, go ahead — I'll come in after you.
- Thanks everyone — I'll send the notes round later.

JOINING AND TAKING A TURN	CHECKING AND LEAVING

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

Fill in the missing word. A cue in brackets narrows the answer.

01 Shall we _____ a couple more minutes for Priya, or start now?
02 Is Priya still _____ the call, or has she dropped off?
03 There's the tone again — who's just _____ ? (from "join")
04 Could you send me the dial-in number and the _____ code? (6 letters)
05 There's a lot of background noise — could you _____ your line, please?
06 Sorry, you're _____ up a little — could you say that figure again?
07 Can I just check I've _____ — we ship on the fourth? (from "understand")
08 Could we take item three on the _____ first? (the list of points for the call)

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

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

Each sentence holds exactly one mistake — in the way you announce yourself, in a preposition or in a fixed phrase. Underline it and write the whole sentence correctly.

01 Here speaks Martin from Leipzig.

02 Are all six of us in the line now?

03 Let's set up a telco for Thursday morning.

04 We both started at once — sorry, go before.

05 Sorry, I can't hear you very good.

06 Thanks everyone, speak you soon.

BRICK 4 · WRITE YOUR OWN SENTENCES · APPROX. 8 MIN

Write one sentence for each prompt, ready for the next time you dial in. Remember: nobody can see you, so say it.

01 Your opening: you dial in — "It's … from …" with your name and your location.

02 Your question to the group: ask whether one particular person is there yet.

03 Your turn: give your name first, then ask to come in.

04 Your exit: read one number or date back, then say when you will drop off.

MINI-CHECK – CAN I DO THIS YET?

- [ ] The moment I dial in I say who I am — the phrase, my name and my location.
- [ ] I give my name before I speak — and I name the person I want an answer from.
- [ ] Being connected is "on the line" or "on the call", not "in the line".
- [ ] Before the end I read the key points back and announce my exit: "I need to drop off in five minutes."

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 **Joining and taking a turn** — "Morning everyone — Martin here, from the Leipzig office."
The line you use as you dial in.

02 **Checking and leaving** — "Can I just read the two dates back to you?"
You read dates back to check them.

03 **Joining and taking a turn** — "Has Priya dialled in yet?"
You check who is in the room already.

04 **Joining and taking a turn** — "This is Martin — could I add one point here?"
Name first, then the request for the floor.

05 **Checking and leaving** — "So Priya orders the parts on Monday and we ship on the fourth?"
The key points go back to the group as a question.

06 **Checking and leaving** — "I need to drop off before the next item."
You announce your exit.

07 **Joining and taking a turn** — "Priya, what's your take on the new supplier?"
You name the person you want an answer from.

08 **Checking and leaving** — "I'll have to leave the call at four."
Leaving is announced in advance.

09 **Joining and taking a turn** — "Sorry, go ahead — I'll come in after you."
You hand the turn over when two of you start together.

10 **Checking and leaving** — "Thanks everyone — I'll send the notes round later."
A sign-off plus the open next step.

BRICK 2 · FILL-IN

01 Shall we **wait** a couple more minutes?
One sentence gives the group a decision instead of a silence.

02 Is Priya still **on** the call?
Being connected is "on the call" or "on the line".

03 who's just **joined**?
That is what the group asks after each joining tone.

04 the dial-in number and the **access** code
Dialling in needs a number and an access code.

05 could you **mute** your line, please?
The usual, blame-free request when there is background noise.

06 you're **breaking** up a little
That is how you describe sound that keeps cutting out.

07 Can I just check I've **understood**
After "I've" comes the participle; the phrase opens the checking loop.

08 item three on the **agenda**
The points of a call sit on the agenda.

BRICK 3 · CORRECT

01 **It's** Martin from Leipzig.
"Here speaks …" is not a usual telephone introduction in English; the usual lines are "It's …" and "This is …".

02 Are all six of us **on** the line now?
"In the line" suggests a queue in English.

03 Let's set up a **conference call** for Thursday morning.
English "telco" refers to a telecommunications company.

04 We both started at once — sorry, **go ahead**.
"Go ahead" hands the turn to the other person.

05 Sorry, I can't hear you very **well**.
The fixed phrase for poor sound is "I can't hear you very well".

06 Thanks everyone, **speak soon**.
The sign-off on a group call is "speak soon" — with no object.

BRICK 4 · WRITE

Your sentences may differ — just check that you say who you are, name yourself before you speak and announce your exit.

01 "Hi everyone, **it's Martin from the Leipzig office**."
Name and location make you unambiguous in a second.

02 "**Is Priya on the call yet**, or shall we wait?"
Being connected is "on the call".

03 "**This is Martin** — could I come in here?"
The name comes before the request for the floor.

04 "So that's the fourth — and **I need to drop off at eleven**."
Read it back first, then announce your exit.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

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