

**Exercise 12.1** Reflecting on the steps for managing outgoing calls

1. Below are the steps to follow when making a call. In the table, write the letters that correspond to each step in the correct order.
  - a. Once your goal is achieved, close the conversation and end the call politely.
  - b. Briefly explain the reason for your call.
  - c. Prepare making the calls by gathering all necessary information, etc.
  - d. Mention your name.
  - e. Hang up.
  - f. Dial the number.
  - g. Ask for your call to be transferred to the department concerned, if necessary.

Order
<i>c, f, d, g, b, a, e</i>

**Exercise 12.2** Preparing to make a call

1. For each of the scenarios below, write down what you will have to say in the space provided, according to the information specified. To do this, respect the following guidelines:
  - a. Identify yourself and/or your company (if necessary).
  - b. Ask for the person or the department that you are trying to reach.
  - c. Briefly refer to why you are calling.

**Scenario 1**

Use your own name. You work for TNT Productions in Montreal. Your boss, Mr. Gendron, wants you to call Accounting at Pure Sounds in Toronto to get a price list for their soundboards.

Preparation:

- a. *Good morning, this is (your name) from TNT Productions in Montreal.*
- b. *I'd like to speak to someone in Accounting, please.*
- c. *I'm calling to get a price list for your soundboards.*

**Scenario 2**

Use your own name. You work for Pure Dairy Products. Your director wants to place an ad in the *Sunrise Telegraph*, a local newspaper. He wants you to call Susan in the Sales Department at extension 3424 and inquire about the cost of a full-page ad.

Preparation:

- a. *Good morning, this is (your name) from Pure Dairy Products.*
- b. *Could I speak to Susan in Sales, please?*
- c. *I'm calling to inquire about the cost of a full-page ad.*

### Exercise 12.3 Leaving a message

1. Read the situation below.

You are Jeff Griffin's secretary. He is flying to Toronto and his contact, Mr. Wiltshire, has arranged to pick him up at the airport. But there has been a change in Mr. Griffin's flight time. You have to inform Mr. Wiltshire of this change.

2. In the space provided, write the message that you will leave on Mr. Wiltshire's voicemail, using the guidelines and telephony protocol previously studied, as well as the information specified below.
  - a. The phone number where you can be reached is 418-688-3333.
  - b. Jeff Griffin's new arrival time is Wednesday, April 29, at 3:06 p.m.
  - c. His flight number is AC70848.
  - d. You want Mr. Wiltshire to call back and confirm whether or not he will be able to pick up Mr. Griffin at the airport. *Suggested answers*

*Good morning, this is (your name). Today is xxx. This message is for Mr. Wiltshire.*

*I'm calling about Jeff Griffin's change of flight time. His new arrival time is Wednesday, April 29 at 3:06 p.m. His flight number is AC70848. Could Mr. Wiltshire call me back to confirm if he will be able to pick up Mr. Griffin at the airport? My phone number is 418-688-3333.*

### Exercise 12.4 Leaving a message on voicemail

1. Your task consists in leaving messages on your interlocutors' voicemail. To do this, perform the following operations:
  - a. Read the scenario.
  - b. Write the message in advance. Be as brief as possible.
  - c. Practise reading the message in 20 seconds or less.
  - d. Record the message.

*Suggested answers*

#### **Scenario 1**

Today is Monday, April 5 and you work for I.L.S. Call Gilles Plante to tell him that his first class will start next Monday at 6 p.m. Mr. Plante wanted to join an intermediate group. Mike Hunter's group will start a level 8 class next week. The phone number for I.L.S. is 418-688-3333. You make the call at 10:55 a.m.

*Good morning, this is (your name) from I.L.S. This message is for Mr. Plante. Mike Hunter will be starting a level 8 class next week. Your first class with Mr. Hunter will start next Monday at 6:00 p.m. If you have any questions, our number is 418-688-3333. Goodbye.*

## Scenario 2

Today is Wednesday, May 21 and you work for Horton & Dobson Physiotherapy. Joanne Bailey is on a waiting list to receive treatment for tendonitis. Ask if she still needs treatment. If so, could she please call the clinic to make an appointment. The phone number for Horton & Dobson Physiotherapy is 450-863-1626. You make the call at 2:32 p.m.

*Good afternoon, this is (your name) from Horton & Dobson Physiotherapy. This message is for Joanne Bailey. I'm calling to ask if you still need treatment for your tendonitis. If so, could you please call the clinic at 450-863-1626 to make an appointment. Thank you, and have a great day.*

## Scenario 3

Today is Tuesday, June 17 and you work for I.D.M. You must call Mr. Yusu to tell him that G-G will have to cancel his 10 a.m. appointment on Wednesday, June 18. Can he come on Thursday instead? Ask Mr. Yusu to call back in order to schedule another appointment. The phone number at I.D.M. is 613-241-4911. You make the call at 9:15 a.m.

*Good morning, this is (your name) from I.D.M. The message is for Mr. Yusu. This is to let you know that G-G will have to cancel your 10 o'clock appointment on Wednesday, June 18. He wants to know if you could come on Thursday instead? Please call us at 613-241-4911 to schedule another appointment. Thank you. Goodbye.*



## Exercise 12.5 Leaving a message

1. For each of the scenarios below, the person to contact is not available and you must leave a message with someone else. In the space provided, write down the message you would leave, then read it out loud.



*Suggested answers*

### Scenario 1

You work at Tra-La-La Imports. Stella Wendell wants you to phone Pine Creations in Vermont to find out the delivery date for the shipment of wooden benches. Their number is 802-584-0022. The contact person is Stu Campbell. The invoice number is 74-682. The phone number at Tra-La-La is 506-389-9133.

*This is (your name) from Tra-La-La Imports. Could I speak to Stu Campbell, please? It's about the delivery date for the shipment of wooden benches. The invoice number is 74-682. Would you ask him to call me back, please, at 506 389-9133?*

## Scenario 2

You work at I.L.S. Sanserez Pereira, the Spanish teacher, has asked you to phone Melanie Fox concerning her absenteeism for the past two weeks. Ms. Pereira's office number is 418-660-4122. The phone number at I.L.S. is 418-688-3333.

*This is (your name) from I.L.S. Could I speak to Melanie Fox, please? It's concerning her absenteeism in the past two weeks. Would you ask her to call Sanserez Pereira, please, at 418-660-4122?*

### Exercise 12.6 Explaining the reason for your call

1. Below is a list of reasons for making, postponing, or cancelling appointments and other activities. In this exercise, you are the caller. Use the expressions shown in the table above to help you complete each dialogue according to the reasons specified, then read your answers out loud.



#### *Suggested answers*

- a. Receptionist: Good morning, Montcalm Dental Clinic. How may I help you?  
Caller: Reason for calling: To cancel your boss' root canal appointment on Friday at 2 p.m. Your boss is Maria Vidal.

*This is (your name). I'm calling to cancel Maria Vidal's appointment on Friday at 2 p.m.*

- b. Jackson Grey: Hello.

Caller: Reason for calling: To postpone Jackson Grey's interview for the job opening as computer designer that was scheduled with your boss for this Thursday at 10:30 a.m. Your boss, Philip Damon has asked you to call Mr. Jackson and suggest Friday instead at 9:30 a.m.

*Good morning, Mr. Grey, this is (your name) from I.D.M. I'm calling about your appointment with Mr. Damon for Thursday morning at 10:30. I'm afraid we'll have to postpone your interview. Could you come on the following morning at 9:30 instead?*

- c. Receptionist: Good morning, Turcotte & Bradshaw Legal Services.  
How may I help you?

Caller: Reason for calling: To make an appointment for your boss, Timothy Markham; Wednesday at 1:30 p.m. Mr. Markham wants to consult with Mr. Bradshaw.

*Good morning, this is (your name). I'm calling to make an appointment with Mr. Bradshaw for Timothy Markham. Mr. Markham would like to meet with Mr. Bradshaw on Wednesday, at 1:30 p.m.*

- d. Receptionist: Good morning, I.L.S. Vancouver. How may I help you?

Caller: Reason for calling: You work at I.L.S. Quebec and you want to set up a teleconference with the staff on Friday at 4 p.m.

*Hello, this is (your name) from I.L.S. Quebec. I'm calling to set up a teleconference with the staff on Friday at 4:00 p.m.*

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e. Receptionist: Good morning, Ed's Corner Garage. How may I help you?

Caller: Reason for calling: Your boss' car needs new brake shoes. Tomorrow morning is convenient for him to bring the car in.

*Hello, this is (your name). I'm calling to make an appointment for my boss. His car needs new brake shoes. Tomorrow morning would be convenient for him.*

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f. Receptionist: Good morning, Antonia Demarco's office. How may I help you?

Caller: Reason for calling: You work for Ms. Claudette Poirier and you are calling to cancel her business lunch with Ms. Demarco at Alfredo's on Thursday. Ms. Poirier would like Ms. Demarco to call her back.

*Good morning, this is (your name). I'm calling to cancel Claudette Poirier's business lunch with Ms. Demarco on Thursday. Ms. Poirier would like Ms. Demarco to call her back.*

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## Exercise 12.7 Finding an arrangement

1. Use the expressions from the previous page to complete the telephone conversation below in the space provided. Then read your answers out loud.



*Suggested answers*

**Today is Monday, April 28, and it is 3 p.m.**

**Ring!**

Receiver: Langellier & Archibald, how may I help you?

Caller: (Arrange an appointment with Blake Archibald for your boss, Charlotte Winger.  
Reason: To redesign the entire two floors of the building.)

*Good morning, this is (your name). I'm calling to make an appointment with Blake Archibald for Charlotte Winger. It's about redesigning the entire two floors of our building.*

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Receiver: Would Tuesday afternoon, at 2 p.m. be convenient for you?

Caller: (Tuesday is not convenient for Ms. Winger. She is busy that day. Propose Wednesday morning instead.)

*I'm sorry, Ms. Winger is busy on Tuesday. Could she come on Wednesday instead?*

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Receiver: Yes, we do have an opening on Wednesday at 9 a.m.

Caller: (Accept this new date.)

*Fine, we'll take it.*

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Receiver: May I have your phone number, please?

Caller: (Your phone number is 514-655-9910.)

*Our phone number is 514-655-9910.*

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Receiver: So that's 514-655-9910.

Caller: (Ask for the firm's address.)

*Could I have your address, please?*

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Receiver: Our address is 91 Placid Boulevard, Suite 505.

Caller: (Confirm the time and location of the appointment.)

*So that's Wednesday at 9:00 a.m. at 91 Placid Blvd. Suite 505?*

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Receiver: Yes, that's right.

Caller: (Politely end the call.)

*Thank you. Goodbye.*

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Receiver: Goodbye.

**Today is Tuesday, April 29, and it is 4:15 p.m.**

**Ring!**

Receiver: Langellier & Archibald, how may I help you?

Caller: (You work for Charlotte Winger. Cancel her appointment with Blake Archibald which was scheduled for tomorrow morning at 9 o'clock.)

*Good morning, this is (your name). I'm calling to cancel Charlotte Winger's appointment with Blake Archibald, which was scheduled for tomorrow morning at 9 o'clock.*

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Receiver: So you would like to cancel Ms. Winger's appointment for tomorrow at 9 o'clock? Would you like to make another appointment?

Caller: (Accept to reschedule and propose Thursday afternoon.)

*Yes, please. Could she come on Thursday afternoon instead?*

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Receiver: Unfortunately, Mr. Blake is out of town on Thursday. How about Friday afternoon at 3:30?

Caller: (Accept Friday, 3:30 p.m.)

*Yes. So that's Friday at 3:30 p.m.?*

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Receiver: So we'll expect Ms. Winger on Friday afternoon then.

Caller: (Politely end the call.)

*Thank you. Goodbye.*

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Receiver: Goodbye, and have a great day.

## Exercise 12.8 Preparing yourself to make a call

1. Read the scenarios below. Prepare your call by writing down the important information that you will need to ask for or mention to your interlocutor.



*Suggested answers*

### Scenario 1

Tuesday, March 15, 11:30 a.m. You are calling to arrange a meeting between the Director of Placid Meadows and your boss, Mrs. Ethel Stone. It's about getting your boss' elderly mother on the waiting list at the rest home. Your boss is available any time after 5 p.m. Your office phone number is 514-770-2122, extension 312.

*I'm calling to set up a meeting between the Director of Placid Meadows and my boss,*

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*Mrs. Ethel Stone. It's about getting her mother on your waiting list. She is available any time after 5:00 p.m. You can reach her at the office at 514-770-2122, ext. 312.*

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### Scenario 2

Thursday, January 23, 1:32 p.m. You work at Unimix Realty. Your boss, Martin Lemay, has an appointment with Barney Kelly at 1:30 p.m. today. You are calling to notify his secretary that Mr. Lemay will be late for his appointment. Invent the reason for his delay.

*I'm calling about Martin Lemay's appointment with Barney Kelly for 1:30 p.m. today.*

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*Mr. Lemay will be late for his appointment. He had to drop off an important client at the airport.*

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### Scenario 3

Wednesday, May 4, 3:10 p.m. You work for Barbara Finn at Finn Editing & Translating. Ms. Finn has an appointment with Dick Taylor at one o'clock tomorrow afternoon. She has asked you to change the appointment to a different day. She is available anytime next week. Your phone number is 514-667-4337.

*This is (your name) from Finn Editing & translating. I'm calling about Barbara Finn's*

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*appointment with Dick Taylor at one o'clock tomorrow afternoon. She would like to change the appointment to a different day. Could she come next week instead? Our phone number is 514-667-4337.*

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 **Exercise 12.9** Making a restaurant reservation

1. Read the scenarios below. Prepare your calls by writing down the important information that you will need to ask for or mention to your interlocutor.



*Suggested answers*

**Scenario 1**

Your boss, Gerald Davidson, has asked you to reserve a table for two at the Cornucopia Restaurant for next Friday at 7 p.m. Mr. Davidson is taking his elderly mother out for her birthday, and he would like a piece of Black Forest cake with a sparkler brought to his mother at the end of the meal. He wants to be seated in a quiet corner, perhaps in a booth.

*I'd like to make a reservation, please. I'd like to reserve a table for next Friday at 7:00 p.m.*

*Could we have a booth for two in a quiet corner, please? The reservation will be under the name of Gerald Davidson. Mr. Davidson is taking his elderly mother out for her birthday and would like a piece of Black Forest cake with a sparkler brought to the table at the end of their meal. Could this be arranged?*

**Scenario 2**

Your boss has asked you to cancel the reservation at the Cornucopia Restaurant. His elderly mother is ailing and does not feel well enough to go out to dinner this week.

*Good morning, this is (your name). I'm calling to cancel Gerald Davidson's reservation for Friday at 7:00 p.m.*

 **Exercise 12.10**    **Making a hotel reservation**

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1. Read the scenarios below. Prepare your calls by writing down the important information that you will need to ask for or mention to your interlocutor.

*Suggested answers*

**Scenario 1**

Your boss, Gerald Davidson, has asked you to reserve a single room for him at the Sugarloaf Hotel in Castle Falls. He has to attend a three-day conference there. Book him for November 9 to 11. He wants a quiet room away from the street noise, and he will need a wake-up call at 7 o'clock each morning. He wants you to make sure they offer room service, because he wants to eat his meals in his room while he works on his presentation. Don't forget to ask about the hotel rates.

*I'm calling to reserve a single room for Gerald Davidson from November 9 to November 11.*

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*He would prefer a quiet room away from the street noise.*

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*Can you arrange for a wake-up call at 7 o'clock each morning?*

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*Do you provide room service?*

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*What would the price for that come to?*

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**Scenario 2**

Due to a death in his family, Mr. Davidson will no longer be able to give his presentation in Castle Falls. You will need to cancel his hotel reservation.

*Good morning, this is (your name). Due to unforeseen circumstances, I have to cancel*

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*Mr. Gerald Davidson's hotel reservation for November 9 to November 11.*

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 **Exercise 12.11 Making airplane reservations**

1. Read the scenarios below. Prepare your calls by writing down the important information that you will need to ask for or mention to your interlocutor.



*Suggested answers*

**Scenario**

Your boss, Gerald Davidson, has asked you to book a seat on the morning flight to New York. He has to attend a conference on November 22. He wants to leave on the earliest flight possible the day before the conference. He will be returning on November 25. Mr. Davidson has specifically asked you to get information about the price of the tickets, the arrivals and departures, and the shuttle services. But try to obtain as much information as possible for him while you have the airline representative on the phone.

*Good morning, I'm calling for my boss, Gerald Davidson. I'd like to book him a seat on the earliest flight to New York on November 22. The return date is November 25.*

*Could you give me the arrival and departure times, please?*

*Do you provide shuttle service?*

*May I have the price, please?*

*Is this a direct flight or will there be a stopover?*

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## Summary exercise

1. Read the scenarios below and complete the dialogues. Record your answers. You can then replay your answers to see if you used the appropriate expressions.
  - a. Jeff Griffin has asked you to call Youssef Khasri to give him the results of his recent evaluation. Youssef has been classified as Intermediate 1. You must inform him that his classes are from 8:30 to 10:30 a.m. on Tuesdays and Thursdays beginning tomorrow.

Youssef:	Hello.
You:	(Ask for Youssef Khasri) <u>Good morning, may I speak to Youssef Khasri, please?</u>
Youssef:	This is Youssef.
You:	(Identify yourself and your company) <u>This is (your name) from I.L.S.</u>
Youssef:	Yes?
You:	(State your purpose) <u>I'm calling about the results of your evaluation.</u>
Youssef:	Oh, yes! I've been waiting to get my results. How did I do on my test?
You:	<u>You've been classified as Intermediate 1.</u>
Youssef:	That's great! So, when do I start?
You:	<u>Classes are from 8:30 to 10:30 a.m. on Tuesdays and Thursdays, starting tomorrow.</u>
Youssef:	Okay, thanks. I'll be there tomorrow at 8:30.
You:	(Politely end conversation) <u>Fine. We'll expect you tomorrow morning. Goodbye.</u> <u>Mr. Khasri</u>

- b. Isabelle Giroux has asked you to call Owen Wilson to cancel his 2 p.m. French lesson with her on Thursday. Offer to reschedule and suggest Friday at 1 p.m. or later.

Secretary:	Good morning, Wilson & Tucker. May I help you?
You:	(Identify yourself and ask for Owen Wilson) <u>Good morning, this is (your name) from I.L.S. Could I speak to Olson Wilson, please?</u>
Secretary:	May I know the purpose of your call, please?
You:	<u>I'm calling about his French lesson on Thursday with Isabelle Giroux.</u>
Secretary:	One moment, please, and I'll put you through to Mr. Wilson.
Mr. Wilson:	Hello, Owen Wilson speaking.
You:	(Identify yourself) <u>Hello, Mr. Wilson. This is (your name) from I.L.S.</u>
Mr. Wilson:	Yes?
You:	(Advise of cancellation) <u>I'm calling about your French lesson with Ms. Giroux on Thursday. I'm afraid Ms. Giroux has to cancel her classes that day.</u>
Mr. Wilson:	Oh ...
You:	(Offer to reschedule) <u>Would you be available on Friday afternoon at one o'clock?</u>
Mr. Wilson:	I don't have any problem with coming on Friday, but I can't make it for one o'clock. I couldn't possibly leave the office until 3 o'clock.
You:	(Offer 3:30) <u>Would 3:30 p.m. be convenient for you?</u>
Mr. Wilson:	Yes, that would be better for me. Tell Ms. Giroux I'll see her on Friday.
You:	(Politely end conversation) <u>Fine. We'll be expecting you on Friday at 3:30. Goodbye.</u>

- c. Jeff Griffin has asked you to call the bookstore at University of Toronto. You will need to speak to someone in the ESL department. Mr. Griffin wants you to order 50 copies of *Improving Grammar Skills*.

Secretary:	Toronto University Bookstore. How may I help you?
You:	<u>Yes, I'd like to speak to someone in the ESL department, please.</u>
Secretary:	One moment, please, and I'll transfer your call.
ESL dept.:	ESL department. Jane speaking.
You:	<u>(Identify yourself and state your purpose) Hello, this is (your name) from I.L.S. I'd like to order 50 copies of Improving Grammar Skills, please.</u>
Jane:	You would have to speak with Jim Forsyth. He handles all orders. Unfortunately, he's not here at the moment. May I take a message?
You:	<u>(He must call you back) Yes, could you ask him to call me back, please? My number is 418-688-3333.</u>
Jane:	So, you want him to call you back at 418-688-3333?
You:	<u>(Confirm) Yes, that's right. Thank you.</u>
Jane:	Fine, I will make sure to give Mr. Forsyth your message. Goodbye.

- d. Jeff Griffin wants you to set up a meeting at the office between himself and his lawyer, Jake Frazer, for tomorrow at 2 p.m. Mr. Frazer works at Frazer Brothers. Set up the appointment with Mr. Frazer's secretary.

Secretary:	Good morning, Frazer Brothers. May I help you?
You:	<u>(Ask for Mr. Frazer's secretary) Could I speak to Jake Frazer's secretary, please?</u>
Secretary:	One moment, please. I'll transfer your call to Adanna Buhari.
Adanna:	Good morning, Jake Frazer's office. May I help you?
You:	<u>(Identify yourself and state your purpose) This is (your name) from I.L.S. I'm calling to set up a meeting between Jeff Griffin and Jake Frazer.</u>
Adanna:	When does Mr. Griffin wish to meet with Mr. Frazer?
You:	<u>Mr. Griffin would like to meet Mr. Frazer tomorrow at 2:00 p.m.</u>
Adanna:	One moment and I'll check with Mr. Frazer. (She puts you on hold.) Yes, Mr. Frazer is available tomorrow at 2 p.m. Where does Mr. Griffin want to meet Mr. Frazer? Here, or at his own office, as usual?
You:	<u>He would like to meet him at his own office.</u>
Adanna:	Fine. You can tell Mr. Griffin that Mr. Frazer will be there at 2:30 tomorrow.
You:	<u>(Politely end the conversation) Thank you, Ms. Buhari. Have a nice day.</u>