

## Grade 8 – Phone Conversations Worksheet

Read the phone conversations below and answer the question.

What is the purpose of the call?

### Conversation 1

Operator: Emergency service. How can I help you?

Emily: There is a lot of smoke in my building.

Operator: Where are you calling from?

Emily: 18 Pine Street, third floor.

Operator: Is anyone hurt?

Emily: No, but we can't stay inside.

Operator: Please stay outside and remain calm.



Purpose of the call: .....

### Conversation 2

Agent: Good afternoon. How may I assist you?

Michael: I need some information about a trip.

Agent: When would you like to go?

Michael: Next Monday in the morning.

Agent: Would you like to return the same week?

Michael: Yes, on Friday.

Agent: I can arrange that for you.



Purpose of the call: .....

### Conversation 3

Customer: Hello, I'm calling about an order I received.

Representative: What seems to be the problem?

Customer: It doesn't work properly.

Representative: When did you receive it?

Customer: Yesterday afternoon.

Representative: Would you like us to take action?

Customer: Yes, I need a solution.

Purpose of the call: .....



by  
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### Conversation 4

Service: This is support department. How can I help you?

Alex: I'm calling about something I'm waiting for.

Service: May I have the order number?

Alex: Yes, it's 672304.

Service: I see an issue in the system.

Alex: What kind of issue?

Service: There has been a delay. We will send your product in three days.

Purpose of the call: .....