

ROLE PLAY: TELEPHONE CALLS

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

1. USEFUL PHRASES

Caller

I'm calling about ...
Could you put me through to ...?
I was told someone would call me back.
Could you check the notes on my account?
Sorry, the line broke up.
Could you read that back to me?
What should I do if I don't hear anything?
Could you send confirmation by email?

Person answering

Could I take your reference number?
Would you mind holding while I check?
I can see the earlier request.
I'm sorry that hasn't happened.
Let me confirm the details.
What times would suit you?
I'll pass that message on.
Here's the best way to follow up.

2. MODEL CONVERSATIONS

A. A MISSED CALLBACK

Caller: Hello. I'm calling about a repair request. I was told someone would call me back, but I haven't heard anything.

Agent: I'm sorry. Could I take your reference number?

Caller: It's R-seven-four-two. Could you check the notes on my account?

Agent: Certainly. Would you mind holding while I check?

Caller: That's fine. I can stay on the line for a few minutes.

Agent: Thank you for waiting. I can see the earlier request, but a callback time wasn't recorded.

Caller: I was told yesterday afternoon. I stayed home in case they needed access.

Agent: I'm sorry that hasn't happened. I'll ask the repair team to contact you and include that detail.

Caller: Could you tell them I'm only available after three today? I don't want to miss them again.

Agent: Yes. I'll record that and check your contact number.

Caller: Thanks. What should I do if I don't hear anything by tomorrow?

Agent: Use this reference when you call us again. I'll email confirmation of today's follow-up request.

B. PASSING ON DELIVERY DETAILS

Assistant: Hello, North Street Studio. How can I help?

Caller: Hi, it's Maya from the print shop. Could you put me through to Daniel about his poster order?

Assistant: He's in a meeting. Can I take a message, or would you rather call later?

Caller: A message would be helpful. The posters are ready, but we close early tomorrow.

Assistant: What time are you closing? I can make sure he sees that part.

Caller: At two. He can collect today until six, or tomorrow before two.

Assistant: Sorry, the line broke up. Did you say before two tomorrow?

Caller: Yes, that's right. Please ask him to bring his order confirmation.

Assistant: Certainly. Would you like him to call you, or just come in?

Caller: Just come in unless he needs a later collection. Could you read that back to me?

Assistant: Posters ready: today until six or tomorrow before two. Bring the confirmation; call if neither time works.

Caller: Perfect. Thanks for taking such a clear message.

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: FOLLOWING UP A CALLBACK

Student A - Caller

You were promised a callback about a repair yesterday, but nobody called. You have the reference number and are free today after three. Explain the missed promise, confirm availability and ask how to follow up if there's still no response.

Student B - Service agent

The notes show a callback request but no confirmed time. Apologise and record what the caller was told. You can send a follow-up request, not guarantee an exact callback slot. Check the contact number, add availability and explain how confirmation and follow-up will work.

ROLE PLAY 2: LEAVING A DELIVERY MESSAGE

Student A - Caller

You're calling a studio about a poster order. The contact person is unavailable. Explain that collection is possible today until six or tomorrow before two, and the confirmation is needed. Ask for the message to be read back before ending the call.

Student B - Assistant

The person requested is in a meeting. Offer to take a message and ask for the caller's name and business. Clarify collection times, required documents and whether a callback is needed. Read the important details back, correcting anything you misheard.

ROLE PLAY 3: A BAD CONNECTION

Student A - Caller

You're changing a course appointment by phone. The line keeps breaking up, and you're unsure whether the adviser offered Thursday at ten or Tuesday at two. Ask for repetition, confirm date and time separately and request written confirmation.

Student B - Receptionist

Offer Thursday at ten; Tuesday is full. The connection is poor, so speak in short sections and check the caller's understanding. Confirm the date, time and room before changing the booking. Offer email confirmation and verify the address rather than rushing to finish.

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.