

Telephoning. Inglés al teléfono. Negocios

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Presentación del curso

Llamar por teléfono en inglés, el inglés para los negocios... Este capítulo está pensado para ayudar a todos aquellos alumnos interesados en el inglés de negocios tanto en su vida personal como profesional que necesitan ayuda para poder sobrevivir a una **conversación telefónica en inglés**. Hablar por teléfono en una lengua extranjera es mucho más difícil que una conversación cara a cara ya que en este caso no hay comunicación verbal que acompañe a las palabras.

Casi cada unidad viene acompañada de soporte audio. La transcripción de cada conversación se puede seguir a medida que se escuchan las pistas para que todos los alumnos, no importa el nivel, puedan sacar provecho de la práctica. Las respuestas a todos los ejercicios se encuentran en los últimos capítulos. Recuerda, antes de usar el teléfono: planifica tu llamada, practica lo que vas a decir, toma nota de nuevas palabras y expresiones que puedas oír para ampliar tu vocabulario, habla claro y articula.

1. Personal identification. Presentarse en inglés

mailxmail.com

Audio track 1

- **Receptionist:** *Good morning Myanbid Intel, how may I help you?*
- **George Power:** *Good morning, could you transfer me to Sally Vaana please?*
- **Receptionist:** *One moment.*
-
- **Sally Vaana:** *This is Sally speaking.*
- **George Power:** *Hi Sally, it's George Power.*

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/personal-identification-presentarse-ingle>

1.1 Answering the phone

Answering the phone can differ depending on what company you are working for. Some companies provide a specific script for answering the phone. If you are working for a company that doesn't provide you with a script, try to listen to what other people are saying and copy that.

Phone Greetings

- *Good morning*
- *Good afternoon*
- *Good evening*
- *Hello*

Here are some basic guidelines:

- Say a greeting
- State the name of the company
- State your name
- Ask how you can help the customer

- *"Company x" good morning how may I help you?*
- *Good morning. "Company x", you're speaking with Sandra.*
- *"Company x", Sandra Lewis speaking*
- *This is Sandra Lewis of "Company x", good morning*

If you are not at the reception, then it is most likely all your calls are transferred to you. In this case it is not so necessary to state your name, but still you must be clear that the person has reached the right number.

Here are some examples of introducing yourself on the phone:

- *This is Gareth Jones speaking.*
- *Good morning, Gareth Jones speaking*
- *Hello, Gareth Jones*
- *Good morning, you're speaking with Gareth Jones*

Language Tip

It is a common mistake to say "I'm Sara" on the phone instead of "It's Sara". While it is grammatically correct to say "I'm", on the phone we always use the third person.

Activity 1

Circle the correct phrase in this dialogue. Then listen and check your answers. [Audio Track 1: Escucha el audio en el vídeo de arriba]

Receptionist: Good morning/Greetings (1) Myanbid Intel, how will / how may (2) I help you?

George Power: Hey lady!/Good morning (3), could you transfer me to Sally Vaana please?

Receptionist: One moment.

.....
Sally Vaana: This is Sally *talking/speaking*. (4)

George Power: Hi Sally, *it's/I'm* (5) George Power.

Sally Vaana: Oh Hi George. How are you?

1.2 Saying telephone numbers

In English we tend to say all the numbers individually and with a pause in the middle.

For example, 5678942 would be said like:

"five, six, seven, (pause) eight, nine, four, two"

and not "five hundred and sixty-seven, eighty nine, forty-two"

When there is an '0' in the number, we say 'oh' not zero, unless the 0 is last, then we do say 'zero'.

For double numbers we say "two, two" or "double two" not "twenty-two". The same is true for triple numbers: 333 becomes "three, three, three" or "triple three" or "three, double three".

Activity 1

Listen and practice saying these numbers (you will hear them twice): [Audio track 2: Escucha el audio en el vídeo de arriba]

- a. 2345558
- b. 097783421
- c. 0034021221720

Now practice saying these other numbers:

- Your mobile number
- Your home number with area code
- Your complete work number with country code

Your turn!

Ask to speak with Viktor Mansini in sales
 Greet Viktor and introduce yourself
 Say how you are and ask him how he is.

1.3. Making and taking calls

Making and taking calls is one of the hardest skills in English. When talking on the phone, there is no extra information like facial expressions and body language that is normally used to help with understanding. However, English speakers tend to use standard phrases during a call, so learning these will help you with your understanding. Here is a list of some basic phrases:

Introducing yourself.

Good morning/Hello. This is (name) from (company)

My name is.....

It's (name) from (company), good morning.

Asking to speak with someone

Could I speak to (name) please?

I'd like to speak to (name) please.

Could you put me through to (name) please?

Is (name) available?

Answering the phone

Good morning/Hello Sara Frame speaking

Sara Frame

This is Sara Frame

If the person has asked for you by name you just say "Speaking"

Asking for caller identification

Who may I ask is calling?

Could I have your name please?

Who's calling please?

Saying someone is not available

I'm sorry but (name).....

isn't here at the moment.

Is in a meeting.

is away on business this week.

is out of the office right now

is away from his/her desk at the moment

I'm sorry the line is engaged

(name) is on another call right now.

Checking that someone has time to talk

Is this a good moment?

Are you busy right now?

Have I caught you at a busy time?

Do you have time to talk?

Can we talk now or should I ring back later?

Activity 1.

Put this conversation in the right order.

- a. Frank: Is that Sophia Wiseman?
- b. Receptionist: Certainly Mr. Green, I'll transfer you now.
- c. Sophia: Oh Hi Frank, I'm just on another call at the moment, can I call you in half an hour?
- d. Frank: This is Frank Green.
- e. Sophia: Hello?
- f. Frank: Sure. Speak to you then.
- g. Sophia: Speaking, who's calling please?

h. Frank: Good afternoon this is Frank Green from Delphi Supplies, could you put me through to Sophia Wiseman please?

Answer here:

1	2	3	4	5	6	7	8
<i>h</i>							

Activity 2.

Match the answers to the questions

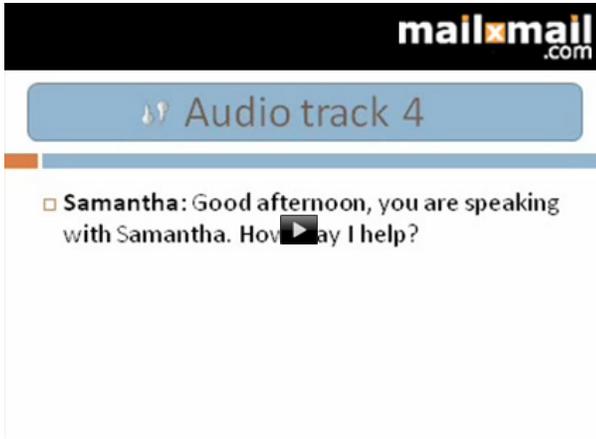
- | | | |
|---|---|---|
| 1. Is Miriam Waters available? | → | a. Um yes I'm a bit busy at the moment |
| 2. May I ask who is calling? | → | b. I'll just transfer you to Ms Waters |
| 3. Have I caught you at a busy time? | | c. Certainly Mr Hestia, what can I do for you? |
| 4. I'd like to speak with someone in HR please. | | d. This is Walter Butler from Austen Group Services |
| 5. My name is Charles Hestia, do you have a moment? | | e. HR department, how may I help? |

Your Turn

Give an answer to these questions.

[Audio track 3: Escucha el audio en el vídeo de arriba]

2. Everyday phone calls. Llamadas telefónicas en inglés



Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/everyday-phone-calls-llamadas-telefonicas>

2.1 Leaving and taking messages

When leaving a phone message it is important to be very clear as to your reasons for the call and who you wish to speak to. Most receptionists are well trained at taking messages and they will prompt you to give all the information. A typical dialogue might run like this:

Remember that your message must be full and clear.

A: Good afternoon Contec services, how may I help?
 B: Yes good afternoon, I'd like to speak with Mr Morris in accounts please.
 A: One moment while I transfer you.

 A: I'm afraid Mr Morris is not in at the moment, would you like to leave a message?
 B: Yes I would. It's Burt from Silkwood Electronics. I need to know when the order will be available.
 A: Ok, could you tell me your last name?
 B: Of course, it's Lancaster.
 A: Could you spell that for me?
 B: Certainly, it's L.A.N.C.A.S.T.E.R.
 A: Has Mr Morris got your number?
 B: I believe so, but here it is again; 09786775643
 A: Do you have the order number?
 B: Oh yes it's 788890
 A: When would be the best time for him to contact you?
 B: This afternoon after 2pm.
 A: Ok Mr Lancaster, I'll tell him you called.
 B: Thank you, goodbye.

Try to cover these points:

- Full name
- Clear reason for calling
- Extra information such as order numbers
- Your number
- The best time to reach you

If you are the one taking the message, it will help you to write down all the information necessary to that call.

The basics are as follows:

- Full name
- Number
- Company
- Time of call
- Message
- The best time to call

Language tip

We ask or tell someone to do something. Tell or ask is used with an indirect object (her, him, them) but we simply say something, without any object. Tell and ask is always to someone, whereas say is never to anybody.

See these examples.

- Can you tell her to call me?
- Can you say I called?
- Can you ask her to call me back?

Here are some more useful phrases for messages:

Leaving a message

- Could you ask (name) to call me back today regarding....
- Could I leave a message for (name)?
- Tell (name) to give me a call as soon as possible.

Offering to take a message

- Would you like to leave a message?
- Can I take a message?
- Could you leave your name and number so (name) can call you back?

Promising action

- I'll give the message to (name) as soon as he's/she's in.
- I'll tell (name) you called.

Activity 1.

Write the messages from these calls.

"Can you tell Mr. Jones that Ned Williamson from Hendeerson Electrical called for him. I need to know when we will be available for a meeting this week. It's quite important."

"I'm trying to reach Deborah Smart, I've called twice already, but she's never in her office. Can you tell her to get back to me as soon as possible? This is Harold Falcon."

"Gerald Hallows called me when I was out of the office this morning. I'm trying to reach him to update him on recent developments on the project. Can you tell him to contact me? It's Hannah Fielding. I'll be in my office for the rest of the day."

"Please tell Ms Beacon that I'll be late for the meeting this afternoon. I have to visit a client on the other side of town. Tell her it's Kyle Silvas."

"My name is Sandy Mythos. I'm calling from Solis eyewear about the faulty goods I received from your company. I need to speak to Mr. Edwards. I'll be away from my desk until 4 o'clock, so tell him to contact me then. Tell him we have been considering taking our business elsewhere!"

Activity 2.

Write in ask, tell or say in these sentences.

1. Can you _____ him I need the figures for the fauna project?
2. Just _____ that Arthur Miller called for him.
3. It's only to _____ them that the meeting at Fort Windsor will start half an hour later than planned.
4. Could you _____ her if she received the package yet?
5. _____ him it's urgent.
6. I just wanted to _____ that I really enjoyed his presentation yesterday.
7. This message is to _____ him if I could get some support at the next Rollins conference.
8. Can you _____ I'll be in later today to discuss the design changes.

Activity 3.

Match the instructions with the phrases.

- | | |
|--|--|
| 1. Find out the purpose for the call. | a. Is there anything else? |
| 2. Offer to take a message. | b. May I ask what it's in connection with? |
| 3. Ask the caller to wait and give a reason. | c. Can I take a message? |
| 4. Say you're ready to begin. | d. I'll just read that back to you. |
| 5. Ask for the spelling. | e. Sorry, one second, I'll just get a pen. |
| 6. Check the spelling. | f. Ok, go ahead. |
| 7. Check unusual spelling. | g. Is that Sara as in S.A.R.A? |
| 8. Re-check the message. | h. Sorry could you spell that? |
| 9. Ask if that's the end of the call. | i. Is that D.U.C.H.A.M.P, 'P' as in Piano? |

Answer here:

1	2	3	4	5	6	7	8	9
6								

Your Turn

Listen to a call and write the message. You can use the prompt given.

[Audio track 4: Escucha el audio en el vídeo de arriba]

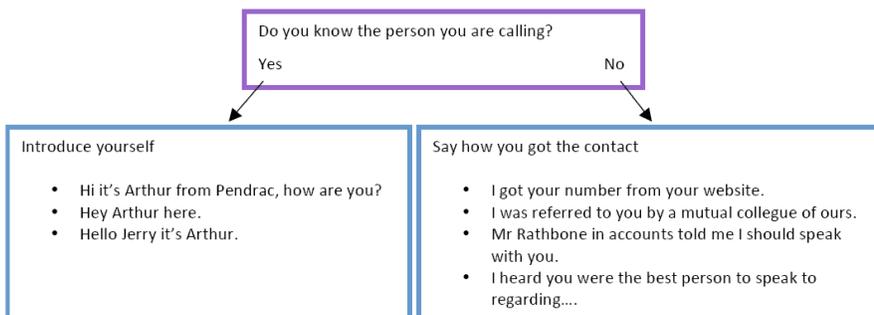
(Prompt for taking messages)

2.2. Reasons for calling

When calling a company, you will be transferred to a different department depending on the reason for your call. Look at these reasons for calling and the departments in a company.

<p>I'm calling to....</p> <ul style="list-style-type: none"> Ask for a brochure Apply for a position Complain Make an order Question an invoice Inquire about a course 	<p>Departments</p> <ul style="list-style-type: none"> Marketing Human resources Accounts Sales After sales Training
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Next, do you know the name of the person you need to speak to?



Now, you may state your reasons for calling:

- I'm calling regarding...
- I have a problem with.... and I had heard that you were the best person to speak to about it.
- I have an inquiry about...
- I'd like to confirm our meeting/conference call on the 15th of November at 6pm.
- Can you give me an update on project Indigo?
- Unfortunately we have a change of plans regarding...
- We're not at all happy with the service we've been receiving so far on...

Language Tip

Look at these formulas for writing reasons for calling:

*I'm calling about + noun/ I'm calling about + verb + ing.
 It's with regard to + noun/ It's with regard to + verb + ing.
 I'm phoning to + infinitive verb/ I'm phoning because of + noun.
 I'd like to + infinitive verb.*

Activity 1.

Use the language tip above to correct these sentences, where necessary.

1. I'm phoning to placing an order.
2. I'm calling about to apply for the job.
3. I'd like to question an invoice.
4. I'm calling speak to the manager.
5. It's with regard about Gerald.
6. I'm phoning because of requesting for an interview.
7. I'm calling about having a problem with the new catalogue.

Activity 2.

Listen to this message and circle the correct answer. [Audio track 5: Escucha el audio en el vídeo de arriba]

1. The caller has had trouble with an invoice / The caller has a problem with an order.
2. The caller is calling from a hospital / The caller is calling from a General Store.
3. The caller has had a lot of problems from a mix-up / The caller has had a horrible time.
4. The caller wants to complain / The caller wants to double check an invoice.

Your Turn

Listen to these short messages and identify what department the person needs to speak to and what is the reason for their call.

[Audio track 6: Escucha el audio en el vídeo de arriba]

2.3. Leaving Voicemail

If there is no one to take your call, you might get an automated message instead. A lot of people get nervous at this point. Don't Panic! If you choose to leave a message, make sure that you speak very clearly and leave all your details.

Follow these simple steps to leave the perfect voicemail message:

- Introduce yourself and say how you got the contact if the person is unknown to you.

(my name is.../I work for.../It's.../This is.../I got your name from a colleague.../My manager said I should speak to you about...)

- Give the reason for your call.

(I'm calling about.../I need some information on.../I'm phoning because of...)

- Contact details, even if you think the person has your number, leave it again to be sure.

(My number is.../You can contact me on.../Call me at...)

- Availability, say when will be the best time for the person to contact you.

(I'll be available after.../I'll be in all day./Contact me tomorrow.)

- Alternative, if you can call back, then let them know.

(I'll try you again later./I'll call tomorrow morning./I'll get in touch with you later.)

- Ending the call. Say something nice to finish off with and they'll get back to you sooner.

(I hope to speak to you soon./I look forward to hearing from you./Talk to you soon.)

Activity 1.

Put the message below in the right order.

"If you could please call me back on 5463210, I would really appreciate it.

Hello, this is Ruth Sorrel, from Spotlight Systems.

Speak to you soon, bye!

I'll be away from my desk this morning, but you can call me this afternoon.

I got your number from Jerry, my manager,

Anyway, I'll try you again later.

he said you were the best person to talk to regarding shipping costs on large items."

Your Turn

Listen to this voicemail and leave a message for someone.

[Audio track 7: Escucha el audio en el vídeo de arriba]

3. Telephoning at work. Hablar por teléfono en inglés en el trabajo

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▶ Audio track 8

- **Janet:** Hey !! I'm great, how are you?
- **Georgina:** I'm good, listen I have some rather bad news. You know that order I placed with you last week?
- **Janet:** Yes, what about it?
- **Georgina:** Well I'm afraid I'll have to...*(inaudible)*
- **Janet:** Sorry Georgina, you went all quiet, I didn't quite catch that.

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/telephoning-at-work-hablar-telefono-ingles-trat>

3.1. Transferring a call and being 'on hold'

If you call to a business, generally you are greeted by a receptionist who then transfers your call to the right line. The time that you are waiting when you are being transferred is commonly known as **being on hold**.

Here are some phrases you might hear.

- Please hold.
- Is it ok if you just hold the line a moment?
- Just bear with me, I'll be right with you
- Can you hang on a sec?
- Would you like to hold for Mr Fischer or will you call back later?

Language Tip

When a caller has to wait on the phone, we often use the present continuous to describe our actions.
eg. I'm putting you through now or I'm just looking for his extension number.

Language Tip

We use quite a few **phrasal verbs** in basic telephone phrases in English. Here are the translations:

Hold on/hang on! = wait a moment. eg. Could you hang on and I'll transfer you.

Put someone through = connect. eg. Can you put me through to Mr Jones please?

Get through to = succeed in contacting. e.g. I've been trying to get through to Mrs Franklin all morning.

Call someone back = return someone's call. e.g. Could you get Mr Von Tromp to call me back when he returns?

Read something back = Repeat information. e.g. I'll just read that back to you.

Get back to someone = Contact someone later. e.g. I haven't had time to get back to Mr Stevenson yet regarding the order.

Cut off = To be disconnected. e.g. I was talking to Daniel Donaldson, but we were cut off.

Switch off = To disconnect the phone. e.g. Please switch off all phones, the plane is about to leave.

Hang up = to put the phone down and end the call. e.g. I can't hear you on this line. Please hang up and I'll call you right back.

Speak up = To talk a little more loudly. e.g. I can't hear you very well, can you please speak up?

Be tied up = (colloquial) To be busy. e.g. I'm afraid I'm a bit tied up at the moment, can I talk to you later?

Activity 1.

Use these verbs to complete the sentences in the present continuous

deal run walk bring look ring work connect talk answer

1. Just a second! Mr. Morris is _____ into the room now.
2. Bear with me, I'm _____ for a pen.
3. He might be _____ on the second floor today.
4. Hang on a moment, I'm _____ you now.
5. My other phone is _____, can I just put you on hold for a moment?
6. She's not _____ her phone at the moment, can you call back?
7. My battery is _____ out, can you wait while I connect it to the power point?
8. Just a moment, I'm _____ up the documents on the screen now.
9. Can you give me a minute? I was just _____ with my manager.
10. I'm just _____ with somebody, I won't be a moment.

Activity 2.

Match these phrases with the equivalents.

- | | |
|---|---|
| 1. I'm a bit tied up at the moment. | a. I saw you called me. |
| 2. Please hold. | b. I'll just transfer you now. |
| 3. I'll just read that back to you. | c. I'm putting the phone down. |
| 4. I'll put you through now. | d. Can you speak louder? |
| 5. Could you speak up a little? | e. Please wait a moment. |
| 6. I'm trying to get through to James Molloy. | f. I'll read that again. |
| 7. Can I get back to you later? | g. I'm sorry, I'm a bit busy right now. |
| 8. Hello, I think we were cut off. | h. Is James Molloy in yet? |
| 9. I'm sorry I need to hang up now. | i. I'll call you this afternoon. |
| 10. I'm calling you back with regard to your offer. | j. hello, the line went dead. |

Answer here:

1	2	3	4	5	6	7	8	9	10
g									

3.2. Asking for repetition

Everyone has problems with listening on the phone. Perhaps there is background noise, or the phone line is not clear. Also, with certain types of information, for example order numbers, it is vital to get the information absolutely accurate.

Here are some phrases to help you to get the caller to repeat the information.

- Could you please speak a bit more slowly
- I'm sorry I didn't catch that
- Can you read that back to me?
- Could you repeat that?
- I'm sorry, you've lost me.
- So was that 67482?
- I think I have everything, but I'd be grateful if you could email me a copy of the invoice.
- Would you mind repeating that?
- So it's Francis, F.R.A.N.C.I.S, 'C' as in Charlie?
- This line is terrible, can you call me back?

Listen to the call and correct the information below. [Audio track 8: Escucha el audio en el vídeo de arriba]

Georgina Teal is calling from Hunter Systems.
 Georgina has good news for Janet.
 Janet can't hear Georgina because there is too much background noise.
 The order number is 6748031bt.

3.3. Ending the call

It is important to end your call well, so that you maintain good business relations with other people.
 Have a look at and listen to the difference between these messages. [Audio track 9: Escucha el audio en el vídeo de arriba]

- Nice to hear from you, I'll talk to you soon, bye!
- Ok I'm done, bye.

Here are some more ways to end the call. These can be categorized into several types.

Give thanks

- Thank you so much for your help

- Thanks a lot
- You've been a big help

Refer to a future contact

- I hope to speak to you again soon
- We'll talk more next week
- I look forward to hearing from you
- We'll expect you next week
- Don't forget to call me on Friday

Offer to help

- Was there anything else I can help you with?
- Is there anything further?
- Was there something else?

Give reason for ending the call

- I'm so sorry, but I must dash* to my next appointment
- I'll have to leave it at that for now; I must speak to my boss.
- I'm sorry, but I'm expecting another call

Say goodbye

- Ok have a good weekend
- Give my love to Mary and the kids
- Nice talking to you
- See you later

New Expressions

"I really must dash" is the same as **"I really have to run"** or **"I've got to fly"**. They all mean **"I'm in a hurry"**.

"Keep me posted" or **"keep me in the loop"** both mean keep me updated as to what is happening with the project.

Listen to the end of these calls. What category would you place them in? [Audio track 10: Escucha el audio en el vídeo de arriba]

- 1.
- 2.
- 3.
- 4.
- 5.

Activity 2.

Match an appropriate end to these conversations.

- | | |
|--|---|
| 1. Ok, I've got to run*, nice talking with you. | a. Not at all, it was a pleasure talking to you. |
| 2. Is there anything else I can assist you with today? | b. Ok, see you, bye! |
| 3. Ok, I'll be seeing you Friday right? | c. Ok, nice talking to you too. |
| 4. Thanks so much for calling. | d. No thanks, you've been a big help. |
| 5. Give Emma a kiss from me. | e. Thursday sounds great! Shall we say 'The Bubbleroom' 9:15? |
| 6. Oh I think I've got the wrong number, sorry. | f. I will. I'll send you an email on Monday with all the details, bye. |
| 7. We'll speak again soon, bye. | g. Yes, call me next week. |
| 8. Don't forget to keep me posted* about the project. | h. Yes, can you arrange someone to pick me up from the airport at 11am? |
| 9. See you later then. How about drinks on Thursday evening? | i. No problem, bye. |
| 10. I'm so sorry, but I really must dash, see you later. | j. I will, the same to Sonia and the kids. |

Answer here:

1	2	3	4	5	6	7	8	9	10
c									

Your Turn

Give an appropriate response to end these calls.

[Audiotrack 11: Escucha el audio en el vídeo de arriba]

3.4. Automated information and recorded messages

Sometimes when you are trying to call someone, you don't reach a real person at all. Instead there will be a set of pre-recorded instruction for you to follow. These can be hard to understand, but luckily there is usually an option where you can repeat the message.

Language Tip

We often use the imperative tense in recorded messages. This is where the verbs are in the third person singular. See these examples:

- Dial nine for an outside line.
- Please turn off all mobiles during the flight.
- All our lines are busy at the moment. Please hold.
- Please choose one of the following options.
- Speak after the tone.
- For more information, press one.
- We can't connect you call at this time, please try again later.
- Insert a coin.

Activity 1.

Listen to the following messages and underline the correct word. [Audiotrack 12: Escucha el audio en el vídeo de arriba]

1. The number you have called is no longer in *operation/service*.
2. We apologize for the *delay/wait*
3. *Select/Choose* one of the following options.
4. For more information, *push/press* one.
5. All our operators are busy at the moment, please *wait/hold*.
6. To *hear/repeat* the message, press four.
7. Dial *nine/one* for an outside line.
8. *Speak/talk* after the tone.
9. Sorry, we are *unable/unwilling* to take your call at the moment.
10. Please *call/try* again later.

Activity 2.

Complete the following messages with the sentences above, you might need more than one.

1. Thank you for calling Halwes Realty. _____ / _____.
An operator will be with you shortly.
2. Thank you for calling Charlie's Pizzeria. Press one to make an order. Press two to check the status of _____ an order. Press three to hear our daily specials. _____.
3. Hi you've reached Frank Madison, I'm either away from my desk or out of the office. Please _____ and I'll get back to you as soon as I can.
4. The number you have dialed is not recognised. _____ / _____.
5. _____ Please note, you will not be charged for this call.
6. This is Hound and Sawyer Marketing association. _____. Your business is important to _____ us. _____ To place an advert press one. To make a complaint press two. _____ To inquire about our services press three. To speak to an operator press four. Or _____.

4. Dealing with problems. Resolver problemas en inglés



🔊 Audio track 13

❑ Sorry, I must have a wrong number. 

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/dealing-with-problems-resolver-problemas-ingle>

Even as our technology advances, we are still held up by the small problems that result from it.

Look at these examples and rate them on the stress meter below:

1. You're talking on a cell phone and the battery runs out.
2. You're trying to talk on the phone in a very noisy atmosphere.
3. You can't hear the other person at all.
4. You can hear the other person, but they can't hear you.
5. The other person is speaking too fast.
6. You can't understand the other person's English.
7. You have very bad reception on your mobile.
8. You dial the wrong number.



Language Tip

In order to add emphasis, we use modifiers. See the examples below. The modifiers are in bold.

- I'm sorry, this line is **really** bad.
- The reception here is **absolutely** terrible.
- I can't hear you, there's **too much** noise in here.
- My battery is **very** low, let me call you back.
- This is such a **terrible** line, I can't hear you at all.

Activity 1

Choose the correct option.

1. I can't *hear/listen* you very well.
2. Can you please *talk/speak* up?
3. Let me *call/calling* you back in five minutes.
4. This is a really *badly/bad* connection.
5. Sorry, I *must/should* have got the wrong number.
6. My battery's very *down/low*.
7. Please *hang up/switch* off and try the other number.
8. I think we just got *cut up/cut* off.
9. Can you speak *slow/slower*?
10. Could you *repeat/resay* that?

Activity 2.

Use one of these modifiers in each sentence.

such very too really absolutely

1. You're speaking_____quietly, I can't hear you.
2. I'm at the station and it's_____noisy in here.
3. There's_____no reception here.
4. I_____can't hear you at all.
5. This is_____a bad line.

Your Turn

*Listen to the phone problems
and respond correctly.*

[Audiotrack 13: Escucha el audio en el vídeo de arriba]

5. Making arrangements. Llegar a acuerdos en inglés



🔊 Audio track 14

- **Sue:** Hello Jerry, how are you?
- **Jerry:** I'm fine Sue, how are you?
- **Sue:** I'm great. Listen about the meeting this week, I'm afraid I'm going to have to cancel, I have the vice president visiting from Tuesday till Friday.

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/making-arrangements-llegar-acuerdos-ir>

5.1. Appointments

Making appointments is quick and simple over the phone. You can get a definite answer immediately. Or, sometimes, a day that you had planned for an appointment has to be changed. Look at this sample dialogue.

Hannah: I'd like to meet this week to discuss figures.
 David: Sure. What time would suit you?
 Hannah: How about Monday 9am?
 David: I'm sorry, I'm busy then.
 Hannah: Ok, when are you free?
 David: Wednesday afternoon.
 Hannah: Is 2pm ok for you?
 David: Perfect. See you then.

Note these synonyms when talking about appointments:

When.....

- are you free?
- can you make it?
- are you available?

How about...

- Thursday at 2pm?
- some time next week?
- this afternoon?

What time would suit you?

- Is (time) ok for you?
- When's best for you?

Sorry I'm...

- not available at that time.
- a bit tied up then / busy.

Ok, so we can....

- arrange it for Thursday.

fix it for next week.

agree on 3pm, Thursday.

That sounds....

great.

good.

perfect.

Do you mind if we...

postpone it until next week?

arrange it for another day?

change the time?

move it to 3pm?

Activity 1.

Unscramble these sentences and put them in the right order.

1. 11am we shall say So Tuesday?
2. busy I'm really week this.
3. make can we following the Wednesday it?
4. perfect Thursday Ok see at you 2pm there!
5. Friday how next afternoon about?
6. 9am So fix Monday for it we'll.
7. week Sorry we postpone can it to next?

Listen to the dialogue and correct the following information. [Audiotrack 14:Escucha el audio en el vídeo de arriba]

- Sue is speaking to Mary.
- Sue wants to have the meeting at a later time.
- The reason is that Sue will be away visiting the Vice president from Tuesday till Friday.
- They re-schedule for Monday.
- The meeting is booked for 4:30.
- Sue has a problem with the time.

5.2. Invitations

'It's party time!' Or perhaps 'Let's have a couple of drinks'.

Whatever the occasion, people must be invited. Have a look at these sample sentences for inviting people:

- Would you like to join us for dinner?
- Can we meet after work for a drink?
- We're having a party this weekend; we'd love it if you could come.
- How about lunch next Friday?
- What do you say we meet this weekend for a round of golf?

So someone invites you out, what will you say?

Yes

- I'd love to!
- Sure, what time?
- That sounds great!
- I'll be there!
- Wonderful!
- I'd like that very much.

No

- I'm sorry, but I have a prior engagement.
- I can't make it, I'm out of town that weekend!
- Thanks so much, but I'm away on business that weekend.
- I'd love to but I have my mother staying this weekend.
- Tomorrow's not good for me, are you free next week?

Language Tip

Prepositions of place

Here are a few little rules for using prepositions of place.

At = always used for a point. Meet me at the entrance/corner/the front desk.
 In = always used for an enclosed space. I'll be in the bar/Paris/the car/the office.
 On = always used for a surface. Shall we meet on the second floor?/the plane?/the left side of the hall?

Activity 1.

Respond to these invitations

1. Would you like to come over for lunch this weekend? (no)
2. How about a barbeque on Sunday, you could bring your wife? (yes)
3. Let's do lunch this week. (yes)
4. Do you have time for a drink tonight? (no)
5. I'm going to the cinema tomorrow night, want to join me? (no)
6. I'm having some friends over for my birthday next Saturday; I'd love it if you could come. (yes)

Activity 2.

Complete these sentences with the correct preposition of place.

1. I'll meet you_____ the hotel lobby.
2. Join us_____ the restaurant at 7pm.
3. Lets meet_____ that great little bar on Fort street.
4. Sorry, but I'm_____ New York all next week.
5. Can you come to our party next weekend? It'll be_____ Mona's house.
6. Let's meet_____ Sunday for a little fishing expedition.
7. I'll be_____the second floor, just come up.

Your Turn

Accept or decline these invitations over the phone.

[Audiotrack 15: Escucha el audio en el vídeo de arriba]

5.3. Confirmations

If you're planning a big event, it's best to make sure that everyone knows what they're doing so that things run as smoothly as possible. In other words, it's best to confirm everything!

Case Study:

Imagine you work for a photographer. Look at the schedule below, what things need to be confirmed?

Wednesday the 15 th April	
06.00 h	
07.00 h	Arrive at site and organize the set.
08.00 h	Caterers arriving - Remember to tell them Katie Frost is a vegetarian.
09.00 h	Lighting check.
10.00 h	Katie Frost arriving - Need to double-check this.
11.00 h	Hair and makeup - How many staff?
12.00 h	Costume designer arrives, final clothing check - Is she aware of the changes?
13.00 h	First shoot.
14.00 h	Lunch.
15.00 h	Set change - Are all the props ready?
16.00 h	Lighting check and hair and makeup.
17.00 h	Clothing check - Don't forget the second dress needs to be taken in.
18.00 h	Coffee break.
19.00 h	Second shoot.
20.00 h	Pack up.
21.00 h	Leave set - give keys back to who?

Things to be confirmed:

- The caterers need to know that the model is a vegetarian.
- They need to check to make sure the model knows what time to arrive.
- They need to check how many hair and makeup people will be there.
- The costume designer needs to be aware of some wardrobe changes.
- Props need to be checked.
- They need to check who to return the keys to.

Technical Speak

Set = the place where the photographer will photograph the model.
 Shoot = the actual time photographing the model.
 Props = anything that is used on the set.
 Taken in = the dress is too big for the model and needs to have the seams resewed.

Remember:

When confirming something, we use verbs like: **confirm**, **check** or the phrasal verb to **make sure**.

Activity 1

Listen to the dialogue, and then correct these sentences. [Audiotrack 16: Escucha el audio en el vídeo de arriba]

1. The catering company is called Cousin Caterers.
2. Cherry and Donald spoke last month about arranging catering for the shoot.
3. Everything is ready for the shoot.
4. Katie Frost has been a vegetarian for a long time.
5. The catering company can organize something for her.

Activity 2.

Complete these sentences from the dialogue.

1. We.....last week about catering a shoot I have for this Wednesday.
2. Oh yes I remember. Everything is.....
3. Our model Katie Frost has just.....that she has become a vegetarian.
4. We'll..... something special for her.

Your Turn

Using the schedule above, respond to these questions.

[Audiotrack 17: Escucha el audio en el vídeo de arriba]

5.4 Conference calls

Conference calls are sometimes easier to manage than face-to-face meetings. They are known for their benefits such as the people involved do not need to travel to talk about a project. However, they require careful attention to make sure all groups can understand each other and communicate.

Before any conference call can get down to business, it is necessary first to check a few things and make introductions.

- First: Check the level of volume.
- Second: Welcome participants.
- Third: Introduce a participant.

Look at the example below:

Sophia: Can you hear me Yumi?
Yumi: Yes hello Sophia, you're a bit quiet.
Sophia: Oh...Is that better?
Yumi: Much better.
Sophia: Well thank you for joining us today. Before we get started, I'd like to introduce Rachel, she is in charge of Human Resources in Cardiff.
Rachel: Nice to meet you Yumi.
Yumi: And you Rachel.
Sophia: Right well let's get started. Yumi did you look over the document I sent you last week?
Yumi: Yes I did, I see no problem with going ahead as planned.
Sophia: Just a moment Yumi, Rachel wants to say something.

During the call

Interrupting someone: Just a moment Yumi, Rachel wants to say something. Can I just stop you there...
Asking for opinion: What do you think Yumi?
Expressing an opinion: I think...
Agree with an opinion: I like that idea.
Show understanding: I see what you mean.
Check actions: So Yumi, you're going to...
Make plans for a future call: Speak to you again in two weeks.

Activity 1.

Match the beginnings of these sentences with the endings.

- | | |
|--|---|
| 1. Hello Donald, can..... | a. you think? |
| 2. I'd like to.... | b. you hear me? |
| 3. You're a bit quiet, can you turn..... | c. again in two weeks. |
| 4. Frank this is..... | d. George, he's in charge of marketing. |
| 5. Can I just stop you there.... | e. moment, Clara wants to say something. |
| 6. I see what.... | f. introduce Flora, she works in sales. |
| 7. Thank you for.... | g. going to call Tom about the plastics shipment. |
| 8. Let's get.... | h. turn up the volume? |
| 9. Paul, what do.... | i. I know Stephanie wants to speak. |
| 10. I quite.... | j. you mean. |
| 11. I like that.... | k. me? |
| 12. So Francis, you're..... | l. joining us today. |
| 13. The reason for.... | m. there? |
| 14. I think that... | n. started. |
| 15. Can you hear... | o. we should look at the bigger problem. |
| 16. Just a..... | p. agree. |
| 17. Are you.... | q. idea. |
| 18. Let's speak.... | r. meeting today is to discuss the recent activity regarding the newest product out of Smith and Smith. |

Answer here:

1	2	3	4	5	6	7	8	9
6								
10	11	12	13	14	15	16	17	18

Activity 2.

Read the conference call above and answer these questions.

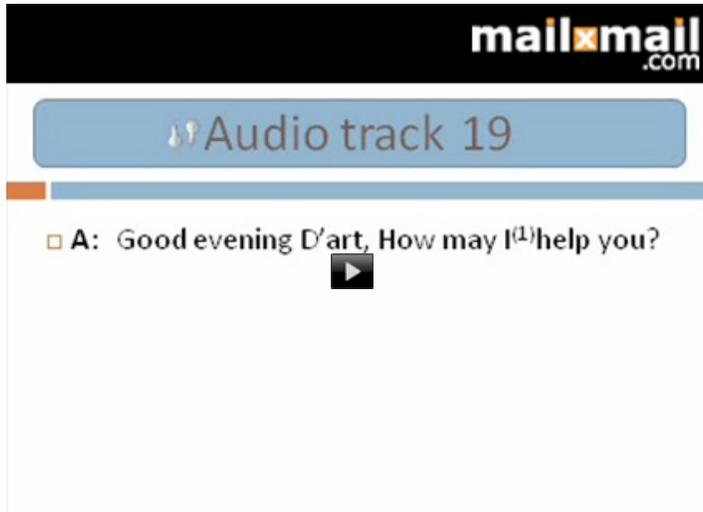
1. What is the call about?
2. Who is participating in the call?
3. How does Sophia interrupt Yumi?

Your Turn

Listen to these questions and phrases and respond with an appropriate answer.

[Audiotrack 18: Escucha el audio en el vídeo de arriba]

6. Booking. Hacer reservas en inglés



mailxmail.com

Audio track 19

A: Good evening D'art, How may I help you?

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/booking-hacer-reservas-ingle>

6.1. Booking hotels and restaurants

When making a booking over the phone, the receptionist or maitre will guide you as to what information is necessary for them.

Here are some phrases you might hear:

Hotel

- How may I help you today?
- How many nights is that for?
- What dates would you like?
- Would you like a single room or a double room?
- Can I have your card number?
- Could you give me a contact number?
- Would you like a confirmation in writing?
- Is there anything else I can help you with today?

Restaurant

- How may I help you?
- At what time?
- Would you like smoking or non-smoking?
- Can I have you name?

The International Spelling Alphabet is very useful in making a booking.

It is useful for spelling names that are difficult, that might otherwise result in an embarrassing situation. It's simple to learn the English Phonetic Spelling. When using the alphabet, we generally say a phrase like: "G for golf," or "S as in Sierra."

[Try spelling your name, then your company or address, and so on.]

It can help to remember that there are several groups of words that go together such as:

- Dances: Foxtrot, Tango
- Shakespeare: Romeo & Juliet
- Men's first names: Charlie, Mike, Oscar, Victor
- Cities: Lima, Quebec

A = Alpha	G = Golf	M = Mike	S = Sierra	Y = Yankee
B = Bravo	H = Hotel	N = November	T = Tango	Z = Zulu
C = Charlie	I = India	O = Oscar	U = Uniform	
D = Delta	J = Julie	P = Papa	V = Victor	
E = Echo	K = Kilo	Q = Quebec	W = Whisky	
F = Foxtrot	L = Lima	R = Romeo	X = W-Ray	

Activity 1.

Fill in the gaps in these dialogues.

1)

A: Good evening D'art, How..... (1)help you?

B: Good evening a table for two for tomorrow night please.

A: Certainly. At.....(2)time?

B: At 8 o'clock.

A: Ok, would you like smoking or.....(3)?

B: Non smoking please.

A: What.....(4)please?

B: Harrison.

A: H.A.R.R.I.S.O.N?' H' as in.....(5)?

B: That's correct.

A: Right ok, we'll see you tomorrow night at 8pm.

B: Thank you.

A:bye.

2)

A: Welcome to the Leonarte Hotel, how may.....(6)?

B: Hi, I'd like to book a room please.

A: Certainly. How.....(7) is that for?

B: For three nights.

A: Ok, and what.....(8)?

B: The 28th of November till the 1st of December.
A: Would you like a.....(9) or a double?
B: A single please.
A: Could I.....(10) card number?
B: Certainly, it's 4545 2314 2109 4367
A: And the.....(11) on the card?
B: Frank Reynolds.
A: Could you spell your last name?
B: Yes of course, R.E.Y.N.O.L.D.S
A: D as in.....(12)?
B: That's correct.
A: Expiry?
B: September 2014.
A: Could you give me.....(13)?
B: Yes it's 658 223310
A: Would you like a confirmation.....(14)?
B: No, that's not necessary.
A: Ok Mr Reynolds, is there.....(15) help you with today?

Listen to the dialogues above and check your answers. [Audiotrack 19: Escucha el audio en el vídeo de arriba]

Your Turn

Take part in a dialogue.

6.2. Booking transport

In the modern world, it is much easier to book transport online than over the phone. However not all web pages are user friendly, and sometimes you can feel unsure as to whether your journey has been properly booked or not. Also, if you want information about booking transport, it might be better to call and do everything over the phone.

Here is a simple example about booking transport:

A: Hello Eurorail, how may I help you?
B: Hello, I'd like some information about booking trains to Berlin.
A: From what station?
B: From Cologne Hauptbahnhof.
A: Trains to Berlin run on the hour, every two hours.
B: And the price?
A: 40€, would you like me to book that for you?

Vocabulary for train

Overnight train = A train that leaves late one night and arrives early the next morning.
 Sleeper car = A carriage of the train where you have a bed.
 First class = The most expensive ticket with a more comfortable seat and usually refreshments.

American vs British English.

Baggage room	/	Left luggage room.
Desk clerk	/	Receptionist.
Front desk	/	Reception.
Freeway	/	Motorway.
One way ticket	/	Single Ticket.
Round trip ticket	/	Return Ticket.
Subway	/	Underground.
Cell phone	/	Mobile phone.

Language Tip

Prepositions of Time.

At = a precise time:

At 3 o'clock, at noon, at sunrise.

In = Months, years, centuries, long periods of time:

In the 1700s, in the year 2000, in July, in summer.

On = days and dates:

On the 12th of August, on New Years Eve, on my birthday.

Activity 1.

Correct these sentences

1. May you help you?
2. You would like a sleeper car?
3. I want the train on noon.
4. Please direct me to the right luggage room.
5. I want a freeway ticket please.
6. In what time does this train leave?
7. Do I need to take the underway?
8. Trains to Paris run in the hour.
9. Where is the back desk?

10. Do the buses run at August?

Activity 2.

Complete this form for your next journey.

- Hello I'd like to book tickets to _____(destination)
- I want to travel on _____(dates)
- I'd like to travel _____(class)
- Could I pay by _____(payment method)

Your Turn

Next time you book a flight, try doing it on the phone.

7. Commercial calls. Llamadas comerciales en inglés



🔊 Audio track 22

- I'm not sure you sent me the right replacement part 
- I ordered 23 boxes and received only 20.
- I expected better service from your company.
- Your customer service representative was very unhelpful.

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/commercial-calls-llamadas-comerciales-i>

7.1. Orders

When placing an order, remember to have all the information ready. This includes the catalogue number, the amount of the product you want to buy, and the price per item. If you would like to first get the amount of money your order would cost, plus shipping and handling (the cost of sending the item) and any insurance, then you can ask for an estimate.

See these phrases below:

- I'd like to place an order for 70 units please.
- Do you have the catalogue number?
- How much does shipping and handling cost?
- Can I get an estimate?
- What does an estimate include?
- Do you give discounts on large orders?
- When will my order arrive?
- Do you ship door-to-door?

Activity 1.

Fill in the dialogue below with these phrases.

catalogue number / for foxrot / Do you ship / Delivery times / inquire about ordering /
an estimate on / my order / shipping and handling / credit card / estimate include

A: Morning, I'd like to _____
400 copies of Shakespeare.

B: Of course, what is the
_____?

A: fgt567.

B: That's f _____?

A: That's right. Can I get _____ that?

B: Certainly. I can have that ready for you by
the end of the day.

A: And what does the _____?

B: It includes the merchandise,
_____, plus any taxes and
insurance.

A: _____ door-to-door?

B: Yes we do.

A: When can I expect _____ to arrive?

B: _____ are usually ten working days.

A: Can I pay by _____?

Activity 2

Listen to the questions and respond by following these instructions. [Audiotrack 20: Escucha el audio en el vídeo de arriba]

Say you want to place an order for desk units.

Order 70 units.

Say the catalogue number (ytr2346)

Verify the catalogue number.

Give the price (150€ each)

Ask about delivery times.

Ask about paying by credit card.

End the call.

7.2. Solving Problems.

There are so many things that can go wrong in business. Perhaps you're running late to a meeting, the delivery hasn't arrived yet and the client is waiting, your computer system has crashed or your flight is delayed.

Have a look at the way we talk about fixing these problems in English.

Read these dialogues, what is the problem?

these phrases below:

A: Hello Agent Deliveries, how may I help?

B: Hello, I'm trying to find out what has happened to a package I sent, it hasn't arrived yet.

A: Do you have the reference number?

B: Yes it's ogh567.

A: Ok, yes here it is, it's currently being shipped to Los Angeles, it should arrive within a couple of days.

B: Ok thanks

A: Hello, Mrs. Sharp's office?

B: Hello, this is Nigel Cox, I'm calling to let you know that I have had some problems with my rental car, so
I won't make it on time for the meeting this afternoon.

A: Ok, I'll let Mrs. Sharp know, would you like to reschedule?

B: Yes please, I'll be in town at 5pm. Can we make it then?

A: I'll just check her schedule, one moment... yes that'll be fine.

B: Ok, thanks

A: Bye.

A: I'm at the conference room, and I've been waiting half an hour, did you remember we had a meeting scheduled this week?

B: Oh no! I'm so sorry, there was a problem down at the factory and I had to just on a plane as soon as possible. My secretary should have cancelled all my meetings.

A: I guess she missed one.

Problem **dialogue 1**: The package hasn't arrived yet. / Problem **dialogue 2**: Running late for a meeting due to car trouble. / Problem **dialogue 3**: The secretary forgot to cancel the meeting.

Language Tip

For problem solving we often use the future tense with *will* to promise to do some sort of action. Look at these examples.

o Problem: I can't open the attachment.	Action: <i>I'll be right there to take a look.</i>
o Problem: The delivery hasn't arrived yet.	Action: <i>I'll call the company and ask them about it.</i>
o Problem: My flight is delayed.	Action: <i>I'll call ahead to let them know you'll be late.</i>
o Problem: I need to reschedule the meeting.	Action: <i>I'll check my schedule.</i>

Sometimes in speech we combine *will* with other words, as in the dialogue above, *That'll*. Here are some other examples:

Tomorrow'll be fine for me. / *When'll* I see you again? / I hope the *weather'll* be nice.

Match the problem with the action.

1. Problem: My computer shut down and I couldn't save my work.
 2. Problem: The invoice hasn't been paid yet.
 3. Problem: John is late for a meeting.
 4. Problem: The shipment hasn't arrived.
 5. Problem: The Internet connection isn't working properly.
 6. Problem: An important member of staff hasn't arrived at the meeting.
 7. Problem: The phone line has a really bad connection.
 8. Problem: The flight has been cancelled.
- a. Action: I'll call the office and let them know you won't make it.
 - b. Action: Jane'll call and ask what happened with the invoice.
 - c. Action: I'll send someone over from IT to look at your computer.
 - d. Action: John'll have to call to say he'll be late.
 - e. Action: I'll call you straight back.
 - f. Action: I'll call the delivery company to see what happened.
 - g. Action: I'll call our Internet provider to try to see what the problem is.
 - h. Action: Tom'll call Ken to find out why he's not at the meeting.

Answer here:

1	2	3	4	5	6	7	8
c							

Activity 2.

You are working at Arrowline courier company. Follow the instructions.

1. Answer the phone:
2. Ask for a reference number:
3. Double-check the number:
4. Promise to check the status on the item:
5. Promise to check flight times:
6. Promise to call straight back:
7. Say goodbye:

Your Turn

Listen to these problems and give the action.

[Audiotrack 21: Escucha el audio en el vídeo de arriba]

7.3. Complaints

Good complaining is all about getting the results that you need and the justification that you deserve. For companies on the other hand, handling complaints can be a very delicate situation. Giving away too many freebies is bad for business, but a company that fails to satisfy the customer is also bad news, as this could lead to a lack of future business.

ow:

Techniques for making a complaint.

- Be concise.
- State clearly what happened eg. The shipment was late.
- Give details. eg. We expected it yesterday and it hasn't arrived.
- Say what you want. eg. We need it as soon as possible.
- Be reasonable, if you ask for an outlandish discount, chances are it will be refused, but if you ask for, say, 10% discount on the next shipment, the company cannot refuse you.

Language Tip

Use present simple verbs in the past, as these describe a single event.

Look at these examples:

- Our package **was** late.
- It **broke** the first time I used it.
- I **made** a reservation
- I **paid** double what this **was** worth.

Techniques for handling complaints

- Show that you're listening eg. " I see"
- Show you understand eg. " I understand"
- Ask a question to clarify the problem eg. "Do you have the invoice number for that?"
- Restate the problem eg. " So the invoice you sent was never paid?"
- Apologize eg. " I'm so sorry for the mistake."
- Offer action eg. " Let me see what I can do for you"
- Explain action eg. I'll call accounts and see what has happened.
- Follow up the call (a few days later) eg. " We spoke on Wednesday and I just wanted to check that the problem has been sorted."

Activity 1.

Fill in these sentences with the correct word from the box below.

fit was paid broke called came sent expected ordered

1. I..... an order three weeks ago and the goods haven't arrived.
2. The pen..... the first time I used it.
3. I..... last week and no one has got back to me.
4. I'm not sure you..... the right replacement part.
5. I..... twenty three boxes and received only twenty.
6. Your customer service representative..... very unhelpful.

- 7. Ia lot of money to get the device fixed, and it is still faulty.
- 8. Ibetter service from your company.
- 9. The new part didn't..... in the machine.
- 10. My car..... back with a long scratch down the side.

- a. *We spoke a few days ago*
- b. *I see*
- c. *I'm very sorry you had a bad experience with us.*
- d. *I understand.*
- e. *Let me call my manager and we'll see what we can do about this.*
- f. *Do you know what day you made the order?*
- g. *I'll see what I can do.*
- h. *So you didn't receive the goods within three weeks as promised?*

- 1. Show you understand.
- 2. Offer action.
- 3. Apologize.
- 4. Follow up the call.
- 5. Show you're listening.
- 6. Explain action.
- 7. Rephrase problem.
- 8. Ask a question to clarify.

Your Turn

Respond to this complaint.

[Audiotrack 22:Escucha el audio en el vídeo de arriba]

8. Selling on the phone. Venta telefónica en inglés

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/selling-on-the-phone-venta-telefonica-i>

8.1. Outbound calls

Selling on the phone is a tough job. Most people find these sorts of calls annoying and tiresome. But by following these steps, you could find that it is still quite a profitable way to make a sale.

Step one: Introducing yourself.

Introductions are very important, as you are representing you, and your company in a medium without any visual reference. Make sure you sound friendly and upbeat.

For example: Good Morning! My name is James Murphy and I'm calling from Electronic news, how are you today?

Step two: Find out about the customer.

The best way for you to sell your product is by finding out what is your customer's position in the company.

For example: Who am I speaking to? What do you do? / What are you in charge of?

Step three: Discover a need or a problem.

Try to find out what your customer is lacking in, then you can offer him your product to him in a suitable way.

For example: I see your company has a website. Do you get much revenue from advertising online?

Step four: Introduce features and benefits.

Try to showcase your product, talk about its advantages and features.

For example: We offer a great advertising scheme, with a lot of traffic for your company. We're also including a special introductory rate this month, so you can try it before making a long-term commitment.

Step five: Close the call.

If the customer tells you that they need to confer with someone else, try to arrange a time to call back over the next few days to close the sale. Always end politely.

For example: Can you tell me good time to contact you again over the next few days? Thank you for your time.

Customers can often try to avoid sales calls by coming up with an excuse. However, if this happens, you can always counter with another attack. For example, if they tell you to send a brochure, then say you'll bring one over personally.

See below for common excuses made by customers.

- We've has used your company before and we weren't happy with the service.
- I don't have any budget left this year.
- I would be interested if you offered me a cheaper price.
- I'm sorry, but we're not interested at the moment.
- I'm not the person responsible for that, you'll need to talk to Sandra in purchasing.
- Send me a brochure and I'll take a look.
- We already have a supplier and we're very happy with them.

Activity 1.

Re-order these sentences and match them to the five steps above.

- I'll just tell you a little about the company. Forbes & Hobbes is an online supply-based company. With us, you simply set up a profile and then you can log in and place your order at your leisure. It's easy and quick, and you have every order saved, so you can refer to it in future too.
- Good morning, my name is Helena Reed and I represent Forbes & Hobbes, have you heard of us?
- Thank you very much for your time, would you mind if I gave you a ring in a couple of days?
- I'm just curious, what kind of company do you run?
- Do you use a supplier based online?

Activity 2.

Complete these phrases.

1. Good afternoon, my name is.....
2. I'm calling from.....
3. We are a company which.....

Activity 3.

Use these words to complete the following phrases.

productivity employees department type problems

1. What.....of company do you work for?
2. Which.....are you in charge of?
3. How many.....do you manage?
4. Do you ever have.....with staff morale?
5. Do you find your..... isn't as high as it should be?

Activity 4.

Match these sentence halves together.

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. We offer high quality courses to train your managers to... 2. We also run courses for ... 3. Our courses are fun and entertaining, and employees ... | <ol style="list-style-type: none"> a. ... show immediate benefits from our training sessions. b. ... employees to learn good team working skills. c. ... deal with problems with staff morale. |
|---|---|

Activity 5.

Unscramble these sentences.

1. your you Thank time for.
2. few a days I May call in again?
3. week Let check with me back later you the in.

Activity 6.

Match the counter attacks to these excuses below.

- | Excuses | Counter attacks |
|--|---|
| <ol style="list-style-type: none"> 1. We have totally exhausted our budget for this year, sorry. 2. Actually I'm not the person to speak to about that, try Hannah in HR. 3. You were our major supplier last year, and we were very disappointed with the service. 4. When you can offer me a cheaper price, call me back. 5. I'm not interested at the moment. 6. It sounds very interesting, send me a brochure and I'll have a look. 7. We're quite happy with our present supplier, sorry. | <ol style="list-style-type: none"> a. I'm sorry to hear that, but now we're under new management, I think you'll find us much improved. b. Ok, can you give me her number? c. I'll just have a word with my boss and then give you a call back with a new offer. d. Actually I'll be in your area next week, so I can personally bring one over for you. e. But you might be interested if I told you they were on offer for this month only? f. Well if you experience any problems with them in the future, then be sure to give us a call. g. Do you know when it will be reviewed for next year? |

8.2. Inbound calls

Inbound calls can be easier than outbound calls, as you're not interrupting the customer's day. Follow these rules to use the time on the phone with the customer to the fullest extent.

1. Efficiency - Answer the telephone quickly; don't let it ring for more than five times. If you cannot answer it quickly, then apologise to the customer.
2. Introduction - Start with stating your name, position and department.
3. Politeness - Show that you're listening, and don't interrupt.
4. Personal touch - Find out the person's name early on and use it in the conversation.
5. Advertising – Find out how the customer heard of you.
6. Double check – Take notes during the call and read them back to the customer at the end.
7. Action – Tell the customer what you plan to do as a result of the conversation.

Activity 1.

Match these phrases with the seven points above for effective selling.

1. Could I just take down your name?
2. Ok Mrs Henderson, I'll send you out a brochure and give you a call in a couple of days.
3. Can I just ask how you heard of us?
4. I'm sorry for the delay.
5. Good afternoon, customer services, you're speaking with Marta.
6. Ok, so that's unit A, 44 White Cat road, Northhamshire.
7. I see.

8.3 Planning a call

Before you pick up the phone, it is important that you know what you're doing. Look at this checklist below for some pointers.

he fullest extent.

- **What is the name of the person you need to speak to?** – If you don't know the name, then call and ask to speak to ' the person in charge of...'
- **When is a good time to call** – Remember to think about time differences for calling overseas, your lunchtime might be someone else's dinner time etc.
- **Objectives of the call** – Make sure you know what you want, be it information, a sale, to arrange something, to confirm something etc.
- **Know your recipient** – Try to predict what the person you are calling wants to get out of the phone call. Try to understand why they wouldn't accept your offer and be ready with alternatives.
- **What if you don't get through?**– If you cannot reach the person you need to speak with, try to find out when it would be a better time to call, or ask if there is anyone else who can help you.
- **What happens if you are put through to an answer-phone?** – You can take two courses of action, one: Say nothing and call back, few people return a sales call. Two: leave a short , friendly message with your number, you never know, they may call, and when you call back, they may remember you.
- **Useful phrases** - Making sales calls can be stressful, especially in another language. Try to write down key phrases to help you, and repeat them several times before you make the call.

Activity 1.

Think about these questions. Try to use the answers to improve your next call in English.

Did you plan your last call in English?

Did you know the name of the person you needed to speak to?

Did you speak with anyone else?

Did you call at a good time?

Did you fulfill your objectives?

What were the questions that the other person asked? Were you able to answer them?

What phrases did you use?

Did you encounter any other problems? If so, how could you correct them in the future?

Name of the person I need to speak to?

.....

Best time to call?

.....

If my recipient is not available, who can I speak to?

.....

Objectives?

.....

.....

.....

Possible questions my recipient might ask?

.....

.....

.....

Useful phrases

.....

.....

.....

Text for leaving an answer-phone message.

.....

.....

Your Turn

The next time someone calls you regarding sales, try to analyse the call to see how they are successful and use this in your own calls in the future.

9. Telephone skills. Habilidades al teléfono en inglés



🔊 Audio track 26

- May I please speak to Kevin?
- I want a brochure!

Nota: Para visualizar el vídeo que acompaña este capítulo, haz clic en el siguiente enlace <http://www.mailxmail.com/curso-telephoning-ingles-telefono-negocios/telephone-skills-habilidades-telefono-ing>

9.1. Politeness

Politeness is an important factor of talking on the phone. Even when the other person can't see you, they can still tell if you answer the phone with a smile or not. Remember to always keep calm on the phone, even when you're feeling under pressure.

Have a look at these phrases below, try to say them with a smile.

Polite phrases.

- Good morning, Sanderson Real estate, how can I help you? – **Not** Hello, yes?
- I'm very sorry, but she's away from her desk at the moment, can I get her to give you a call? – **Not** She's out.
- Could I have your name please? – **Not** What's your name?
- Would you like to leave a message? – **Not** Do you want to leave a message?
- Please hold while I transfer you. – **Not** Wait a moment.
- Would you like to wait? – **Not** Do you want to wait?
- I'm afraid she's in a meeting at the moment. – **Not** She's in a meeting.
- He's just dealing with someone. – **Not** He's talking to someone.
- Can I ask what it's in connection with? – **Not** What's it about?
- Jusnt bear with me, I'm looking for a pen – **Not** Wait! I need a pen.

Speak clearly on the phone; try to annunciate your words more fully. Remember that the other person doesn't have your body language to help them decipher what you are saying.

Listen to these phrases. Tick the correct box. [Audiotrack 23:Escucha el audio en el vídeo de arriba]

a:

- | | |
|-----------------------------------|---------------------------------------|
| Smiling. <input type="checkbox"/> | Not smiling. <input type="checkbox"/> |
| Smiling. <input type="checkbox"/> | Not smiling. <input type="checkbox"/> |

b:

- | | |
|-----------------------------------|---------------------------------------|
| Smiling. <input type="checkbox"/> | Not smiling. <input type="checkbox"/> |
| Smiling. <input type="checkbox"/> | Not smiling. <input type="checkbox"/> |

c:

- | | |
|-----------------------------------|---------------------------------------|
| Smiling. <input type="checkbox"/> | Not smiling. <input type="checkbox"/> |
| Smiling. <input type="checkbox"/> | Not smiling. <input type="checkbox"/> |

Activity 2.

Change these phrases in the conversation to sound more polite.

A: Caml(Inaudible) International(1).....
 B: Is that Cambell International?
 A: Yes? What do you want?(2).....
 B: Could I speak with Charlotte Hunter please?
 A: Your name?(3).....
 B: Mr Andrew Cater.
 A: What's it about?(4).....
 B: I need to go over the final details for our merger and....
 A:Ok! She's out(5).....
 B: Oh, what about Harold White?
 A: He's talking to someone(6).....
 B: Oh
 A: Do you want to wait?(7).....
 B; Umm no it's ok, can I leave a message?
 A: Yeah(8).....
 B: Please tell her to call...
 A: Wait! I need a pen(9).....
 (Andrew Cater hangs up)

Your Turn

Listen to these phrases and replace them with more polite ones.

[Audiotrack 24:Escucha el audio en elvídeo de arriba]

9.2 Telephone manner

As with politeness, telephone manner deals with the way you act on the phone. Your voice must convey your sympathy, interest, understanding or actions, depending on the callers needs. Here are some ways we talk about telephone manner:

- **Sympathetic**– It is important for the caller to feel that you are taking their side.
- **Friendly**– Your tone of voice should always be upbeat and pleasant.
- **Polite**- Using polite forms can really help the customer to feel relaxed and happy with your service.
- **Communication**– This is your ability to talk with all types of people, no matter what their background.
- **Out-going**– A sociable, likeable person will have a better telephone manner.
- **Ability to persuade** – The ability to make other people agree with you.
- **Ability to listen** – We use body language a lot to show we are listening, on the phone there are some phrases you can use to show you are listening.

Have a look at the transcript below to see evidence of these phrases. [Audiotrack 25:Escucha el audio en elvídeo de arriba]

Muriel: Good morning customer services, you're speaking with Muriel, how can I help?
Jo: Good morning. This is Jo Brown from Howard Electrics. I'm calling about some of your products.
Muriel: I see. What seems to be the problem?
Jo: There is some faulty wiring on the new 0900 blender series.
Muriel: Really? Oh dear. That was the 0900 model correct?
Jo: Yes.
Muriel: Do you have the serial numbers on those?
Jo: ytpo00 through ytpo50.

Muriel: That's great. If you send them back, we can sort that out right away.

Phrases

Sympathetic – Oh dear/How terrible

Listening – Ok/I see/Uh –huh/Right

Surprise – Really?

Understanding – I see/I understand

Asking for agreement – Is that ok?

Show you have the information – That's great/That's fine

Activity1

Look at the dialogue above and write the correct phrases that correspond to the descriptions below.

Listening:

Surprise:

Showing you have information:

Sympathy:

Your Turn

Try to use the phrases above in your next telephone call.

9.3. Small Talk

To some, small talk might seem unnecessary; after all, if you are calling to talk business, then you can go straight ahead with that. However, small talk is a good way to build up a relationship with your colleagues and clients. It makes them feel as if you have a relationship beyond the office. The key is to remember details about the other person, are they married? Do they have kids? Where did they go on holiday last year? This makes the person feel special and important.

Remember to always keep the conversation light; try not to discuss politics or religion or any subjects that might cause a disagreement.

Have a look at these phrases below.

- How is your husband/wife?
- How are the children, they must be 5 or 6 by now?
- How was your holiday? It sounded like such an adventure!
- What have you been doing with yourself?
- I hear the business has been doing rather well this year!
- It's been too long! We must catch up soon.

After this you can go to the main point of your phone call

- The reason I'm calling is....
- Actually I called to ask you about...
- I was wondering if you could help me with...

Activity 1

Complete this dialogue with the phrases below

- Is that Gloria?
- It's been so long since I saw them.
- Shall we say Tuesday 12 o'clock?
- How are you?
- Actually that was the reason I called you.
- Well, I'll see you next week then.
- I'm good, how are you?
- And the kids?
- What have you been up to?

Holly: Hello?.....⁽¹⁾
 Gloria: Yes? Hello?
 Holly: It's Holly Trelal,.....⁽²⁾
 Gloria: Oh hello! I didn't recognize your voice at first.....⁽³⁾
 Holly: I'm fine.....⁽⁴⁾
 Gloria: Well you know, just chugging along, the business is going really well, and Mike's been able to stay closer to home, not too many long business trips.
 Holly: That's great news.....⁽⁵⁾
 Gloria: They're good, Vicky has just turned 5, so she's in school now, and Tim is about to start high school, he's become really interested in physics, just like his grandfather!
 Holly: Wow!.....⁽⁶⁾ We really must catch up soon.
 Gloria: Yes we should. It would be great to see you.
 Holly: You too.....⁽⁷⁾, I'm going to over in the Midlands next week, and I was hoping you'd be around for a catch up and a chat about the supply contract, it's up for revision soon isn't it?

Gloria: Yes I suppose it is. Come over for a cuppa* and we can talk about it.
 Holly: Ok,⁽⁸⁾
 Gloria: better make it one; otherwise I'll have to rush off to pick up the kids.
 Holly: ok,⁽⁹⁾
 Gloria: Ok, bye.

*Cuppa =
A cup of tea.

Activity 2.

Think of your colleagues or friends and complete the phrases below.

- We haven't seen each other in _____
- What have you _____?
- How are _____?
- Are you busy _____?
- I hear the business _____?
- We should catch up _____.

9.4. Formal vs Informal

Generally on the phone when making a business call, it is better to choose a slightly more formal register, as this is more polite. Informal language tends to be more direct, which can sometimes lead to a bad impression.

Have a look at the box below for some words in formal and informal language.

INFORMAL	FORMAL
Ask	Enquire
Ask for	Request
Book	Reserve
Check	Verify
From (company)	On the behalf of
Get	Receive
Give	Provide
Help	Assist
Need	Request
Say sorry	Apologise
Say hello to	Give my regards to
Tell	Inform

Language Tip

Using indirect questions is more formal than direct questions. You form indirect questions with the subject + verb, in the same way as a normal sentence and a question word of if/whether.

See these examples:

Where do you live? > Could you tell me where you live?

How much is it? > I was wondering if you could tell me how much it is?

I need to know the invoice number? > Can you please tell me what the invoice number is?

Activity 1.

Change these sentences from informal to formal using the word given.

1. Is Harriet there? (May)
2. I want to book a table for two (Would)
3. I'm from Watson and company. (Calling)
4. I was just checking you received my order. (Wanted)
5. Do you need any help? (How)
6. Say hello to Rachel from me (Please)
7. Can you tell her I called? (Wish)
8. Can I get a brochure? (I'd be grateful if)
9. I want to ask about your ticket prices. (I'd like)

Activity 2.

Unscramble these indirect questions and then write them in their direct form.

1. company/Do/know/you/called/is/their/what?.....
direct form:

2. if/could/I/have/was/tell/wondering/you/me/used/products/before/our/if/you?.....
direct form:

3. be/if/tell/grateful/I'd/her/I/called/could/you?.....
direct form:

4. today/was/I/hoping/would/a/free/you/have/moment/speak/me/to/to?.....
direct form:

5. shipping/I'd/out/like/find/to/what/prices/your/are?.....
direct form:

6. you/able/tell/Would/today/you/her/back/expect/be/to/me/when?.....
direct form:

7. outline/me/Could/a/brief/you/of/give/proposal/me/your/of?.....
direct form:

8. you/to/Are/in/able/me/with/marketing/put/please/touch?.....

Your Turn

Listen to these phrases. Are they formal or informal?

[Audiotrack 26: Escucha el audio en el vídeo de arriba]

10. Telephone English Answer Key. Unit 1, 2 and 3

UNIT 1. PERSONAL IDENTIFICATION

1.1 Answering the phone.

Activity 1.

[Audio track 1]

Receptionist: *Good morning* Myanbid Intel, *how may* I help you?

George Power: *Good morning*, could you transfer me to Sally Vaana please?

Receptionist: One moment.

.....

Sally Vaana: This is Sally *speaking*.

George Power: Hi Sally, *it's* George Power.

Sally Vaana: Oh Hi George. How are you?

1.2 Saying telephone numbers

Activity 1.

[Audio track 2]

- two, three, four, double three, three, eight.
- oh nine, double seven, eight, three, four, two, one.
- double oh, three four, oh two one, double two, one, seven, two oh.

1.3 Making and taking calls

Activity 1.

Here is the conversation in the right order:

1	2	3	4	5	6	7	8
h	b	e	a	g	d	c	f

Frank: Good afternoon this is Frank Green from Delphi Supplies, could you put me through to Sophia Wiseman please?

Receptionist: Certainly Mr Green, I'll transfer you now.

Sophia: Hello?

Frank : Is that Sophia Wiseman?

Sophia: Speaking, who's calling please?

Frank: This is Frank Green.

Sophia: Oh Hi Frank, I'm just on another call at the moment, can I call you in half an hour?

Frank: Sure. Speak to you then.

Sophia: Bye!

Activity 2.

1. b
2. c
3. a
4. d
5. e

[Audio track 3]

-May I ask who is calling?

-Have I caught you at a busy time?

-Could you please transfer me to Mrs. Waters?

-My name is Charles Hestia, do you have a moment?

UNIT 2. EVERYDAY PHONE CALLS

2.1 Leaving and taking messages

Activity 1.

Sample Answers:

1. Mr Jones. Mr Ned Williamson called. He would like to arrange a meeting for this week. It's quite urgent.
2. Deborah- Harold Falcon called again. He would like you to get back to him as soon as possible.
3. For Gerald Hallows, Hannah Fielding returned your call. She wants to give you an update on developments on the project. She'll be in her office for the rest of the day.
4. To Ms Beacon, Kyle Silvas will be late for the meeting this afternoon.
5. Mr Edwards, please return a call to Sandy Mythos of Solis eyewear. She's not too happy about receiving faulty goods, and is threatening to withdraw all contracts.

Activity 2.

1. tell
2. say
3. tell

4. ask
5. tell
6. say
7. ask
8. say

Activity 3.

1	2	3	4	5	6	7	8	9
b	c	e	f	h	g	i	d	a

[Audio track 4]

Samantha: Good afternoon, you are speaking with Samantha. How may I help?

Gerald: Hi, could I speak to Kevin?

Samantha: I'm sorry but he's with a client at the moment. Would you like to leave a message?

Gerald: Sure, thanks. Can you tell him that Gerald Pudler rang and need to know the figures for the blue project right away.

Samantha: OK, could you just spell your last name?

Gerald: P-U-D-L-E-R

Samantha: OK; does he have your number?

Gerald: Yes, but I'll leave it just in case. It's 0039 945 67220

Samantha: Great. I'll give him the message.

2.1 Reasons for calling

Activity 1.

1. I'm phoning to **place** an order.
2. I'm calling **to apply** for the job.
3. I'd like to question an invoice.
4. I'm calling **to** speak to the manager.
5. It's with regard **to** Gerald.
6. I'm phoning because of **a request** for an interview.
7. I'm calling about **a problem** with the new catalogue.

Activity 2.

[Audio track 5]

The message:

Hi, can you hear me?? Good. Listen I'm calling because of.... well I don't really know how to say this... You see... I've had a little trouble with the last order you sent out. It was umm.. well it was prescription medicine, a routine order for Cambridge General Hospital, but... well... it seems that someone has made a horrible mixup... The pills we received... well they're not the same type as the ones in the previous batch... and they've caused a lot of patients a lot of problems. Everyone is furious. And I really need to check with someone to see what pills were sent out, and how a situation like this could have occurred.. I'm afraid my boss is extremely angry... And I have to deal with it. So could you please tell me who I can possibly speak to about this?

1. The caller has a problem with an order.
2. The caller is calling from a hospital
3. The caller has had a lot of problems from a mixup
4. The caller wants to complain

[Audio track 6]

- I found your company online and I'd like some information about your products. Could I speak to someone about getting a brochure?

- I'm calling with regard to a payment for the last job I did. It's been a month and I haven't received my payment.

- Hello. The reason I'm calling is because I bought some pens from your company. None of them work and I need to speak to someone about it.

2.3 Leaving voicemail

Activity 1.

The completed message:

Hello, this is Ruth Sorrel, from Spotlight Systems. I got your number from Jerry, my manager, he said you were the best person to talk to regarding shipping costs on large items. If you could please call me back on 5463210, I would really appreciate it. I'll be away from my desk this morning, but you can call me this afternoon. Anyway, I'll try you again later. Speak to you soon, bye!

[Audio track 7]

"Hello, you've reached the office of Sara Watson. I'm not here now. Please leave a message and your telephone number after the beep and I'll get back to you as soon as I can".

UNIT 3. TELPHONING AT WORK

3.1 Transferring a call and being "on hold"

Activity 1.

1. Just a second! Mr Morris is walking into the room now.

2. Bear with me, I'm looking for a pen.
3. He might be working on the second floor today.
4. Hang on a moment, I'm connecting you now.
5. My other phone is ringing, can I just put you on hold for a moment?
6. She's not answering her phone at the moment, can you call back?
7. My battery is running out, can you wait while I connect it to the power point?
8. Just a moment, I'm bringing up the documents on the screen now.
9. Can you give me a minute? I was just talking with my manager.
10. I'm just dealing with somebody, I won't be a moment.

Activity 2.

1	2	3	4	5	6	7	8	9	10
g	e	f	b	d	h	i	j	c	a

3.2 Asking for repetition

Activity 1.

[Audio track 8]

The call:

Receptionist: Good evening, Hunter Systems, how may I help?

Georgina: Yes good evening, this is Georgina Teal from Span Telecommunications, I'm calling for Janet Ludo.

Receptionist: One moment please.

.....

Janet: Janet Ludo speaking.

Georgina: Hello Janet, it's Georgina, Georgina Teal, how are you?

Janet: Hey !! I'm great, how are you?

Georgina: I'm good, listen I have some rather bad news. You know that order I placed with you last week?

Janet: es, what about it?

Georgina: Well I'm afraid I'll have to... (inaudible)

Janet: Sorry Georgina, you went all quiet, I didn't quite catch that.

Georgina: Oh, it's just that we've recently found out that..... (inaudible)

Janet: Sorry again Georgina, but the line doesn't seem to be very good, could you repeat that?

Georgina: Umm sure, it's just we've had rather a large cancellation, and now we have quite a surplus of stock, so we won't be needing any more pens for a while.

Janet: Oh, ok, what was the order number again?

Georgina: 67480031tp.

Janet: So that's 674, 80, 31 and then t, d? D as in Dinosaur?

Georgina: no not quite, it was 67480031tp.

Janet: Wait a moment... You said that a bit quick.

Georgina: Sorry, 6,7,4,8, double 0, 3, 1, T as in Tiger, and P as in Piano.

Janet: Ok I've got it. Perhaps you could send it to me via email just in case?

Georgina: Ok will do, I better go, talk to you soon.

Janet: Bye.

1. Georgina Teal is calling from Span Telecommunications.
2. Georgina has bad news for Janet.
3. Janet can't hear Georgina because of a bad line.
4. The order number is 67480031tp.

3.3 Ending the call

[Audio track 9]

- Nice to hear from you, I'll talk to you soon, bye!
- Ok I'm done, bye.

Activity 1.

[Audio track 10]

1. Was there anything else I can help you with?
 2. We'll expect you next Friday.
 3. I'm so sorry, but I must dash to my next appointment.
 4. You've been a big help.
 5. Nice talking to you.
1. Give thanks
 2. Say goodbye
 3. Give reason for ending the call
 4. Refer to a future contact
 5. Offer to help

Activity 2.

1	2	3	4	5	6	7	8	9	10
c	d	h	a	j	i	b	f	e	g

[Audio track 11]

- Don't forget to keep me posted about the project.
- Thanks so much for calling.
- I've got to run. Nice talking with you.
- OK, I'll be seeing you Friday, right?
- Give Emma a kiss from me.

3.4 Automated information and recorded messages**Activity 1.****[Audio track 12]**

1. The number you have called is no longer in service.
2. We apologize for the delay.
3. Choose one of the following options.
4. For more information, press one.
5. All our operators are busy at the moment, please hold.
6. To repeat the message, press four.
7. Dial nine for an outside line.
8. Speak after the tone.
9. Sorry, we are unable to take your call at the moment.
10. Please try again later.

Activity 2.

1. Thank you for calling Hawles Realty. We apologise for the delay. All our operators are busy at the moment, please hold. An operator will be with you shortly.
2. Thank you for calling Charlie's Pizzeria. Press one to make an order. Press two to check the status of an order. Press three to hear our daily specials. To repeat the message, press four.
3. Hi you've reached Frank Madison, I'm either away from my desk or out of the office.

Please speak after the tone, and I'll get back to you as soon as I can.

4. The number you have dialed is not recognised . Please dial nine for an outside

line. For more information, press one.

5. The number you have called is no longer in service. Please note you will not be charged for this call.

6. This is Hound and Sawyer Marketing association. Sorry we are unable to take your call at the moment. Your business is important to us. Choose one of the following options. To place an advert press one. To make a complaint press two. To inquire about our services press three. To speak to an operator press four. Or please call again later.

11. Telephone English Answer Key. Unit 4, 5 and 6

UNIT 4. DEALING WITH PROBLEMS

Activity 1.

1. I can't hear you very well.
2. Can you please speak up?
3. Let me call you back in five minutes.
4. This is a really bad connection.
5. Sorry I must have got the wrong number.
6. My battery's very low.
7. Please hang up and try the other number.
8. I think we just got cut off.
9. Could you please speak slower?
10. Could you repeat that?

Activity 2.

1. very
2. too
3. absolutely
4. really
5. such

[Audio track 13]

- Sorry, I must have a wrong number.
- Can you speak slower?
- Please, hang up and try the other number.
- Let me call you back in 5 minutes.

UNIT 5. MAKING ARRANGEMENTS

5.1 Appointments

Activity 1.

1. So shall we say Tuesday 11am?
2. I'm really busy this week.

3. Can we make it the following Wednesday?
4. Ok, Thursday at 2pm, perfect, see you there!
5. How about next Friday afternoon?
6. So we'll fix it for Monday 9am.
7. Sorry, can we postpone it to next week?

Activity 2.

[Audio track 14]

Dialogue:

Sue: Hello Jerry, how are you?

Jerry: I'm fine Sue, how are you?

Sue: I'm great. Listen about the meeting this week, I'm afraid I'm going to have to cancel, I have the vice president visiting from Tuesday till Friday.

Jerry: Oh, ok, can we re-schedule?

Sue: Of course! How's next Monday for you?

Jerry: Monday... let me check my calendar... Oh no, Monday's impossible for me. Can you do anytime on Wednesday?

Sue: Wednesday... Oh yes, but only in the afternoon, my morning's all booked up.

Jerry: Ok, what about 2:30?

Sue: Perfect.

Jerry: Ok we'll fix it for then. Call me later in the week if you have any problems.

Sue: Will do, bye.

1. Sue is speaking to Jerry.
2. Sue wants to cancel the meeting.
3. The reason is that the vice president is visiting from Tuesday till Friday.
4. They re-schedule for Wednesday.
5. The meeting is booked for 2:30.
6. Sue will call if she has a problem with the time.

5.2 Invitations

Activity 1.

Sample answers:

1. I can't this weekend; I'm visiting my sister in Baltimore.
2. Sounds great! We'll be there.

3. Sure, when are you free?
4. I have so much work to finish tonight, how about tomorrow?
5. I'm busy tonight, sorry.
6. Ok, what time?

Activity 2.

1. in
2. at
3. at
4. in
5. at
6. on
7. on

[Audio track 15]

- I'm going to a concert Wednesday night, want to join me?
- Would you like to come over for dinner tomorrow night?
- How about a drink after work tonight?
- I'm having some friends over for drinks this weekend, I'd love it if you could come

5.3 Confirmations

Activity 1.

[Audio track 16]

A: Cuisine Caterers, you're speaking with Cherry.

B: Yes hello Cherry, this is Donna from Penumbra Photographic studios. We spoke last week about catering a shoot I have for this Wednesday.

A: Oh yes I remember. Everything is prepared.

B: Good, but here's the thing. Our model Katie Frost has just announced that she has become a vegetarian.

A: Oh, well that's fine we'll arrange something special for her.

B: Thank you so much! See you Wednesday.

A: See you then, bye.

1. False
2. False

3. True
4. False
5. True

Activity 2.

1. spoke
2. prepared
3. announced
4. arrange

[Audio track 17]

- What time does the photographer arrive at the site?
- When is the first shoot?
- When is Katy Frost arriving?
- What time must the photographer leave?

5.4 Conference calls

Activity 1.

1	2	3	4	5	6	7	8	9
b	f	h	d	i	j	l	n	a
10	11	12	13	14	15	16	17	18
p	q	g	r	o	k	e	m	c

Activity 2.

1. About reading some documents in order to go on with a job.
2. Yumi, Rachel and Sophia
3. "Just a moment Yumi"

[Audio track 18]

- Can you hear me?
- Thank you for joining us today.
- I'd like to introduce Carol; she's in charge of maintenance in London.

UNIT 6. BOOKINGS

6.1 Booking hotels and restaurants

Activity 1.

1)

1. may I
2. what
3. non smoking
4. name
5. Hotel

2)

6. I help you
7. many nights
8. dates
9. single
10. have a credit
11. name
12. Delta
13. a contact number
14. in writing
15. anything else I can

[Audio track 19A]

Dialogue 1)

- A: Good evening D'art, How may I(1)help you?
- B: Good evening a table for two for tomorrow night please.
- A: Certainly. At what(2)time?
- B: At 8 o'clock.
- A: Ok, would you like smoking or non smoking(3)?
- B: Non smoking please.
- A: What name(4)please?
- B: Harrison.
- A: H.A.R.R.I.S.O.N?' H' as in Hotel(5)?
- B: That's correct.
- A: Right ok, we'll see you tomorrow night at 8pm.
- B: Thank you.

A: bye.

[Audio track 19B]

Dialogue 2)

A: Welcome to the Leonarte Hotel, how may I help you(6)?

B: Hi, I'd like to book a room please.

A: Certainly. How many nights(7) is that for?

B: For three nights.

A: Ok, and what dates(8)?

B: The 28th of November till the 1st of December.

A: Would you like a single(9) or a double?

B: A single please.

A: Could I have a credit(10) card number?

B: Certainly, it's 4545 2314 2109 4367

A: And the name(11) on the card?

B: Frank Reynolds.

A: Could you spell your last name?

B: Yes of course, R.E.Y.N.O.L.D.S

A: D as in Delta(12)?

B: That's correct.

A: Expiry?

B: September 2014.

A: Could you give me contact number(13)?

B: Yes it's 658 223310

A: Would you like a confirmation in writing(14)?

B: No, that's not necessary.

A: Ok Mr Reynolds, is there else I can(15) help you with today?

6.2 Booking transport

Activity 1.

1. May I help you.
2. **Would** you like a sleeper car?
3. I want the train **at** noon.

4. Please direct me to the **left** luggage room.
5. I want a **one** way ticket please.
6. **At** what time does this train leave?
7. Do I need to take the **subway/underground**?
8. Trains to Paris run **on** the hour.
9. Where is the **front** desk?
10. Do the buses run **In** August?

Activity 2.

Sample answers:

1. Hello I'd like to book tickets to Prague.
2. I want to travel on the 15th of November
3. I'd like to travel first class.
4. Could I pay by credit card?

12. Telephone English Answer Key. Unit 7, 8 and 9

UNIT 7. COMMERCIAL CALLS

7.1 Orders

Activity 1.

1. inquire about ordering
2. catalogue number
3. for foxtrot
4. an estimate on
5. estimate include
6. shipping and handling
7. Do you ship
8. my order
9. Delivery times
10. credit card

Activity 2.

[Audio track 20]

- Hello, this is RFurniture, how can I help you?
- How many would you like?
- What was the catalogue number?
- So that's T for Tango and V for violin?
- What is the price?
- Was there anything else?
- We deliver within 3 weeks.
- Yes, we do accept credit card.

Sample Answer:

1. Hi, I'd like to make an order for desk units.
2. I'd like 70 units please
3. The catalogue number is ytr2346.
4. Yes t as in Tango.
5. The price is one hundred and fifty Euros.

6. What's your standard delivery time?
7. Can I pay by credit card?
8. Ok thanks very much.

7.2 Solving problems

Activity 1.

1	2	3	4	5	6	7	8
c	b	d	f	g	h	e	a

Activity 2.

Sample answer:

1. Good afternoon Arrowline Courier service, how may I help?
2. Could you give me a reference number?
3. That's t for tango, a for alpha 1 3 4?
4. Ok I'll check the status of that item now.
5. I'll check the flight times for you.
6. I'll call you straight back when I have the information.
7. Thank you for calling. Bye.

[Audio track 21]

- It has come to our attention that we have not received payment for your last invoice.

- The screen of my computer has gone blank and I had an important document opened.

- The airport is completely snowed in, so my flight has been cancelled.

7.3 Complaints

Activity 1.

1. made
2. broke
3. called
4. came
5. sent
6. was
7. paid
8. expected

9. fit
10. came

Activity 2.

1. d
2. e
3. c
4. a
5. f
6. h
7. b
8. g

[Audio track 22]

- I'm not sure you sent me the right replacement part.
- I ordered 23 boxes and received only 20.
- I expected better service from your company.
- Your customer service representative was very unhelpful.

UNIT 8. SELLING ON THE PHONE**8.1 Outbound calls****Activity 1.**

1. Good morning, my name is Helena Reed and I represent Forbes & Hobbes, have you heard of us?
2. I'm just curious, what kind of company do you run?
3. Do you use a supplier based online?
4. I'll just tell you a little about the company. Forbes & Hobbes is an online supply based company. With us, you simply set up a profile and then you can log in and place your order at your leisure. It's easy and quick, and you have every order saved, so you can refer to it in future too.
5. Thank you very much for your time, would you mind if I gave you a ring in a couple of days?

Activity 2.

Sample answers (1-3):

1. Good afternoon, my name is Jennifer Bolan.

2. I'm calling from Henderson & Son
3. We are a company which offers training to increase staff morale and so productivity.

Activity 3.

1. type
2. department
3. employees
4. problems
5. productivity

Activity 4.

1. We offer high quality courses to train your managers to deal with problems with staff morale.
2. We also run courses for employees to learn good team working skills.
3. Our courses are fun and entertaining, and employees show immediate benefits from our training sessions.

Activity 5.

1. Thank you for your time.
2. May I call again in a few days?
3. Let me check back with you later in the week.

Activity 6.

1. g
2. b
3. a
4. c
5. e
6. d
7. f

8.2 Inbound calls**Activity 1.**

1. Personal touch.
2. Action.
3. Advertising.
4. Efficiency.

5. Introduction.
6. Double check.
7. Politeness.

8.3 Planning a call.

Activity 1.

Answers will vary.

Activity 2.

Answers will vary.

UNIT 9. TELEPHONE SKILLS

9.1 Politeness

Activity 1.

[Audio track 23]

- a: Please hold while I transfer you (S)
Please hold while I transfer you (not S)
- b: Would you like to wait (not S)
Would you like to wait (S)
- c: Could I have your name please (not S)
Could I have your name please (S)

Activity 2.

(Some answers may vary.)

1. (speaking clearly) Cambell International.
2. Yes it is sir, how may I help you?
3. Could I have your name please?
4. What's it in connection with?
5. I'm very sorry, but she's away from her desk at the moment.
6. He's just dealing with someone I'm afraid.
7. Would you like to wait?
8. Yes certainly.
9. I'm sorry, bear with me, I'm just looking for a pen.

[Audio track 24]

- Hello, yes?
- She's out!
- He's talking to someone.
- Wait, I need a pen.

9.2 Telephone manner

[Audio track 25]

Muriel: Good morning customer services, you're speaking with Muriel, how can I help?

Jo: Good morning. This is Jo Brown from Howard Electrics. I'm calling about some of your products.

Muriel: I see. What seems to be the problem?

Jo: There is some faulty wiring on the new 0900 blender series.

Muriel: Really? Oh dear. That was the 0900 model correct?

Jo: Yes.

Muriel: Do you have the serial numbers on those?

Jo: ytpo00 through ytpo50.

Muriel: That's great. If you send them back, we can sort that out right away.

Activity 1.

1. I see.
2. Really?
3. That's great
4. Oh dear.

9.3 Small Talk

Activity 1.

1. Is that Gloria?
2. how are you?
3. I'm good, how are you?
4. What have you been up to?
5. And the kids?
6. It's been so long since I saw them.
7. Actually that was the reason I called you
8. shall we say Tuesday 12 o'clock?

9. well I'll see you next week then.

Activity 2.

(Sample answers):

1. We haven't seen each other in such a long time.
2. What have you been up to?
3. How are the kids?
4. Are you busy with the merger at the moment?
5. I hear the business is doing really well.
6. We really should catch up soon.

9.4 Formal vs informal

Activity 1.

(Some answers may vary.)

1. May I speak to Harriet?
2. I would like to reserve a table for two.
3. I'm calling on the behalf of Watson and company.
4. I wanted to verify that my order was received.
5. How may I assist you?
6. Please give my regards to Rachel.
7. I wish to inform her that I called.
8. I'd be grateful if I could receive a brochure.
9. I'd like to enquire about your ticket prices.

Activity 2.

(Some answers may vary.)

1. Do you know what their company is called?

What is their company called?

2. I was wondering if you could tell me if you have used our products before?

Have you used our products before?

3. I'd be grateful if you could tell her I called?

Can you tell her I called?

4. I was hoping you would have a free moment to speak to me today?

Have you got a free moment today to speak?

5. I'd like to find out what your shipping prices are?

What are your shipping prices?

6. Would you be able to tell me when you expect her back today?

When do you expect her back today?

7. Could you give me a brief outline of your proposal?

8. Are you able to put me in touch with marketing please?

I want to speak with marketing please?

[Audio track 26]

- May I please speak to Toni? (F)

- I want a brochure! (I)

- What do you want? (I)

- I would like to reserve a table for two, please? (F)

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