

Communicative worksheet

One moment, please

1 Divide the class into pairs and hand out the students' worksheets.

Ask students to complete the gaps in their conversations with the missing words before checking with a partner. Then ask students to practise the conversation in pairs, or across the class in open pairs.

You could ask students to improvise different reasons for Adam's unavailability (e.g. *he's on holiday, he's in a meeting*).

Answers:

- 1 Good morning. Can I help you?
- 2 Yes, can I speak to Adam Aitken?
- 3 I'm sorry. He's out of the office at the moment.
- 4 OK. Thank you. I'll call back later.

2 Ask students to look at the picture of Sarah Siddons and the people at International Sales Company. Ask:

Where is Sarah?

What's her job?

Elicit answers and check that students can pronounce the names of the people in the company.

Elicit excuses that Sarah could give callers to explain why the different people can't answer the phone (e.g. *Colin Cathcart is out of the office; Brenda Butlin is on holiday; Denise Davis is with a customer*).

3 In pairs, students prepare telephone conversations based on the pictures. Monitor and help with ideas and vocabulary.

4 Ask different pairs to act out their conversations. Ask the rest of the class to listen and say what excuses Sarah gives.

5 Writing

Ask students to write up one of the telephone conversations.