

B1

PHONE & VIDEO CALLS

MONOLOG · 3 MIN.

Handling a Call with a Poor Connection · *Podcast*

The line is crackling and every second word is missing — how to rescue a phone call in English without losing the thread.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/handling-a-call-with-a-poor-connection>

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 break up	(Verbindung) abbrechen, aussetzen	<i>You're breaking up — could you say that again?</i>
Could you speak up?	Könnten Sie lauter sprechen?	<i>Could you speak up a little? The line is quiet.</i>
to call back	zurückrufen	<i>I'll call you back in five minutes on a better line.</i>
mobile	Handy, Mobiltelefon (britisches Englisch)	<i>You can reach me on my mobile after six.</i>
to get cut off	unterbrochen werden (Verbindung bricht ab)	<i>We got cut off in the middle of the sentence.</i>
Where were we?	Wo waren wir stehengeblieben?	<i>Sorry about that. Where were we? Ah yes, the delivery date.</i>
to text	eine SMS/Nachricht schreiben	<i>I'll text you the address after the call.</i>
just to confirm	nur zur Bestätigung	<i>Just to confirm: the meeting is at ten on Friday.</i>

BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

handy

mobile

apparatus

handset

cut

put

set

taken

01 I'll call you back on my _____ in two minutes.

02 Sorry, we got _____ off. Where were we?

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 In American English, the usual word for a mobile phone is 'cell phone'.

T ☐F ☐

02 Stefan recommends ending the conversation without calling back if the call drops.

T ☐F ☐

BRICK 4 · ORDER



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

01 ☐ Summarise what was agreed before hanging up

02 ☐ Ask the caller to repeat or speak up

03 ☐ After a dropped call, call back and ask "Where were we?"

04 ☐ Name the problem politely: the line is very bad

05 ☐ Offer to call back on a different line

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/handling-a-call-with-a-poor-connection>

to break up

You're breaking up — could you say that again?

(Verbindung) abbrechen, aussetzen

Could you speak up?

Could you speak up a little? The line is quiet.

Könnten Sie lauter sprechen?

to call back

I'll call you back in five minutes on a better line.

zurückrufen

mobile

You can reach me on my mobile after six.

Handy, Mobiltelefon (britisches Englisch)

to get cut off

We got cut off in the middle of the sentence.

unterbrochen werden (Verbindung bricht ab)

Where were we?

Sorry about that. Where were we? Ah yes, the delivery date.

Wo waren wir stehengeblieben?

to text

I'll text you the address after the call.

eine SMS/Nachricht schreiben

just to confirm

Just to confirm: the meeting is at ten on Friday.

nur zur Bestätigung

Answer key

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

BRICK 2 · FILL THE GAPS

01 **mobile**

German "Handy" does not exist as an English noun — say "mobile" (UK) or "cell phone" (US).

02 **cut**

"To get cut off" is the fixed phrase for losing the connection.

BRICK 3 · TRUE OR FALSE?

01 **True**

True — Britain says "mobile", the United States says "cell phone".

02 **False**

False — he says to simply call back: 'Sorry, we got cut off. Where were we?'

BRICK 4 · ORDER

- 01 **1.** Name the problem politely: the line is very bad
- 02 **2.** Ask the caller to repeat or speak up
- 03 **3.** Offer to call back on a different line
- 04 **4.** After a dropped call, call back and ask "Where were we?"
- 05 **5.** Summarise what was agreed before hanging up

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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+49 511 95733819