



Telephone Language- The Same or Different

Without looking below, listen to your teacher and indicate if you think they have the same meaning or different ones.

Label the lines below with S for the same or D for different.

A: Vocabulary and short phrases

Hardware

- A cell/ A cellphone/ A mobile/ A mobile phone
- Handset/ Receiver
- A text/ An email
- A text/ An SMS

Dictating

- A memo/ A note
- A spell/ A spelling
- Dash/ Hyphen
- Dash/ Underline
- Postal address/ Email address

Actions

- Call someone/ Phone someone/ Ring someone / Telephone someone
- Call someone again/ Call someone back
- Call someone back/ Get back to someone
- Pass a message on/ Take a message
- Give a message/ Pass a message on
- Give a message/ Leave a message
- Hold/ Hold the line
- Hold on/ Hold the line
- Hang on/ Hang up
- Be cut off/ Hang up
- Hang up/ Put the phone down
- A claim/ A complaint
- Send by mail/ Send by post/ Send by snail mail/ Mail something



B: Whole sentences

Starting calls

- Janet Smithers speaking/ This is Janet Smithers speaking
- This Janet Smithers/ Janet Smithers speaking
- Can I speak to Ms Jones, please?/ Can you put me through to Ms Jones, please?/ Can you connect me to Ms Jones, please?
- Can I have extension 3121, please?/ Can you put me through to extension 3121, please?
- Have you got a minute?/ Are you free to talk?
- Sorry to phone you so late./ Sorry to phone you so late in the evening.
- I'm putting you through/ I'm connecting you
- I'm putting you through/ I'm putting you on hold



Problems

- I have a meeting in an hour, so I'll phone you two hours after/ I have a meeting in an hour, so I'll phone you in two hours
- Can I take a message?/ Can I leave a message?
- Can I leave a message?/ Can you take a message?
- Can I take a message?/ Would you like me to take a message?/ Would you like to leave a message?
- Can you try again later?/ Can you phone again later?
- Can you ask her to call me back?/ Can you tell her to call me back?
- Can you hold?/ Please hold./ I'm putting you on hold.
- Can you spell that for me, please?/ How do you spell that, please?
- I'm afraid he's on holiday in Hawaii at the moment/ I'm afraid he's out of the country at the moment
- Mr Brown isn't here/ Mr Brown isn't in the office
- Mr Brown isn't here/ There's no Mr Brown here
- Please leave your message after the tone/ Please speak after the beep
- Shall I give you his cell phone number?/ Would you like his mobile phone number?
- He is on another line/ His line is busy/ His line is engaged
- I have someone on another line/ The line is busy

Finishing

- See you later/ See you then
- See you later/ Speak to you later
- Speak to you in a minute/ Bye for now

C: Differences in how you say things

Do these have the same or different meanings?

- three double nine nine/ three nine double nine/ three nine nine nine/ three treble nine/ three triple nine
- oh one three two three/ zero one three two three
- seven double two eight/ seven two two eight

Are these said the same or differently?

- alex.case@teflmail.com/ alex_case@teflmail.com/ alexcase@teflmail.com/ alex-case-@teflmail.com
- alexcase@teflmail.com/ ALEXCASE@teflmail.com/ AlexCase@teflmail.com
- Green's/ Greens
- 13/ 30
- 13th/ 30th
- double X/ WX
- W/ double U

How can you say them differently and make the differences clear?



Cards for students to hold up

The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different