



# NEW BUSINESS ENGLISH 4

## Unit 2 Lesson 1

### Making a Call



# LEARNING GOALS

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- ◆ Answering the Phone
- ◆ Giving Information Over the Phone





## Situational Dialogue

- ▶ Selena is calling the Creative Department to inform them about a new project. Caleb, the graphic designer, takes the call.



Selena Leroy



Caleb Park







Good morning!  
This is Selena from the  
Account Department.

Hello, Selena.  
This is Caleb speaking.  
How may I help you?





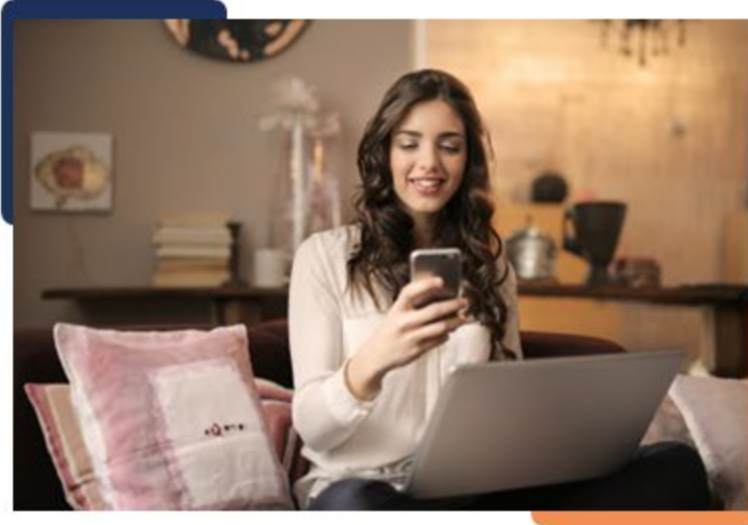


I'm calling to inform your team of a new project. We will discuss details in the next general meeting.

This is noted. I'll keep Ms. Lopez posted.

## Key Vocabulary

Learn the new words and answer the questions.



### make a phone call

*(ph.v.) to call someone*

e.g. She has to **make a phone call** to inform her manager.



### take a phone call

*(ph.v.) to answer the call*

e.g. The manager **takes a phone call** with a smile on his face.



# Key Vocabulary

Learn the new words and answer the questions.



## creative

*(adj.) to make something with great ideas*

e.g. She has a **creative** idea in her designs.



## discuss

*(v.) to talk about a subject with someone and tell each other your ideas*

e.g. Our team has to **discuss** the new project.



## details

*(n.) a single piece of information about something*

e.g. She discussed the **details** of the task.

## Dialogue Review

Have a role play and answer the questions.



*Selena is calling the **Creative** Department to inform them about a new project. Caleb, the graphic designer, **takes the call**.*

**Selena:** Good morning! This is Selena from the Account Department.

**Caleb:** Hello, Selena. This is Caleb speaking. How may I help you?

**Selena:** I'm calling to inform your team of a new project. We will **discuss details** in the next general meeting.

**Caleb:** This is noted. I'll keep Ms. Lopez posted.



Let's check the learning goals!



*Selena is calling the Creative Department to inform them about a new project. Caleb, the graphic designer, takes the call.*



## 1. Answering the Phone

**Selena:** *Good morning! This is Selena from the Account Department.*

**Caleb:** Hello, Selena. *This is Caleb speaking. How may I help you?*

**Selena:** *I'm calling to inform your team of a new project.* We will discuss details in the next general meeting.



## 2. Giving Information Over the Phone

**Caleb:** This is noted. I'll keep Ms. Lopez posted.

# Learning Goals

Learn the key expressions and sentence structures.

## ⌚ Answering the Phone

- **Hello. Good morning/ afternoon/ evening.**
- **This is ... from ... Department.**
- **How may/ can I help you?**

Example sentences:

- Good morning! This is John from the sales department.
- Hello. This is John calling. How may I help you?

**You can also use:**

• **Hello? name + speaking.**  
e.g. Hello? Serena speaking.

• **Name + speaking.**  
**Who's calling, please?**

e.g. John Sayles speaking.  
Who's calling, please?

*How do you answer a phone call?*

# Learning Goals

Learn the key expressions and sentence structures.

## ⚡ Giving Information over the phone

- **This is ... speaking.**
- **I'm calling to ...**

Example sentences:

- This is Xenon speaking.
- I'm calling to inform you of a new project.

**You can also use:**

- **I'm calling to + verb**  
e.g. I'm calling to make an order.
- **I'm phoning to + verb**  
e.g. I'm phoning you now to give you feedback.

*Can you relay an important information over the phone?*



# Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

**Scenario:** The phone is ringing and you are the closest to the telephone.

**Answer the phone call.**

∴ **You can refer to the following key expressions:**

- Hello. Good morning/ afternoon/ evening.
- This is ... from ... Department.
- How may/ can I help you?
- This is ... speaking.
- I'm calling to ...



Learn the formal and informal ways of answering a call.

## ☎ Answering the Phone

### Formal

“Hello? Mike speaking.”

“Hello. How may I help you?”

“Mike speaking. May I know  
who’s calling, please?”

### Informal

“Hello. Mike here.”

“Hi, Mike. How are you?”

“Hi, Mike. What’s up?”

“Hey! How are you doing?”



1. What do you say to answer unknown callers?
2. When should we use formal/ informal phone call expressions?

# Overview

## Keywords and expressions:

*make a call/ take the call/  
creative/ discuss/ details*

*Hello. Good morning/ afternoon/ evening.  
This is ... from ... Department.*

*How may/ can I help you?  
This is ... speaking.  
I'm calling to ...*

