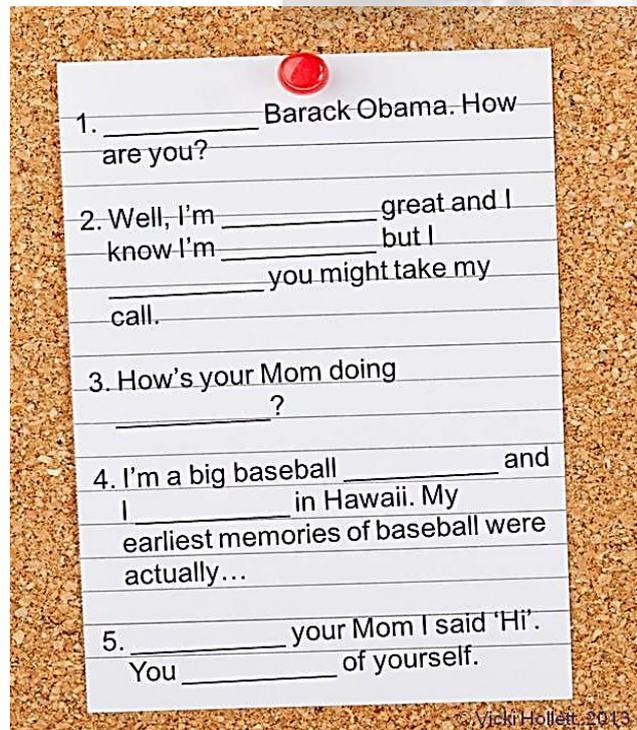


# How to handle calls when you're busy

1. Imagine your phone is ringing. Who would you most like to receive a call from right now?
2. Are there any times when you don't want people to call?
3. Sometimes people call at inconvenient moments. Watch the video.
  - a. Who called Vicki and what did they want to talk about?
  - b. Did she handle the call politely and efficiently? How? What did she do?
4. Can you remember what Barack said?



5. Use these words and phrases to complete what he said.

*take care*

*fan*

*Tell*

*doing*

*grew up*

*figured*

*these days*

*interrupting*

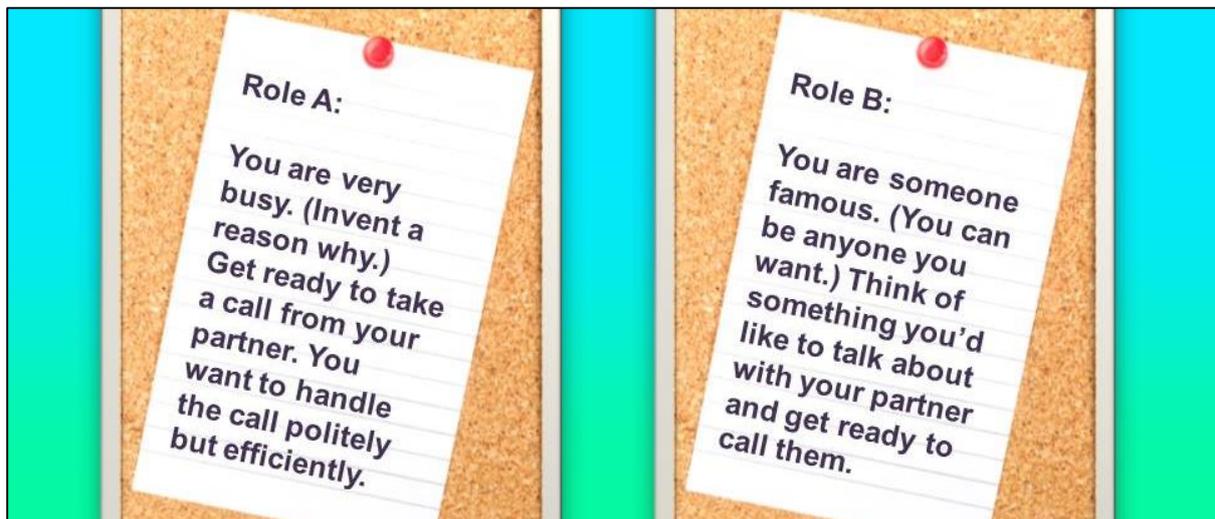
*This is*

## 6. Match the comments and responses.

- |  |  |
|--|--|
| 1. How are you?  | a. Well, you know I'm a big baseball fan.                    |
| 2. I know I'm interrupting but I figured you might take my call. | b. Look I'm sorry Barack but we're a bit busy at the moment. |
| 3. So you called to talk about baseball?                         | c. Well, we're a bit busy.                                   |
| 4. My earliest memories of baseball were actually...             | d. Well then, I understand.                                  |
| 5. This isn't a good time.                                       | e. Well I appreciate that.                                   |
| 6. We'd love to hear from you then.                              | f. You too.  |
| 7. You take care of yourself.                                    | g. Fine, how are you?  |

7. Is there a famous person you'd like to receive a call from? (Who?) And what would you like to talk about with them?

8. Work with a partner and act out a call. Prepare what to say first.



9. Congratulations! You have completed this lesson. Before you go you might like to share a story about a memorable phone call you had.

You can watch the video again on YouTube here: <https://youtu.be/wuMJlEnbAjl>

Make sure you subscribe to our YouTube channel so you know when we release new videos!

Our video lessons are also available with clickable transcripts at <http://www.simpleenglishvideos.com> Happy studying!

Vicki and Jay