

Eastside Literacy Tutor Support
Student Handout – **Telephone Dialogues**

Dialogue #1: Calling a child's school

A: <Ring!>

B: Stevenson Elementary. This is Carol.

A: This is Terry Mishkov.

My child is sick and will not be in school today.

B: What is your child's name?

A: Sergey Mishkov.

B: How do you spell that?

A: Sergey is spelled S-E-R-G-E-Y, and Mishkov is M-I-S-H-K-O-V.

B: Thank you. What grade is Sergey in?

A: He is in third grade.

B: And what is his teacher's name?

A: Mrs. Smith.

B: All right. Thank you for calling.

A: You're welcome.

B: Goodbye.

Dialogue #2: Wrong numbers and right numbers

A. [dials]

B. [answers:] Hello?

A. This is _____. Is Sherri there?

B. I'm sorry. You have the wrong number.

A. Is this 555-5024?

B. No, it isn't.

A. Oh, I'm sorry.

A. [dials]

B. [answers:] Hello?

A. This is _____. Is Sherri there?

B. No, she isn't.

A. What time do you expect her home?

B. She'll probably be back by 9:30.

A. Oh, thank you. I'll call back later.

- A. [dials]
B. [answers"] Hello?
A. This is _____. Is Sherri there?
B. Yes. Just a minute, please.
A. Thank you.

Dialogue #3: Telemarketers

A: <Ring!>
B: Hello?

A: May I please speak to Jun Tanaka?
B: This is Jun.

A: Jun, This is Vic Yeltsin from Humbug Insurance Company.
How are you this evening?
B: Fine, thank you.

A: Jun, the reason I'm calling tonight is that we are offering
a new special policy that can save you a lot of money.
B: No thank you. I'm not interested.

A: All right. Thank you anyway.
B: Good-bye.

(To stop a sales person from talking, say "Please take me off of your list."
By law the person must stop. S/he may explain that it will take three
weeks to remove your name from the list, but the conversation will be
finished.)