

Basic Telephoning – Language Function Plan

Unit Key Point	Language Functions	Themes/Situations
Unit 1 KP 1	Answering the telephone, Giving and inquiring about identity, Exchanging contact details, Directing calls, Putting calls on hold, Arranging for future contact	Getting through
KP 2	Greeting acquaintances, Referring to the subject of calls, Asking if someone is free to talk, Closing calls politely	Beginning and ending calls
KP 3	Asking for repetition and clarification, Rephrasing, Spelling	Repetition and clarification
Unit 2 KP 4	Making inquiries, Asking who you need to speak to, Telling a caller who he/she needs to speak to, Dealing with call transfers	Getting through to the right person
KP 5	Asking and offering to leave a message, Leaving a message, Promising to pass on a message	Leaving and taking messages
KP 6	Returning a call, Referring to parts of a message, Referring to a question, Reacting with short comments	Following up on messages
Unit 3 KP 7	Volunteering to take action, Requesting action, Describing action, Arranging future contact	Arranging action
KP 8	Discussing availability, Suggesting dates and times for meetings, Making arrangements	Arranging to meet
KP 9	Confirming arrangements by telephone, Confirming arrangements in writing, Requesting confirmation, Referring to an earlier telephone conversation, Describing responsibilities	Confirming arrangements