

Phone Calls Without Fear

answer any call with confidence

EPISODE 4 • LEVEL B1-B2

Episode summary

- Why phone calls scare learners: no face, fast speech, silence that feels longer, and sound that is gone the second it is spoken.
- Every call has the same five moments: answering, making a call, asking to repeat or slow down, taking or leaving a message, and ending politely.
- The phone identity rule: say "Hello, this is Maya" — never "I am Maya." Standard phrases are always correct.
- Three magic rescue sentences: "Could you speak a little more slowly, please?" — "Sorry, could you spell that for me?" — "Let me check I understood correctly."
- Messages need only four things: name, number, reason, callback. Say your number slowly, and say it twice.
- End warm: "Thanks for your time" plus a clear next step. A call with a clear ending feels professional.

What's inside this PDF

20 key words • 6 rescue sentences • Say It Better upgrades • 3 practice exercises

Key Vocabulary

20 words from this episode — learn them, then use them this week

1. dial

to call a phone number.

> She dialed her friend before the meeting.

2. ring

the sound of an incoming call.

> My heart used to race every time the phone rang.

3. signal

the phone connection quality.

> I lost the signal, so the call dropped.

4. voicemail

a recorded message when someone cannot answer.

> He left a voicemail with his number, said twice.

5. hold on

wait a moment.

> Hold on a moment — I'll get the details for you.

6. spell

to say the letters of a word.

> Could you spell your name for me, please?

7. callback

calling someone back later.

> She asked for a callback before Friday.

8. message

information you leave or take for someone.

> Can I take a message?

9. cheat sheet

notes you prepare before a call

11. opening line

the first sentence you say on a call.

> Her opening line was ready before she dialed.

12. slow down

to speak less fast.

> Could you slow down a little, please?

13. repeat back

to say what you heard, to check it.

> Repeat the plan back before you hang up.

14. take a message

to write down information for someone else.

> He took a message with the name and number.

15. leave a message

to record information for someone.

> Leave a message with your name and reason.

16. appointment

a planned meeting at a set time.

> She booked an appointment for Tuesday.

17. wrong number

a number you dialed by mistake.

> "Sorry, I think I have the wrong number."

18. losing you

Speak on the Phone

6 rescue sentences + the Say It Better upgrades

6 sentences that save any call

"Hello, this is Maya."

The phone identity rule. Always correct, always natural.

"Could you speak a little more slowly, please?"

Controls the speed of the call. Polite because of "could you" and "please."

"Sorry, could you spell that for me?"

For names and anything that must be exact. Shows care, not confusion.

"Let me check I understood correctly."

Repeat the plan back. The most professional sentence in phone English.

"Could I have your number, please?"

Slow, warm, complete. Say every number twice when you leave one.

"Thanks for your time. Talk to you soon."

Ends any call with warmth. Add the next step: "I'll send the details today."

Say It Better — 10 upgrades

✗ "I am Maya."

✓ "Hello, this is Maya."

✗ "What?"

✓ "Sorry, could you say that again, please?"

✗ "Speak slowly."

✓ "Could you speak a little more slowly, please?"

✗ "I not understand."

✓ "I'm not sure I understood. Could you explain it differently?"

✗ "Give me your number."

✓ "Could I have your number, please?"

✗ "Call me later."

✓ "Could you call me back when you can?"

✗ "Wait."

✓ "Hold on a moment, please."

✗ "Bye."

✓ "Thanks for your time. Talk to you soon."

✗ "I call because of the thing."

✓ "I'm calling about the order."

✗ "Okay." (then hang up)

✓ "Let me check I understood correctly," + repeat the plan.

Practice Time

3 exercises — do them today, not "someday"

Exercise 1 — Fill in the blank

Word bank: dial • ring • voicemail • hold on • spell • callback

1. My heart raced when I heard the phone _____.
2. "_____, let me check the details for you."
3. He could not answer, so I left a _____.
4. "Could you _____ your name for me, please?"
5. She asked for a _____ before Friday.

Exercise 2 — Say it on the phone

1. Someone speaks too fast. > Which rescue sentence saves you?
2. You dialed the wrong person. > What do you say before hanging up?
3. You must leave your number. > Say it the professional way.

Exercise 3 — The mock call

Call a friend — or record yourself — and book an imaginary appointment. Use your written opening line, one rescue sentence, and a warm close. Listen back: did you say "this is" and repeat the plan?

Answer key

Ex 1: 1 ring • 2 Hold on • 3 voicemail • 4 spell • 5 callback

Ex 2: 1 "Could you speak a little more slowly, please?" • 2 "Sorry, I think I have the wrong number. Have a good day." • 3 Say it slowly, twice.