

B1 TELEPHONING ≈ 27 MIN

## Making Enquiries — *practice on paper*

You have built the lesson — now lock the enquiry in on paper: say why, ask politely, check.

Reason first, question  
second:

I'm calling to enquire  
about...

· then statement  
order:

...what the room  
costs

NAME .....

DATE .....

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY STEP · APPROX. 4 MIN

●○○

On the left goes everything you use to **open the call and ask**. On the right everything you use to **read back, lock in and close**.

I'm calling to enquire about your conference catering.

I'd like some information about your spare parts.

Could I read that back – sixty guests on the ninth?

Do you know whether the roof terrace seats forty?

Could you confirm the final price by email?

Great – that answers all my questions.

I was wondering if you run the course at weekends.

So that's two trainers for six half-days?

Could you tell me how long a full licence lasts?

I'll wait for your email and call you on Friday.

OPENING AND ASKING

CHECKING AND CLOSING

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

●●○

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

- 01 I'm calling to enquire \_\_\_\_\_ your spare parts for the K40 press.
- 02 Could you tell me how much a full site licence \_\_\_\_\_ ? (cost)
- 03 Do you know \_\_\_\_\_ or not the room price includes set-up?
- 04 I was wondering \_\_\_\_\_ you have a training room free in April. (two letters)
- 05 Could you tell me \_\_\_\_\_ the next course starts? (time)
- 06 Could you email me a \_\_\_\_\_ for fifty units? (5 letters, starts with q)
- 07 Thanks, that's very \_\_\_\_\_ — that's all I needed. (from "help")
- 08 Could you \_\_\_\_\_ the surname for me, letter by letter?

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 opener, in the word order or in a fixed phrase. Underline it and write the whole sentence correctly.

01 Could you tell me how long does the repair take?

.....

02 I'm calling to enquire your delivery times.

.....

03 Do you know whether does the price include delivery?

.....

04 Could you tell me where is the training centre?

.....

05 Could you send me that in written?

.....

06 Could you spell me the street name, please?

.....

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



Write one sentence for each prompt, ready for your next call. Give the reason first, then wrap your questions politely.

01 Your reason: you are calling a conference venue — "I'm calling to enquire about ..."

.....

02 Your first question: ask politely about the capacity of the large room — "Could you tell me ..."

.....

03 Your yes/no question: use "whether" or "if" to ask whether anything is free in June.

.....

04 Your close: read a date back and ask for confirmation by email.

.....

## MINI-CHECK — CAN I DO THIS YET?

- ☐ I give my name, my company and my reason first — my question comes after that.
- ☐ After "Could you tell me ..." the word order stays that of a statement: "... what the room costs".
- ☐ I embed yes/no questions with "whether" or "if".
- ☐ At the end I read numbers and dates back and ask: "Could you send me that in writing?"

*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 **Opening and asking** — "I'm calling to enquire about your conference catering."

*The reason comes first.*

02 **Opening and asking** — "I'd like some information about your spare parts."

*A softer version of the same opener.*

03 **Checking and closing** — "Could I read that back — sixty guests on the ninth?"

*You read the number and the date back.*

04 **Opening and asking** — "Do you know whether the roof terrace seats forty?"

*A yes/no question about something unknown.*

05 **Checking and closing** — "Could you confirm the final price by email?"

*You confirm the detail in writing.*

06 **Checking and closing** — "Great — that answers all my questions."

*A signal that the questions are over.*

07 **Opening and asking** — "I was wondering if you run the course at weekends."

*A tentative question for new information.*

08 **Checking and closing** — "So that's two trainers for six half-days?"

*"So that's..." opens the checking loop.*

09 **Opening and asking** — "Could you tell me how long a full licence lasts?"

*A polite opener plus a question.*

10 **Checking and closing** — "I'll wait for your email and call you on Friday."

*The next step is fixed.*

## BRICK 2 · FILL-IN

01 calling to enquire **about** your spare parts

*"Enquire" takes "about" for the topic.*

02 how much a full site licence **costs**

*Statement order, singular subject: "costs".*

03 Do you know **whether** or not the room price includes set-up?

*Fixed pair: "whether or not".*

04 I was wondering **if** you have a training room free

*"I was wondering if..." embeds tentatively.*

05 Could you tell me **when** the next course starts?

*You are asking about the time; subject before verb.*

06 Could you email me a **quote** for fifty units?

*A "quote" is the written price.*

07 that's very **helpful**

*The fixed way to thank at the end.*

08 Could you **spell** the surname for me?

*"Spell" means letter by letter.*

## BRICK 3 · CORRECT

01 Could you tell me how long **the repair takes**?

*Subject before verb; "does" drops out.*

02 I'm calling to enquire **about** your delivery times.

*"Enquire" needs "about" before the topic.*

03 Do you know whether **the price includes** delivery?

*After "whether" comes statement order.*

04 Could you tell me where **the training centre is**?

*With "is" too: subject first, verb second.*

05 Could you send me that **in writing**?

*The fixed phrase is "in writing".*

06 Could you spell the street name **for me**, please?

*You spell something "for" someone.*

## BRICK 4 · WRITE

*Your sentences may differ — just check that you give the reason, ask politely and read the details back at the end.*

01 "I'm calling to enquire **about** your meeting rooms."

*The reason takes the to-infinitive, topic after "about".*

02 "Could you tell me **how many people the large room seats**?"

*Subject first, then the verb.*

03 "Do you know **whether anything is free in June**?"

*"Whether"/"if" plus statement order.*

04 "So that's the ninth of June — **could you confirm that by email**?"

*Read it back first, then ask for it in writing.*

NEXT BRICKS — KEEP BUILDING FREE ONLINE

### PAIR WITH THIS

#### Answering the Phone

[englisch-lehrer.com/en/lessons/answering-the-phone](https://englisch-lehrer.com/en/lessons/answering-the-phone)

### NEXT STEP

#### Indirect Questions

[englisch-lehrer.com/en/lessons/indirect-questions-business](https://englisch-lehrer.com/en/lessons/indirect-questions-business)

### ALL LESSONS

#### 45+ free lessons

[englisch-lehrer.com/en/lessons](https://englisch-lehrer.com/en/lessons)

#### HANOVER

Schaufelder Straße 11 · 30167  
[englisch-lehrer.com/hannover](https://englisch-lehrer.com/hannover)

#### BERLIN

Kurfürstendamm 30 · 10719  
[englisch-lehrer.com/berlin](https://englisch-lehrer.com/berlin)

#### ONLINE COURSES

[englisch-lehrer.com/online](https://englisch-lehrer.com/online)  
worldwide on Zoom

#### CONTACT

**+49 511 4739339**  
[james@englisch-lehrer.com](mailto:james@englisch-lehrer.com)

