

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

Directions:

One partner will look only at page 1, and the other partner will look only at page 2. Pretend that Partner A is calling, and Partner B is answering. Role-play a telephone conversation for each of the numbered situations.

Afterward try making up your own conversations for one of these situations: Getting information about child-care; buying tickets for a musical performance or sports event; getting information from the library.

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PARTNER A makes these calls to Partner B.

1. You want to call a store to find out what time it is open.  
You want to know if the store has food from your country.
  
2. You want to call a number in the newspaper to find out about a car that is for sale. How much is it? What kind is it? Is it in good condition? How many miles does it have on it? Make arrangements to go see it.
  
3. You want to make a doctor's appointment. You are not feeling well. You've had a pain in your leg for 4 days.
  
4. You want to call the college to register for an adult education class. You work in the daytime.
  
5. You want to call to get information about a job that was advertised in the newspaper.

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PARTNER B reads each situation before answering the phone:

1. You are the store manager. Your store is open from 9:00 to 9:00 p.m. Monday – Friday, and from 10 a.m. to 5 p.m. on Saturdays. It is closed on Sundays. It has a large section of international food.
2. You are trying to sell your car. It is a 1983 Buick Skylark. You are asking \$1,250.00 for it. It has 87,000 miles on it.
3. You are the receptionist for a doctor's office. There are no openings to see the doctor this week. Next week the times that you have open have open are Monday morning, Tuesday afternoon, and Wednesday night. On Thursday and Friday the doctor is out.
4. You work in the registrar's office in a college. Adult education classes are offered in the morning and in the evening. The class meets for eight weeks on Monday and Wednesday nights, from 7:00 – 9:30. The fee is \$65. Everyone who wants to take a class must register first, and then be tested to determine ESL level.
5. You are the employer. There are several openings for hotel workers. Interviews will be held on Thursday, October 25, starting at 10:00 a.m. People must apply in person. They will be asked for references.