

### Starting and ending calls line by line brainstorming

Look at the page below that your teacher tells you to. Cover all but the top line (or change the other lines to white text if you are working with an electronic copy). Brainstorm what you think the next line is, choose the most likely line, then look at the line that is there to check. Without looking at the next hint yet, brainstorm what you think the reply will be. Check the hint, brainstorm again if it is different to what you brainstormed before, then check the next line. Continue in the same way line by line, always brainstorming before looking at the next box, until you reach the end. Then do the same with the other page.

Ask about anything which you don't understand, brainstormed differently, etc.

Do these lines from above have the same or different meanings? (If there are more than two, they are all the same or all different).

- How can I help you?/ How may I help you?
- This is Anna Lillis./ My name is Anna Lillis.
- This is Anna Lillis./ It's Anna Lillis.
- Is Peter Bawden there?/ Can I speak to Peter Bawden?
- I'll put you through./ I'll connect you./ I'll transfer your call.
- This is Peter Bawden./ Peter Bawden speaking.
- How's it going?/ How are you doing?/ How are you?
- Great./ Good./ Okay./ So so.
- How about you?/ How are you?
- How about you?/ What about you?/ And you?
- So,.../ Well,.../ Anyway,...
- What can I do for you?/ How can I help you?
- I'm calling about.../ I'm phoning about.../ I'm ringing about...
- How can I help you?/ Can I help you with anything else?
- Can I help you with anything else? No, that's all, thanks./ Can I help you with anything else? Actually,...
- I think that's everything for now, thanks./ I think that's all for now, thanks.
- Thanks for your help./ Thanks for your call.
- Thanks for your call./ Thanks for calling.
- See you, then./ See you then.
- Goodbye./ Bye.

Test each other on the phrases above and below:

- read out two and see if your partner remembers if they have the same or different meanings
- read out one which has one with the same meaning next to it, and see if your partner can remember that other phrase with the same meaning
- read out a phrase and see if your partner can respond correctly
- read out a phrase and roleplay the rest of the conversation from that point with your partner (skipping the body if you like)
- roleplay the same two calls (including the body of the call in the middle)

**Starting and ending calls with someone you know line by line brainstorming**

Receptionist of TE Media, then Anna Lillis of OPT Bank, then Peter Bawden of TE Media

<b>The receiver answers the phone with a polite greeting, their company name and their job/ section, then offers to help</b>
Good morning. TE Media. Reception. How can I help you?
<b>The caller replies with a polite greeting, gives their name (to someone who knows who they are), then asks to speak to someone in a casual way</b>
Good morning. This is Anna Lillis from OPT Bank. Is Peter Bawden there, please?
<b>The receiver gives a positive answer and asks the caller to wait</b>
Of course. I'll put you through. Please hold the line.
<b>The caller responds.</b>
Thanks.
<b>The second receiver answers the phone with a more casual greeting and their name</b>
Hello. Peter Bawden speaking.
<b>The caller replies with a very casual greeting and a casual way of giving their name</b>
Hi, Peter. It's Anna Lillis.
<b>The receiver replies with the same very casual greeting and asks a small talk question</b>
Hi Anna. How's it going?
<b>The caller responds with a short answer, more information, then a similar question back</b>
Great, thanks. I have a vacation from tomorrow. How about you? Are you busy in this season?

<b>The receiver answers the question, gives a little more information, then checks the reason for the call</b>
So busy! Maybe the busiest time of the whole year! So, what can I do for you today?
<b>The caller gives the reason for the call</b>
I'm calling about... <i>(SKIP THE BODY AND GO STRAIGHT TO THE CALLER SMOOTHLY ENDING THE CALL)</i>
<b>The caller says that they have finished</b>
Well, I think that's everything for now, thanks.
<b>The receiver responds positively then asks an ending conversations small talk question</b>
Great. So, will you be at my company's party tomorrow night?
<b>The caller responds positively and asks the same question back</b>
Yes, I'm really looking forward to it. How about you?
<b>The receiver responds positively and talks about future contact</b>
Of course! See you there, then.
<b>The caller responds and uses a friendly ending greeting</b>
Yes, see you then. Bye.
<b>The receiver uses a friendly ending greeting</b>
Bye.

**Starting and ending a call with someone you don't know line by line brainstorming**  
 Alex Case from Dubai Grand Hotel, then Raymond Sandler from Sadler Business Services

<b>The receiver answers the phone with a polite greeting, the name of their company and their name, then offers to help</b>
Good afternoon. The Dubai Grand Hotel. Alex Case speaking. How may I help you?
<b>The caller replies with the same polite greeting, and gives their name (to someone who doesn't know who they are) and their company name</b>
Good afternoon. My name is Raymond Sandler. I'm calling from Sandler Business Services.
<b>The receiver offers help again (with the caller's name this time)/ checks the reason for the call</b>
How may I help you, Mr Sandler?
<b>The caller gives the reason for the caller</b>
I'm calling about... <i>(SKIP THE BODY OF THE CALL AND GO STRAIGHT TO THE RECEIVER POLITELY AND SMOOTHLY ENDING THE CALL)</i>
<b>The receiver checks if the caller is finished</b>
So, can I help you with anything else?
<b>The caller asks one more question</b>
Sorry, actually there is just one more thing. Do all the rooms have internet access?
<b>The receiver answers the question and checks again if the caller is finished</b>
Yes, all the rooms have both wifi and a LAN cable. So, can I help you with anything else?
<b>The caller says that they have finished and thanks the receiver</b>
No, I think that's all thanks. Thanks for your help.
<b>The receiver thanks the caller and uses an ending greeting</b>
Thanks for calling. Goodbye.
<b>The caller uses a slightly more casual ending greeting</b>
Bye.