

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

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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

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| <p>01 "we've covered everything" → Signal
<i>Announces that the call is finishing.</i></p> <p>02 "Thanks for holding" → Thanks + goodbye
<i>Thanks for waiting on the line — step 3.</i></p> <p>03 "Bye for now" → Thanks + goodbye
<i>A sign-off, warm and everyday.</i></p> <p>04 "I won't keep you any longer" → Signal
<i>Hands the other person their time back.</i></p> <p>05 "that's everything for today" → Signal
<i>Says: I am moving towards the end.</i></p> | <p>06 "Have a good weekend" → Thanks + goodbye
<i>The Friday sign-off at the end of the call.</i></p> <p>07 "I'll let you go" → Signal
<i>A courteous hint that you are closing.</i></p> <p>08 "Speak to you soon" → Thanks + goodbye
<i>A goodbye for people you call regularly.</i></p> <p>09 "Thanks for your time" → Thanks + goodbye
<i>The thank-you when you were the one who dialled.</i></p> <p>10 "is there anything else?" → Signal
<i>Opens the close for one last point.</i></p> |
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BRICK 2 · FILL-IN

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|---|---|
| <p>01 so I won't keep you any longer
<i>Fixed courtesy phrase — you hand their time back.</i></p> <p>02 Thanks for holding
<i>After "for" English takes the -ing form.</i></p> <p>03 Thanks for calling
<i>"For" plus -ing; thanks to the person who dialled.</i></p> <p>04 have a good weekend
<i>On a Friday "Have a good day" becomes "Have a good weekend."</i></p> | <p>05 Thanks, you too.
<i>The short standard reply to a good wish.</i></p> <p>06 I'll let you go
<i>A courtesy formula, not an instruction to leave.</i></p> <p>07 anything else
<i>"Anything else" stays together as one block.</i></p> <p>08 Thanks for your time
<i>If you dialled, you thank them for their time.</i></p> |
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BRICK 3 · CORRECT

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| <p>01 Thanks for calling, and have a good day.
<i>After the preposition "for" English uses the -ing form.</i></p> <p>02 Have a good day, Mr Bauer.
<i>Grammatical but stiff — the everyday phrase is "Have a good day."</i></p> <p>03 Right, that's everything — speak soon!
<i>"Until then" is the word-for-word carry of "Bis dann."</i></p> | <p>04 Thanks for holding, and goodbye.
<i>English has no phone-only farewell of that kind.</i></p> <p>05 "Thanks, you too. Bye."
<i>A good wish gets a short reply that hands it back.</i></p> <p>06 So I'll send you the updated offer on Monday.
<i>The next step is confirmed with "I'll ...".</i></p> |
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BRICK 4 · WRITE

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

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| <p>01 "Well, I think we've covered everything."
<i>The marker word first, then the wrap-up line.</i></p> <p>02 "So I'll email the figures by Wednesday, and you'll book the room."
<i>"So" marks the recap: who does what by when.</i></p> | <p>03 "Thanks for your time — have a good day."
<i>If you dialled, thank them for their time; thanks before goodbye.</i></p> <p>04 "Right, that's everything for today. I'll send the file after lunch. Thanks — speak soon."
<i>Three steps kept short — enough for someone you speak to daily.</i></p> |
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NEXT BRICKS — KEEP BUILDING FREE ONLINE

PREREQUISITE

Answering the Phone

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englisch-lehrer.com/berlin

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englisch-lehrer.com/online
worldwide on Zoom

CONTACT

+49 511 4739339
james@englisch-lehrer.com

