

Telephone Tennis

OBJECTIVE: Practise telephone expressions

PLAYERS: 4

MATERIALS: Score sheet (page 2 of this document)
Call cards (page 3 of this document)

DURATION: ~ 20 mins

RULES

The game consists of **4 rounds**

Round 1

- ♦ Student A is the caller
- ♦ Student B is the telephonist
- ♦ Student C is the receiver
- ♦ Student D scores the players

Gameplay

- ♦ Student A picks a call card, reads it and passes it round to the other players
- ♦ Student A initiates the game by telephoning the telephonist who is Student B in **Round 1**
- ♦ Student D scores the other players

Round 2

- ♦ Student A is now the telephonist
- ♦ Student B is the receiver
- ♦ Student C keeps the score for **Round 2**
- ♦ Student D now becomes the caller

Endgame

- ♦ When each player has played out each role, the total scores are calculated to find the winner.

Telephone Tennis Score Card

INSTRUCTIONS

Score players on their use of telephone English from 1 to 3.
(3 is a high score)

Names ⇨

A

B

C

D

Expressions

CALLER

This is calling from

Could I speak to on extension ?

I'd like to speak to the person in charge of

Could you ask to call me back?

Could I leave a message?

When will be available?

Would you mind spelling that for me, please?

TELEPHONIST

How can I help?

Can I ask who's calling?

Please hold the line

Please don't hang up

I'm putting you through now

I'm afraid is ...

Would you like to leave a message?

Would you like me to ask to call you?

RECEIVER

How can I help?

How about next ?

Would suit you?

Could you say just the last part again, please?

My email address is ...

Could you spell that for me, please?

Could you say that again, please?

Call Cards

<p>Caller: You are furious because you have been waiting 3 weeks for your Internet provider (Timofonica) to install the service. You need to fix a time for the technician to come.</p> <p>Telephonist: You work for Timofonica, an Internet provider and you receive a call from an angry customer who needs to arrange a time for a technician to come and install the service</p> <p>Receiver: You work in technical support for Timofonica, an Internet provider. You can only fix a day and not a time for an installer to visit clients</p>	<p>Caller: You are a finance manager of a shoe manufacturer called "Steps". You haven't received payment for a big order from a foreign client. You are on day 65 of a 60 day agreement</p> <p>Telephonist: You work at a big shoe retailer. You receive a call from a foreign supplier.</p> <p>Receiver: You are the finance manager for the shoe retailer. The payments manager is on honeymoon. Chaos reigns</p>
<p>Caller: You have bought an expensive dining room table but after it was delivered you noticed that it had a big dent in it. You phone the store where you bought it</p> <p>Telephonist: You work in a furniture store</p> <p>Receiver: You are the manager of a furniture store</p>	<p>Caller: You phone The Outlook Hotel to ask about the possibility of a wedding reception. You want to arrange a visit to the hotel, have lunch there and talk to the hotel manager</p> <p>Telephonist: You are the receptionist at The Outlook Hotel. The hotel manager is out of the office and won't be back until tomorrow morning</p> <p>Receiver: You are the hotel manager of The Outlook Hotel but you are out of the office until tomorrow morning</p>
<p>Caller: You are production manager of picture frames company called "Framed" and you want to send samples to a manufacturer called "Aparisi S.A.". You need a contact person, phone, email and exact address.</p> <p>Telephonist: You work for a frames manufacturer called Aparisi S.A.. You pass on a call from a potential client to the production engineer.</p> <p>Receiver: You are the production engineer for Aparisi S.A.. You need to give precise contact details to a potential client. Use your real details.</p>	<p>Caller: You are a purchaser for a supermarket chain (use a real name) and you are interested in a foreign supplier of catfood called Mickey Pet Food</p> <p>Telephonist: You work in a catfood manufacturer called Mickey Pet Food. The export manager is in bed with flu</p> <p>Receiver: You are the export manager for Mickey Pet Food, a catfood manufacturer. Sales are down. You are in bed with flu</p>
<p>Caller: You need to postpone an important internal meeting with the human resources manager, scheduled for Friday at 9. Use your real details.</p> <p>Telephonist: You get an internal call from someone wishing to speak to the head of human resources. Unfortunately, she/he is in a meeting until lunchtime.</p> <p>Receiver: You are head of human resources. You get a message from a colleague who wants to postpone a meeting arranged for Friday at 9. Use your real schedule.</p>	<p>Caller:</p> <p>Telephonist:</p> <p>Receiver:</p>