

Phone Conversations

Speaking on the phone in English can be very challenging, but don't worry – you can do it! 😊

Techniques to Improve your Phone Conversations in English

- **Think** about the conversation beforehand.
- **Write** down the questions that you will ask (and perhaps the answers you expect)
- **Learn** vocabulary that you might want to use or that you might hear. If you don't know the word in English look up the definition before the phone call.
- **Ask** the other person to repeat themselves if you don't understand what they said.
- **Don't panic.** If you feel confused just stay calm and try to ask/understand again. Don't give up!
- **Practice, practice, practice!**

Useful Sentences

- Starting a Conversation:

Is this ... ABC Hotel / The University of Canterbury?

Is this the correct number for ... making a booking / study abroad inquiries?

I am calling to inquire about ... booking a room in July / international student fees.

I was wondering if you could... check availability for me on July 5th / answer a few questions for me about (X)

I would like to get some information about... your hotel's facilities / studying abroad at your university.

I have a few questions about...the location of your hotel / study abroad application deadlines.

- Ending a Conversation:

Great, thanks a lot for your help.

Excellent, thanks very much.

Thank you for answering all my questions.

Thank you, I will call back if I decide to make a booking.

Thank you, I will check out your university website if I have more questions.

Let's Practice

-Imagine you are going to call a hotel/university, and then brainstorm about:

- (1) How you will begin the conversation
- (2) Five questions to ask
- (3) Five vocabulary words you might need to know
- (4) How you will end the conversation

Preparing for an English Phone Conversation

Beginning the Call

Questions to ask

Key Vocabulary

Ending the Call

Notes

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