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A2 TELEPHONING ≈ 27 MIN

Ending a Call Politely — *practice on paper*

You have built the lesson — now lock in the close, brick by brick. New sentences, the same three steps.

An English call closes in three steps: **signal** · confirm · **thanks + goodbye**

NAME _____ DATE _____

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

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

Read each phrase quietly. Does it announce that the call is finishing? Left column. Is it a thank-you or a goodbye? Right column.

we've covered everything | Thanks for holding | Bye for now | I won't keep you any longer | that's everything for today | Have a good weekend | I'll let you go | Speak to you soon | Thanks for your time | is there anything else?

STEP 1 · SIGNAL THE WRAP-UP	STEP 3 · THANKS + GOODBYE

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

Fill in exactly one word per line. Where a verb stands in brackets, use the form that fits the slot.

01 You've given me everything I need, so I _____ keep you any longer.
02 Thanks for _____ (hold) — I've found the file now.
03 Thanks for _____ (call), Mr Weber. I'll look into it this afternoon.
04 It's Friday at five, Mr Bauer — have a good _____ .
05 "Have a good day." — "Thanks, _____ too. Bye!"
06 You sound busy, so I'll _____ you go — thanks again.
07 Is there anything _____ you'd like me to check before we hang up?
08 Thanks for your _____ , Mrs Klein — I know your diary is full.

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

BRICK 3 · FIND AND FIX THE LINE · APPROX. 7 MIN

Each line holds exactly one spot an English speaker would put differently — sometimes a grammar slip, sometimes a word-for-word carry from German. Rewrite the line the natural English way.

01 Thanks for call, and have a good day.

02 I wish you a nice day, Mr Bauer.

03 Right, that's everything — until then!

04 Thanks for holding, and auf Wiederhören.

05 "Have a good weekend, Mr Bauer." — "Yes, I will have. Bye."

06 So I send you the updated offer on Monday.

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

Write your own sentence for each prompt. Keep the order: signal first, then confirm, then thanks and goodbye.

01 Step 1 — signal: you are at the end of a customer call. Write your wrap-up line.

02 Step 2 — confirm: "So I'll …" — record who does what by when.

03 Step 3 — thank: you made the call. Pick the fitting thank-you plus a sign-off.

04 All three together: the full close with a colleague you phone every day.

MINI-CHECK – CAN I DO THIS YET?

- ☐ I signal the end before I say goodbye.
- ☐ I confirm the next step: who does what by when.
- ☐ I thank first and say goodbye second: "Thanks for calling. Have a good day."
- ☐ I spot the traps "Until then," "I wish you a nice day" and "Auf Wiederhören" — and I know "I'll let you go" is a courtesy.

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 "we've covered everything" → **Signal**
Announces that the call is finishing.

02 "Thanks for holding" → **Thanks + goodbye**
Thanks for waiting on the line — step 3.

03 "Bye for now" → **Thanks + goodbye**
A sign-off, warm and everyday.

04 "I won't keep you any longer" → **Signal**
Hands the other person their time back.

05 "that's everything for today" → **Signal**
Says: I am moving towards the end.

06 "Have a good weekend" → **Thanks + goodbye**
The Friday sign-off at the end of the call.

07 "I'll let you go" → **Signal**
A courteous hint that you are closing.

08 "Speak to you soon" → **Thanks + goodbye**
A goodbye for people you call regularly.

09 "Thanks for your time" → **Thanks + goodbye**
The thank-you when you were the one who dialled.

10 "is there anything else?" → **Signal**
Opens the close for one last point.

BRICK 2 · FILL-IN

01 so I **won't** keep you any longer
Fixed courtesy phrase — you hand their time back.

02 Thanks for **holding**
After "for" English takes the -ing form.

03 Thanks for **calling**
"For" plus -ing; thanks to the person who dialled.

04 have a good **weekend**
On a Friday "Have a good day" becomes "Have a good weekend."

05 Thanks, **you** too.
The short standard reply to a good wish.

06 I'll **let** you go
A courtesy formula, not an instruction to leave.

07 anything **else**
"Anything else" stays together as one block.

08 Thanks for your **time**
If you dialled, you thank them for their time.

BRICK 3 · CORRECT

01 Thanks for **calling**, and have a good day.
After the preposition "for" English uses the -ing form.

02 **Have a good day**, Mr Bauer.
Grammatical but stiff — the everyday phrase is "Have a good day."

03 Right, that's everything — **speak soon**!
"Until then" is the word-for-word carry of "Bis dann."

04 Thanks for holding, and **goodbye**.
English has no phone-only farewell of that kind.

05 "**Thanks, you too.** Bye."
A good wish gets a short reply that hands it back.

06 So **I'll** send you the updated offer on Monday.
The next step is confirmed with "I'll …".

BRICK 4 · WRITE

Your sentences may differ — just check that all three steps appear and that thanks comes before the goodbye.

01 "Well, I think we've covered everything."
The marker word first, then the wrap-up line.

02 "So I'll email the figures by Wednesday, and you'll book the room."
"So" marks the recap: who does what by when.

03 "Thanks for your time — have a good day."
If you dialled, thank them for their time; thanks before goodbye.

04 "Right, that's everything for today. I'll send the file after lunch. Thanks — speak soon."
Three steps kept short — enough for someone you speak to daily.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

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