

B1

PHONE & VIDEO CALLS

DIALOG · 3 MIN.

Calling Back After You Missed a Customer's Call · *Podcast*

Missed a call? How to call back professionally: apologise, clarify the request and sum up the next steps.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/calling-back-after-you-missed-a-customers-call>

NAME

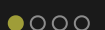
DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
to return a call	zurückrufen (einen Anruf erwidern)	<i>I'm returning your call from this morning.</i>
to call back	zurückrufen	<i>Thank you for calling back so quickly.</i>
to reach someone	jemanden (telefonisch) erreichen	<i>I tried to reach you around ten this morning.</i>
Is now a good time?	Passt es Ihnen gerade?	<i>Is now a good time, or shall I call back later?</i>
licence renewal	Lizenzverlängerung	<i>The licence renewal is due next week.</i>
missed call	verpasster Anruf, Anruf in Abwesenheit	<i>I saw your missed call and rang back straight away.</i>
mobile phone	Handy, Mobiltelefon	<i>Please call me on my mobile phone after three.</i>
to sum up	zusammenfassen	<i>To sum up: five users, new confirmation, call tomorrow at two.</i>



BRICK 2 · FILL THE GAPS

Complete the missing word from the conversation.

mobile

handy

handphone

pocket phone

time

moment

hour

point

01 'Handy' is the German word for a mobile phone. I mean your _____, of course.

02 I apologise — I was in a meeting until half past eleven. Is now a good _____ to talk?

BRICK 3 · TRUE OR FALSE?

Tick one. T = true, F = false.

01 Thomas was in a meeting until half past eleven.

T ☐ F ☐

02 Ms Fielding wants the final price confirmed by email tomorrow.

T ☐ F ☐

BRICK 4 · ORDER

Number the steps of the conversation (1–5).

- 01 ☐ Thomas sums up the next steps
- 02 ☐ Ms Fielding explains the licence request
- 03 ☐ The "handy" misunderstanding is cleared up
- 04 ☐ Thomas apologises for the missed call
- 05 ☐ Thomas offers to update the contract today

BRICK 5 · YOUR VERSION

Write two sentences of your own using phrases from Brick 1.

MINI-CHECK – CAN I DO THIS YET?

- ☐ I can announce a delay politely.
- ☐ I can propose an alternative.
- ☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.

Cut-out flashcards

✂ Cut out, fold on the line – English in front, German on the back. Or practise digitally:

<https://www.englisch-lehrer.com/podcasts/calling-back-after-you-missed-a-customers-call>

to return a call

I'm returning your call from this morning.

zurückrufen (einen Anruf erwidern)

to call back

Thank you for calling back so quickly.

zurückrufen

to reach someone

I tried to reach you around ten this morning.

jemanden (telefonisch) erreichen

Is now a good time?

Is now a good time, or shall I call back later?

Passt es Ihnen gerade?

licence renewal

The licence renewal is due next week.

Lizenzverlängerung

missed call

I saw your missed call and rang back straight away.

verpasster Anruf, Anruf in Abwesenheit

mobile phone

Please call me on my mobile phone after three.

Handy, Mobiltelefon

to sum up

To sum up: five users, new confirmation, call tomorrow at two.

zusammenfassen

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **mobile**

"Handy" is a German pseudo-anglicism — the English word is "mobile" (US: "cell phone"). In English, "handy" means "practical".

02 **time**

"Is now a good time?" is the fixed polite check before a phone conversation.

BRICK 3 · TRUE OR FALSE?

01 **True**

True — he apologises and explains he was in a meeting until half past eleven.

02 **False**

False — she asks for a phone call to her mobile tomorrow to confirm the price.

BRICK 4 · ORDER

01 **1.** Thomas apologises for the missed call

02 **2.** Ms Fielding explains the licence request

03 **3.** Thomas offers to update the contract today

04 **4.** The "handy" misunderstanding is cleared up

05 **5.** Thomas sums up the next steps

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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