

## Telephoning 08: Dealing with a Wrong Call

### Practice 1 | Useful Expressions

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Directions: Listen and repeat.

- I'm afraid you've dialed the wrong number.
- What number did you dial?
- May I ask who you are trying to contact?
- Excuse me, Nicholas who?
- There's no Nicholas Jones.
- I am so sorry for the inconvenience.
- It's not a problem at all.

## Practice 2 | Dialogue

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**Directions:** Read the dialogue aloud with your teacher.

*Mr. Michaels is calling to check if the package has arrived.*

**Mr. Michaels :** Hello, has the package arrived?

**Mrs. Walters :** Hello sir, **who is this?**

**Mr. Michaels :** I'm Alan Michaels and I am trying to check if my package has arrived.

**Mrs. Walters :** Mr. Michaels, I'm sorry but there is no package here. **Who are you trying to reach?**

**Mr. Michaels :** Oh, this isn't Mr. Jones? I was trying to call 555-5698. This isn't it, is it?

**Mrs. Walters :** I am Walters. **I'm afraid you've dialed the wrong number.** This is 555-5689, not 5698.

**Mr. Michaels :** I see. **I am so sorry for the inconvenience.**

**Mrs. Walters :** **It's not a problem at all.** Have a nice day.

**Mr. Michaels :** Have a nice day as well.

**Check your understanding:** Answer the following questions.

1. Who was Mr. Michaels trying to call?
2. What was Mr. Michaels calling for?
3. What went wrong with the call?

## Practice 3 | Role-Play

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**Directions:** Have a role-play with your teacher in the following situation.

### Situation

Somebody calls to make an appointment at the dentist but they've dialed the wrong number.

### Expressions:

- Hello. Who is this \_\_\_\_\_?
- Who were you trying to contact/reach \_\_\_\_\_?
- I'm afraid you might have misdialled.
- I apologize for the inconvenience

## Practice 4 | Discussion

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**Directions:** Discuss these topics and exchange thoughts with your teacher.

1. Have you ever had to deal with someone calling the wrong number? What did you do?
2. How do you react when you have called a wrong number?
3. When you misdial which do you think is better, to hang up the call or talk to the person politely?
4. Do you mostly get wrong calls at work or at home?
5. Have you ever had to deal with prank calls? (prank call: nuisance phone call; spam phone call)