

ROLE PLAY: TELEPHONE CALLS

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Caller

Could I speak to ..., please?
I'm calling about ...
Could you repeat that, please?
Could you take a message?
When would be a good time to call?
Could you confirm the date?
Thank you for your help.

Person answering

Who is calling, please?
I'm afraid they're not available.
Would you like to leave a message?
Could I have your contact number?
Let me read that back.
I'll ask them to call you back.
What times would suit you?

2. MODEL CONVERSATIONS

A. LEAVING A CLEAR MESSAGE

Caller: Hello. **Could I speak to** Mr Lee, **please?**

Assistant: **Who is calling, please?**

Caller: Anna from Green Street Cafe. **I'm calling about** tomorrow's delivery.

Assistant: **I'm afraid he's not available. Would you like to leave a message?**

Caller: Yes, please. Could you ask him whether the delivery can arrive after ten instead of at nine?

Assistant: Certainly. Is there a reason you'd like me to include?

Caller: The road outside will be closed until ten. We don't want the driver to get stuck.

Assistant: I see. **Could I have your contact number?**

Caller: Please use the cafe number on our order. I don't have it in front of me.

Assistant: I've found it. **Let me read that back:** delivery after ten because the road is closed earlier.

Caller: That's right. Please ask him to call before changing the order.

Assistant: Of course. **I'll ask him to call you back** this afternoon.

B. CHANGING AN APPOINTMENT

Caller: Hello. I have an appointment tomorrow at three, but I need to change it.

Receptionist: I can check that for you. Could I have your name?

Caller: Eva Patel. It's the appointment with the adviser about my course.

Receptionist: I've found it. **What times would suit you** next week?

Caller: Monday afternoon or Wednesday morning, if possible.

Receptionist: Monday is full, but there's a space on Wednesday at nine thirty.

Caller: Sorry, **could you repeat that, please?** The line went quiet.

Receptionist: Wednesday at nine thirty in the morning.

Caller: That works. **Could you confirm the date** as well?

Receptionist: Wednesday the fourteenth. I'll cancel tomorrow's slot and send a new confirmation.

Caller: Thank you. Will it still be with the same adviser?

Receptionist: Yes. The confirmation will include their name and the room number.

Notice how the speakers give details, ask follow-up questions and respond to each other.

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3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: A WRONG NUMBER

Student A - Caller

You're trying to call the Park Hotel but have reached a private home. Apologise, explain who you were trying to reach and check the number you dialled. Don't expect the other person to know the hotel's number.

Student B - Person answering

Explain politely that this is a private number. You don't know the hotel number. Ask which number was dialled, suggest checking the booking confirmation and close the call courteously.

ROLE PLAY 2: A SERVICE CALL

Student A - Caller

Your internet connection stopped this morning. Call customer service, explain when the problem started and ask for the next step. You have your account reference but are not confident with technical terms.

Student B - Service agent

Ask for the account reference and clarify what the caller is experiencing. In this scenario, you can check for a service outage and arrange a callback from technical support. Use plain language, check understanding and don't invent a repair time.

ROLE PLAY 3: CHANGING AN APPOINTMENT

Student A - Caller

You can't attend tomorrow's appointment. You're free next Monday after two or Thursday before noon. Ask to change it, then confirm the new date, time and location.

Student B - Receptionist

Check the existing booking. Offer Monday at three or Thursday at ten thirty. Cancel the old slot only after confirming the new choice. Read back the details and explain how the confirmation will be sent.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.