

B1

PHONE & VIDEO CALLS

MONOLOG · 3 MIN.

Telling a Caller That Your "Chef" Is a Manager, Not a Cook · Podcast

"My chef is in a meeting" — and the caller pictures a restaurant. Why German "Chef" is not English "chef", plus the key phone phrases.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/telling-a-caller-that-your-chef-is-a-manager-not-a-cook>

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
boss	Chef, Vorgesetzter	<i>My boss is in a meeting until three.</i>
chef	Koch/Köchin (Profi im Restaurant) – falscher Freund!	<i>The chef recommends the fish today.</i>
supervisor	direkter Vorgesetzter, Teamleiter	<i>Please ask your supervisor to approve the request.</i>
managing director	Geschäftsführer	<i>Our managing director will join the call at ten.</i>
to take a message	etwas ausrichten, eine Nachricht entgegennehmen	<i>He's not at his desk — may I take a message?</i>
to call back	zurückrufen	<i>Could you ask her to call me back this afternoon?</i>
I apologise	ich entschuldige mich (förmlich)	<i>I apologise for the confusion — I meant our sales manager.</i>
job title	Berufsbezeichnung, Funktionsbezeichnung	<i>Her job title is Head of Purchasing.</i>





BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

note

message

notice

memo

chef

boss

cook

chief

01 May I take a _____, or shall I ask him to call you back?

02 I apologise — I mean my _____, Mr Weber.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 In English, a "chef" is a professional cook.

T ☐ F ☐

02 The customer never called again and the contract was lost.

T ☐ F ☐

BRICK 4 · ORDER



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

01 ☐ The contract is signed a week later

02 ☐ Sandra says her "chef" is in a meeting

03 ☐ Sandra apologises and offers a message or a call back

04 ☐ A customer from London asks to speak to Mr Weber

05 ☐ The caller jokes about calling a restaurant

BRICK 5 · YOUR VERSION



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

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.....

.....

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/telling-a-caller-that-your-chef-is-a-manager-not-a-cook>

boss

My boss is in a meeting until three.

Chef, Vorgesetzter

chef

The chef recommends the fish today.

Koch/Köchin (Profi im Restaurant) – falscher Freund!

supervisor

Please ask your supervisor to approve the request.

direkter Vorgesetzter, Teamleiter

managing director

Our managing director will join the call at ten.

Geschäftsführer

to take a message

He's not at his desk — may I take a message?

etwas ausrichten, eine Nachricht entgegennehmen

to call back

Could you ask her to call me back this afternoon?

zurückrufen

I apologise

I apologise for the confusion — I meant our sales manager.

ich entschuldige mich (förmlich)

job title

Her job title is Head of Purchasing.

Berufsbezeichnung, Funktionsbezeichnung

Answer key

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

BRICK 2 · FILL THE GAPS

01 **message**

"To take a message" is the standard phone phrase when someone is unavailable.

02 **boss**

False friend! An English "chef" is a cook. For your superior, say "boss", "manager" or use the job title.

BRICK 3 · TRUE OR FALSE?

01 **True**

True — "In English, a chef is a professional cook — someone who works in a restaurant kitchen."

02 **False**

False — the customer chose the call back, "and the contract was signed a week later".

BRICK 4 · ORDER

- 01 **1.** A customer from London asks to speak to Mr Weber
- 02 **2.** Sandra says her "chef" is in a meeting
- 03 **3.** The caller jokes about calling a restaurant
- 04 **4.** Sandra apologises and offers a message or a call back
- 05 **5.** The contract is signed a week later

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

Online lessons with real teachers — English training since 2004 · Berlin · Hanover · Online.

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