



**Student A1**

You want to speak to Mr James in the Service Department at Ford Garages.

You want your car serviced. If Mr James isn't there, be prepared to leave a message and give your phone number. Say how long you'll be on that number.

**Student B1**

You work for Ford Garages. Someone phones for Mr James from the Service Department, but he's not there at the moment.

Explain the situation, and offer to take a message. Get all the information you need.

Remember! You answer the phone. Begin by saying, 'Hello. Ford Garages. Can I help you?'

**Student A2**

You want to book two nights at the Palace Hotel. Decide which dates you want, and what sort of room you want. You need to know the price of the room and what is included. Does the hotel need a deposit? Can you pay by credit card?

Be prepared to give your name, address, and details of your credit card.

**Student B2**

First you are the telephonist at the Palace Hotel. Answer the phone and say, 'Hello. Palace Hotel. How can I help you?' Put the caller through to Reservations.

Now you work in Reservations! Answer the phone and say, 'Hello. Reservations. Can I help you?' Someone wants to book a room. Ask the dates, and what sort of room is required.

Remember to get the person's name, address, and details of their credit card.

**Student A3**

You need a plumber desperately! Your washing machine is pouring water all over the floor.

You phone Chris, a local plumber. He's probably out at work, so you might have to leave a message on his answer phone.

Be prepared to leave a message, giving your name and number, and explaining the situation. Ask him to get in touch as soon as possible.

**Student B3**

Your name is Chris, and you're a plumber. Decide what message to record onto your answer phone. Remember that customers might be phoning, so you must tell them when you'll phone back.

When the phone rings, deliver your recorded message.

**Student A4**

You phone your friend Jo to invite her to go to the cinema. You, Mary, and Steve have arranged to meet outside the cinema at 7.00. Would Jo like to join you?

Jo will probably be out, so be prepared to leave a message on her answer phone.

**Student B4**

Your name is Jo. Decide what message to record onto your answer phone at home.

When the phone rings, deliver your recorded message!

**Student A5**

You phone the International School of English for a brochure. When the phone rings, ask for the Admissions Department. You want to know course dates and fees. You also want to know when the next course starts.

Be ready to give your name and address.

**Student B5**

First you are the telephonist at the International School of English. Answer the phone and say, 'Good morning! International School of English'. Put the caller through to the Admissions Department.

Now you work in the Admissions Department! Answer the phone and say 'Hello. Admissions. How can I help you?'

The caller wants information from you about course dates and fees. Be ready to give the information about your school.

The caller also wants a brochure, so you'll have to get their name and address.