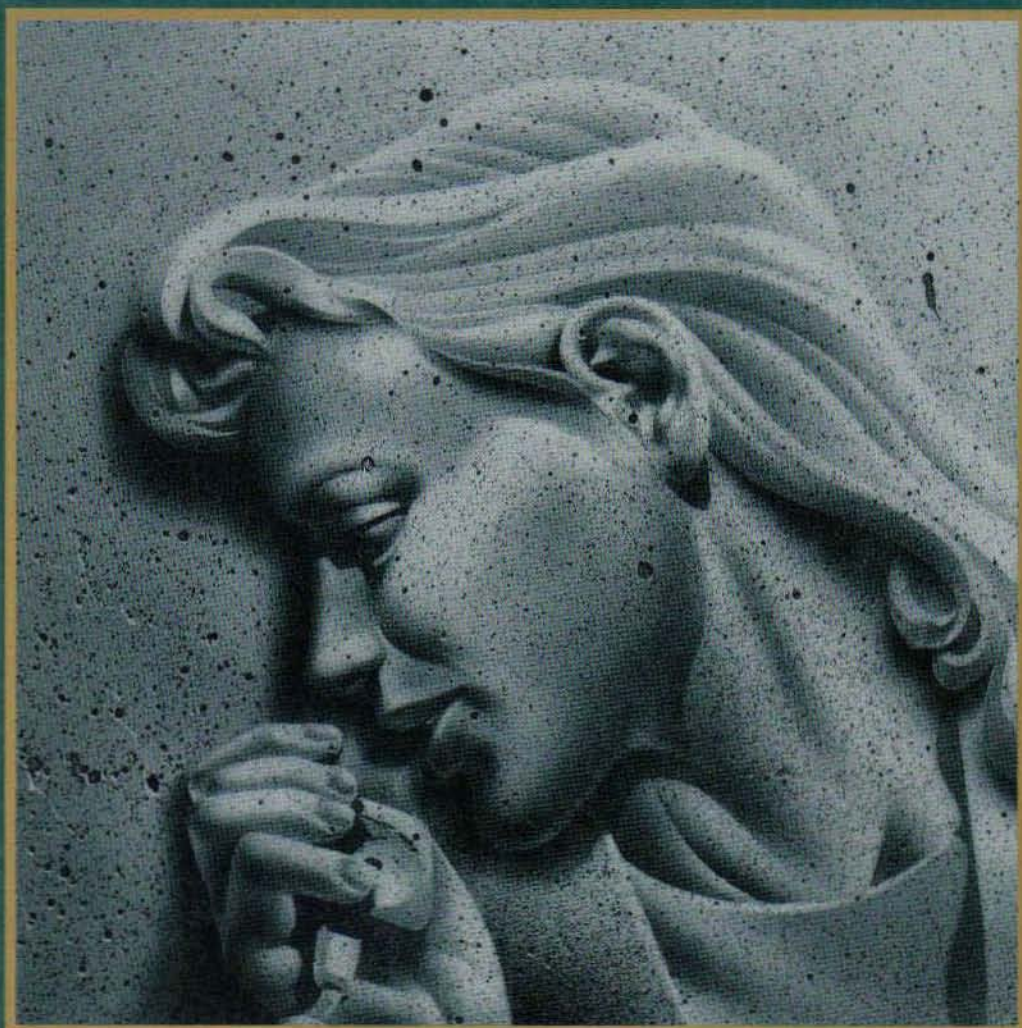


OXFORD BUSINESS ENGLISH SKILLS

# *Effective*

JEREMY COMFORT



TELEPHONE

OXFORD UNIVERSITY PRESS



H 14/105  
Nat 08/05  
182,-

OXFORD BUSINESS ENGLISH SKILLS

# Effective

JEREMY COMFORT   
*with* YORK ASSOCIATES

# TELEPHONING

OXFORD UNIVERSITY PRESS

Oxford University Press,  
Great Clarendon Street, Oxford OX2 6DP

Oxford New York  
Athens Auckland Bangkok Bogota Bombay  
Buenos Aires Calcutta Cape Town  
Dar es Salaam Delhi Florence Hong Kong  
Istanbul Karachi Kuala Lumpur Madras  
Madrid Melbourne Mexico City Nairobi  
Paris Singapore Taipei Tokyo Toronto Warsaw

and associated companies in  
Berlin Ibadan

*Oxford* and *Oxford English*  
are trade marks of Oxford University Press

ISBN 0 19 457093 2  
© Oxford University Press

First published 1996  
Second impression 1997

**No unauthorized photocopying**

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Oxford University Press.

This book is sold subject to the condition that it shall not, by way of trade or otherwise, be lent, resold, hired out, or otherwise circulated without the publisher's prior consent in any form of binding or cover other than that in which it is published and without a similar condition including this condition being imposed on the subsequent purchaser.

**Acknowledgements**

Illustrations by Nigel Paige  
Photography by Paul Freestone  
Cover illustration by Adam Willis

Typeset in ITC Franklin Gothic  
and Adobe Minion

Printed in Hong Kong

# Contents

## Introduction

page 4

## Who's who in *Effective Telephoning*

page 6

Unit		Communication skills	Language knowledge	Telephoning practice
1	<b>First contacts</b> page 8	preparing for a telephone call	key vocabulary about telephoning	preparing and making calls
2	<b>The right person</b> page 14	explaining the purpose of a call	opening calls	opening calls
3	<b>An unexpected call</b> page 20	receiving calls and taking messages	taking messages, spelling names	taking messages
4	<b>What's the message?</b> page 28	structuring a message	leaving messages, handling numbers	structuring information on the phone
5	<b>Handling information</b> page 34	giving feedback, echoing, clarifying	asking for repetition, clarification, responses	exchanging and responding to information
6	<b>Communication breakdown</b> page 38	avoiding communication breakdown, making internal calls	calling back	calling back
7	<b>Making plans</b> page 44	reaching agreement	making arrangements and appointments	telephone arrangements
8	<b>Solving problems</b> page 50	active listening, reflective questions	asking questions	making enquires
9	<b>Handling complaints</b> page 56	handling complaints, staying positive	reassuring, making promises	complaining over the phone
10	<b>Closing a call</b> page 62	recognizing closing signals, effective closing	closing a call	closing calls

## Listening Tapescript

page 68

## Answer Key

page 86

## Video Transcript

page 99



# Introduction

## Introduction to the course

*Effective Telephoning* is a practical and accessible course specifically designed to develop the essential communication and language skills needed to make and receive telephone calls in English. It is divided into ten units which deal progressively with key aspects of telephoning, from preparation through to making arrangements and closing calls. The course aims to develop both competence and confidence in a variety of situations, so that by the end of the period of study learners will have acquired the necessary skills to handle almost any kind of call.

## Course components

The course consists of four components: a video, a Students' Book, an audio cassette, and a Teacher's Book.

### The Video

The video is the central component of the course, and acts as a focus for all the activities contained in the Student's Book. Based around the story of a British company organizing a trip to America, it illustrates a range of telephone calls: handling messages, making arrangements, dealing with complaints, and solving problems.

### The Student's Book

The Student's Book consists of ten units which correspond to those in the video. Each unit is divided into three sections: *Communication skills*, *Language knowledge*, and *Telephoning practice*.

The *Communication skills* section identifies and practises key telephoning skills which are illustrated in the video, and aims to involve the learner in a process of feedback, evaluation, and development. The *Language knowledge* section, supported by the audio cassette, expands the learner's knowledge in key functional and lexical areas, as well as focusing on aspects of intonation. The *Telephoning practice* section gives the learner the opportunity to put both communication skills and language knowledge into practice using a variety of role-plays and simulations.

### The Audio Cassette

This consists of approximately 45 minutes of extracts from additional telephone calls and forms the basis of the listening activities in the *Language knowledge* section of the Student's Book.

## The Teacher's Book

This book provides an introduction to the course from the teacher's point of view. It offers suggestions for further exploitation in the classroom and self-study time, and contains extra, photocopiable materials for telephoning practice.

## The approach

In each unit, *Effective Telephoning* first illustrates a poor model of telephoning practice in order to demonstrate what can go wrong. It then moves on to look at a good model in which the speakers maximize the effectiveness of their call. This approach is designed to develop learners' abilities in two main areas.

## Communication skills

The course develops the skills of both initiating and receiving calls. It seeks to build the learners' confidence in their ability to handle both the expected and unexpected. Skills such as giving feedback, reaching agreement, and active listening are demonstrated on the video. These are then analysed and practised with the support of the Student's Book.

## Language knowledge

Language areas such as opening and closing a call, leaving and taking messages, handling numbers, and spelling names are presented and practised in the Student's Book. Additional exercises help to develop the learners' appreciation of the importance of intonation on the telephone. The audio cassette is used to further illustrate and practise these areas.

## Using the course

All parts of the course are designed to work either as classroom material or for self-study.

## In the classroom

Each unit takes the learner through the objectives in the areas of *Communication skills*, *Language knowledge*, and *Telephoning practice*. There is an introduction designed to make the learners reflect on their own experience, and to anticipate the focus of the material which follows. Depending on the needs of the group or the amount of time available, the course can either be followed from start to finish or concentrate on selected units. The *Telephoning practice* activities in the Student's Book provide relevant, context-based practice of the key aspects of the unit. These activities are designed for either pairs or small groups. Wherever possible, they should be recorded on audio cassette for analysis and feedback.

## Self-study

The video-based activities focusing on communication skills have been developed with the classroom in mind. However, most of the questions have answers in the Answer Key, and individuals can use the video on a self-access basis. The *Language knowledge* section can certainly be usefully followed as self-study. The *Telephoning practice* section always involves pair or group work, although preparation for these activities could also be done for self-study.



# Who's who in *Effective Telephoning*

*Effective Telephoning* illustrates a series of telephone calls between two companies. One is a British computer firm called Communicon International. The other is a PR and events company called Odyssey Promotions, based in New York.

## Communicon International

### The company



Communicon International is a medium-sized computer firm based outside London. It employs nearly 500 staff involved in the production, sales, and distribution of computer communications hardware and software. It has a strong position in the European market but is looking to break into the US market.



### The people



**Nick Delwin**  
**Sales Director**

He is responsible for developing the company's sales. To gain a foothold in America, he wants Communicon to be present at the Electronica Trade Fair, due to be held in New York later this year.



**Diane Davis**  
**Sales Assistant**

She is assistant to Nick Delwin and responsible for a number of special projects. She has been put in charge of organizing Communicon's trip to New York.



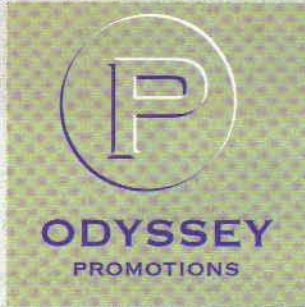
**Francesca Mattioli**  
**Sales Trainee**

Francesca is Italian and has recently joined the Sales Department as a management trainee. She supports Nick and Diane in some aspects of their work.



# Odyssey Promotions

## The company



Odyssey Promotions specializes in organizing PR and sales events. The company arranges sales conferences, exhibitions, and representation at Trade Fairs. It is based in New York but has an international clientele.



## The people



**Helen Turner**  
**Senior Partner**

Helen founded Odyssey Promotions eight years ago. Her work nowadays mainly involves client relations and prospecting for new business.



**Gregg Anderson**  
**Promotions Assistant**

Gregg is a recent graduate of an American university. This is his first job. His role as Helen Turner's assistant involves making all the arrangements for the clients' sales events.



# 1 First contacts

Communication skills  
Language knowledge  
Telephoning practice

## Objectives

preparing for a telephone call  
key vocabulary about telephoning  
preparing and making calls

## Communication skills

### Pre-viewing

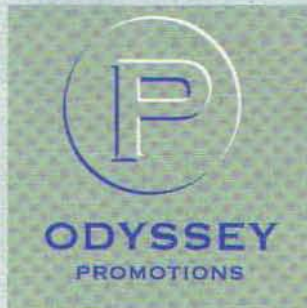
- 1 What do you do before you make a telephone call to someone you have never called before? How do you prepare for it?
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International** is based in the south of England, and manufactures and sells computer communications hardware.



**Odyssey Promotions** is based in New York, and organizes sales and PR events.

### The people



**Nick Delwin** is the Sales Director for Communicon International.




**Helen Turner** is the senior partner in Odyssey Promotions.

### The call

Nick wants Communicon to exhibit at an international trade fair in New York. He has been given Helen Turner's number as someone who may be able to help with organizing this.

### Viewing

-  3 Watch Version 1 from 00.01 to 02.09. As you watch, note down what Nick does badly. Use the checklist to help you. Compare your notes with the Answer Key on page 86.

## Checklist – preparing for a telephone call

**Preparation** Does he prepare for the call?

**Purpose** Is the purpose of the call clear?

**People** Are the introductions adequate?

**Information** Is the information clearly communicated?

**Tone** Is the atmosphere positive?

- ▶ 4 Watch Version 1 again. Identify these moments:
  - a Nick shows that he hasn't familiarized himself with the name of the person he's calling
  - b Nick shows that he hasn't noted the dates of the exhibition
  - c Nick shows that he hasn't really thought about what he wants Helen to do.
- ▶ 5 Watch Version 2 from 02.10 to 03.58. Use the checklist above to comment on the second version. Compare your comments with the Answer Key on page 86.
- ▶ 6 Watch Version 2 again. Identify the moments when:
  - a Nick explains how he got Helen's number
  - b Nick explains the purpose of the call
  - c Nick gives clear information about dates.

## Post-viewing

### 7 Pair work

Choose one of the calls below. Draw up a call preparation sheet. Include all the items you need to think about before making a call. Compare your checklist with your partner's, and with the one in the Answer Key on page 87.

- a You are looking for a job. A friend has recommended someone who might be able to help you. Your objective is to call this person and try to arrange a meeting.
- b You want some information about a competitor's prices. A colleague has recommended that you phone a consultant who may have this information. Your objective is to call this person to get the information.



## Language knowledge



NICK DELWIN

'Your name was given to me by Pat Johnson from our Australian office.'



- 1 Listen to the opinions of eight telephone users. As you listen, put a tick (✓) if their opinion is positive, a cross (×) if it is negative, and a (?) if it is both.

*Extract*

- |                                |                                |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> one   | <input type="checkbox"/> five  |
| <input type="checkbox"/> two   | <input type="checkbox"/> six   |
| <input type="checkbox"/> three | <input type="checkbox"/> seven |
| <input type="checkbox"/> four  | <input type="checkbox"/> eight |

- 2 What positive or negative experiences have you had using the phone?

---

### Language focus Telephone terms

#### People

*caller / called party*  
*switchboard (operator)*  
*telephonist*  
*operator*  
*subscriber*

#### Types of phone

*fixed*  
*desk / desktop phone*  
*mobile*  
*hands-free (in a car)*  
*push-button*

#### Parts of phone

*handset*  
*dial*  
*keypad*  
*earpiece*  
*mouthpiece*

#### Numbers

*subscriber number*  
*local / national / international code*  
*ex-directory*  
*freephone (0800)*  
*office / work number*  
*extension*  
*direct line*  
*home number*

#### Services

*operator*  
*directory enquiries*  
*call diversion*  
*call waiting*  
*call hunting*

#### Calls

*long distance*  
*international*  
*local*  
*collect (US) / reverse charge (UK)*


#### Problems

*bad line*  
*engaged (busy)*  
*cut off*  
*crosstalk (interference, somebody on the line)*  
*off the hook*  
*number unobtainable*

#### Actions

*pick up*  
*put down*  
*hold on*  
*hang up*  
*dial / redial*

---

- 3 Complete the following operator messages with an appropriate word or expression from the *Language focus*.
- This number has been changed. Please replace the \_\_\_\_\_ and \_\_\_\_\_ the following number.
  - The telephone is permanently \_\_\_\_\_. It must have been left \_\_\_\_\_.
  - I'm sorry, I can't give you that number. It's \_\_\_\_\_.
  - The \_\_\_\_\_ for Leeds has been changed. Please \_\_\_\_\_, inserting 0113 before the subscriber number.
  - All the lines to Paris are \_\_\_\_\_. Please try later.
- 4 What would you say to the operator in these situations?
- You have no change or phone card and you must phone home urgently.
  - You have tried a number several times and you always get a 'number unobtainable' tone.
  - You have got through to the wrong number. You need to find the right number.
  - Your line suffers frequently from interference from other calls.
  - You would like to know what you dial to reach a subscriber in China.
-  5 Match the extracts to the situations below:
- an engaged line
  - the line suddenly cut off
  - a bad line
  - hanging up too quickly
  - a wrong number

## Telephoning practice

### Pair work

#### Student A

Prepare and make the following calls:

- You are a purchaser. You need to buy some computer hardware. You have heard that a new distributor called Compusave are offering some very good trade discounts. Call them and try to speak to their Sales Manager.
- You are staying in the UK. You would like to book some theatre tickets for a show called 'Shanghai Express'. Decide the night, number of tickets, and price range.



- 3 You have recently placed a job advertisement in *Executive Placement*, a monthly magazine. Unfortunately they published it with two errors (a spelling mistake and a word missed out). Phone the newspaper to complain and get some action.
- 4 Your secretary has made a provisional appointment for you to see a management consultant called Peter Kindale (Hill & Samuel). You have decided you have no time to see him. Phone his office and cancel the appointment.
- 5 Your computer has started to have problems (the screen keeps on freezing). Phone the help desk.

**Prepare to receive the following calls:**

- 6 You are a sales representative for an office furniture company called Montroyale. Student B will ask to speak to the Sales Manager. She is out so you should deal with the call. Student B will want some information about prices for a new range of office furniture, Stylo 2000.  
Prices:  
desks from £350 to £480  
chairs from £110 to £180  
cabinets from £150 to £220.
- 7 You work in a car hire firm called Magihire. Student B will call you to book a small car for the weekend. Offer him/her the following:  
category A (small) car Ford Fiesta 1.4 L  
daily price £35.00  
special weekend price £55.00 (insurance and unlimited mileage included).
- 8 Your company, ACTO Alarms, recently installed a new burglar alarm system for a local firm called SKT Ltd. You will receive a call from them.
- 9 Your colleague Suzanna Warren is out of the office. You will receive a call concerning an appointment.
- 10 You work on the customer service desk for a large electricity company. You will receive a call from a customer who has suddenly been cut off. Apologize and explain that the fault is due to outside contractors cutting a cable. Promise re-connection within 24 hours.

## Student B

### Prepare to receive the following calls:

- 1 You work for a company called Compusave as a sales representative. Your Sales Manager is out at the moment, but you should be able to tell Student A about trade discounts.  
Keyboards: 10% for purchases of 10 or more  
Screens: 8% for purchases of 5 or more  
Tower processors: 486 – 15% for purchases of 10 or more  
Pentium – 10 % for purchases of 5 or more
- 2 You work in a theatre ticket office (the Theatre Royal). Student A wants to book tickets for *Shanghai Express*. Ticket prices and availability are as follows:  
Stalls £15.50 – all seats sold out, except Monday nights  
Dress Circle £25.00 – seats available all nights  
Upper Circle £12.50 – only seats with restricted viewing available.
- 3 You work for *Executive Placement*, a monthly magazine. You will receive a complaint from a customer who has recently placed a job advertisement. Offer to correct the ad and re-run it next month, free of charge.
- 4 You work for Hill & Samuel, a firm of management consultants. One of the team, Peter Kindale, is out of the office at the moment. Take a message for him.
- 5 You work on the help desk for Arandale Computers. Arrange for an engineer to visit this customer.

### Prepare and make the following calls:

- 6 You have seen a new range of office furniture advertised by Montroyale. Phone them to enquire about prices of desks, chairs, and cabinets in the Stylo 2000 range.
- 7 Phone Magihire, a local car hire firm. Book a small car for the weekend.
- 8 Your company, SKT Ltd., recently had a new burglar alarm system fitted. The alarm keeps on going off for no apparent reason. Phone the suppliers, ACTO Alarms, to complain.
- 9 You recently made an appointment to see Suzanna Warren concerning some legal advice. You are unable to keep the appointment. Phone her to cancel it.
- 10 To your great surprise, your electricity supply has suddenly been cut off. Phone the electricity company to find out what the problem is.



# 2 The right person

## Objectives

**Communication skills**  
**Language knowledge**  
**Telephoning practice**

**explaining the purpose of a call**  
**key phrases for opening calls**  
**opening calls**

## Communication skills

### Pre-viewing

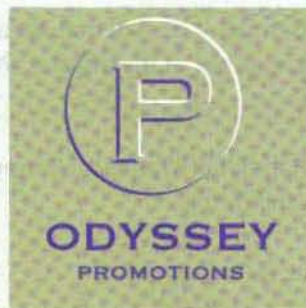
- 1 What sort of telephone calls do you make at work? Why do you make these calls?
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International** is based in the south of England, and manufactures and sells computer communications hardware.



**Odyssey Promotions** is based in New York, and organizes sales and PR events.

### The people



**Nick Delwin** is the Sales Director for Communicon International.





**Gregg Anderson** is assistant to Helen Turner, senior partner in Odyssey Promotions.

### The call

Gregg has been asked by Helen to start making preparations for Communicon's trip to the States. He phones Nick to update him on the arrangements.

### Viewing

-  3 Watch Version 1 from 04.05 to 06.01. What does Gregg do wrong?
-  4 Watch Version 1 again. Use the checklist to help you identify the problems more clearly.

## Checklist – opening a call

Introduce self

Ask for connection

Check name of person you are calling

(Small talk) \*

Introduce subject of call

Listen actively to responses

\* This is appropriate once you know the person you are calling.

- 5 Watch Version 2 from 06.02 to 07.23. What does Gregg do differently this time?
- 6 Watch Version 2 again. Look at the checklist and identify the points at which Gregg does these things.
- 7 **Pair work**

Look back at the types of call you identified in Pre-viewing 1. Working in pairs, role-play one or two of these calls. Make sure you clearly introduce the subject in each case.

## Post-viewing

## Language knowledge



GREGG ANDERSON

*'Helen asked me to start making the arrangements for your visit and I'd like to go over a few of the details with you.'*



- 1 Listen to the openings to a variety of calls. In each case, select a purpose from the list below and write the correct letter in the box.

Extract	Purpose of call
one	<input type="checkbox"/>
two	<input type="checkbox"/>
three	<input type="checkbox"/>
four	<input type="checkbox"/>
five	<input type="checkbox"/>

- a to complain
- b to inform
- c to change arrangements
- d to order
- e to enquire



## Language focus Opening a call

### Identifying your company

*Odyssey Promotions, can I help you?*

*Good morning, Communicon International.*

### Identifying yourself

*This is ...*

*... speaking.*

*... here.\**

### Identifying the caller

*Who's calling, please?*

*Who's that speaking?*

*May I ask who's calling?*

*I'm sorry, I didn't catch your name.*

### Asking for your connection

*I'd like to speak to ...*

*Could you put me through to ...?*

*Could I have extension 211, please?*

*Could I speak to someone in the ... department?*

### Explaining the purpose

*I'm calling about ...*

*The reason I'm calling is ...*

*It's about ...*

*It's in connection with ...*

### Asking about the purpose

*Could you tell me what it's about?*

*What's it in connection with?*

### Making the connection

*Just a moment.*

*I'm putting you through.*

\* Just giving your name can sound abrupt in English.

- 2 Below you will find three jumbled extracts from the openings of telephone calls. Put each extract in the right order.

#### Call 1

A: Just a moment, I'll put you through.

B: It's in connection with a new order.

A: Howard Engineering. How can I help you?

B: James Harvey.

A: I'm sorry, I didn't catch your name.

B: This is James Harvey. Could I speak to Joshua Reynolds?

A: Could you tell me what it's about?

#### Call 2

B: The reason I'm calling is to try to fix a meeting early next month.

A: Not too bad. So, what can I do for you?

B: Fine, and you?

A: Storm speaking.

B: Leslie Taylor here. Is that you Max?

A: Sure is. How are you, Leslie?

### Call 3

A: Let me just get her diary ... Oh yes, on Wednesday at 10.00.

B: I'm not sure. The reason I'm calling is to discuss next week's meeting.

A: Christine Matthews speaking.

B: That's it. You see, I've got a bit of a problem.

A: I'm afraid Miranda's not in today. Can I help?

B: This is Delia Forbes here. Can I speak to Miranda, please?



### 3 Sounds and meaning

A key skill on the telephone is using the tone of your voice to help communication. Face to face we can use our facial expressions to support our message. On the telephone things like stress, intonation, and pausing become vital. One important aspect of this is to stress key words.

For example:

*'Helen asked me to start making the **arrangements** for your **visit** and I'd like to go over a few of the **details** with you.'*

a Listen to Gregg Anderson's call with Nick Delwin. Underline the words which are stressed.

NICK: Hello, Nick Delwin.

GREGG: Hi, Gregg Anderson here, Helen Turner's assistant at Odyssey Promotions in New York.

NICK: Oh, yeah, hello.

GREGG: Helen asked me to start making the arrangements for your visit and I'd like to go over a few of the details with you.

NICK: Good, so things are moving forward.

GREGG: They certainly are. There's three things I'd like to go over with you – the hotel, the exhibit, and, of course, the reception. Is this a good time to talk?

NICK: Well, actually, Gregg, I've handed over all the arrangements to Diane Davis, my assistant. She's going to be looking after things from this end.

GREGG: Oh, great. Could you put me through to her?

NICK: Sure. Just a moment.

GREGG: Thanks.

DIANE: Diane Davis.

NICK: Diane, I've got a Gregg Anderson on the line. He works for Odyssey Promotions over in New York. He's done some preliminary planning for our trip. Can I hand him over to you?

DIANE: Yes, of course.

### b Pair work

Practise putting the stresses in the right place. Take the dialogue above or choose another one from the Listening Tapescript on page 68. Go through the text marking the words you want to stress. Then record the dialogue with your partner. Play back the recording and check that you have put the stresses in the right places. Compare your version with the actual recording.



#### 4 Pair work

Script the opening of a telephone call. Choose a type of call which you are familiar with. Write down the script and then try recording it. Make sure you stress the important words.

### Telephoning practice

#### Small group (3) work

The two calls which follow involve three people.

##### Call 1

Student A Martin Smith, Procurement, Reynolds Engineering UK

Student B Pat Dexter, Accounts Receivable, Arthur Riddell Inc.

Student C Alex DeSoto, Controller, Arthur Riddell Inc.

##### Student A

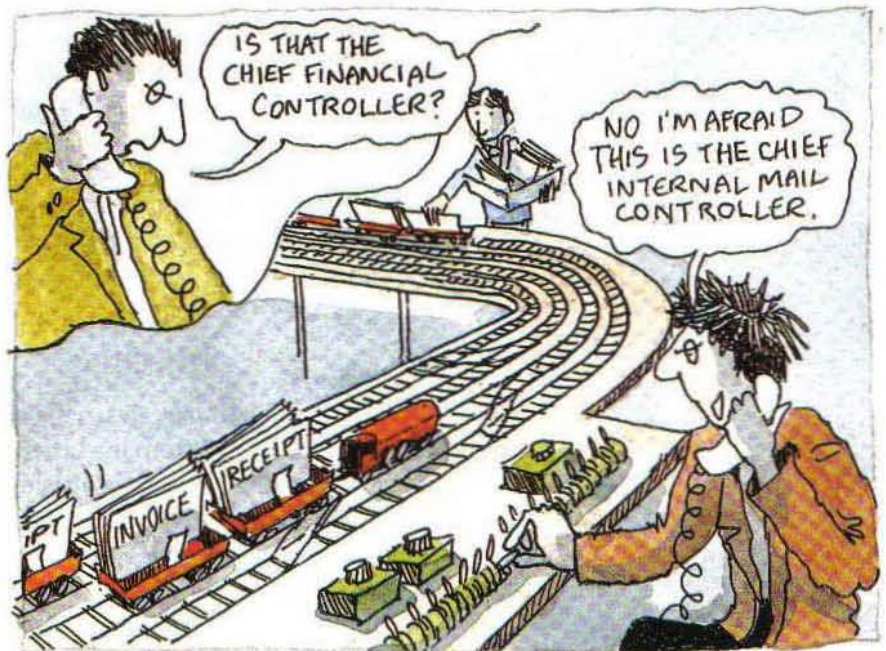
You have received the following fax from a supplier. The details are correct and the invoice has not been paid due to changes in procedures. Phone Alex DeSoto and sort out the problem.

##### Student B

You work in the Accounts Receivable Department of Arthur Riddell Inc., based in Seattle. The senior controller, Alex DeSoto, recently sent the fax on page 19. When a call comes through from Reynolds Engineering, Alex is on another line. Start to take a message and ask for a fax to be sent but then, as Alex DeSoto becomes available, put the call through to Student C.

##### Student C

You sent the fax on page 19 to the Procurement Department in Reynolds Engineering UK. You are on another line when the call comes through from Reynolds, but take the call after your assistant has started to deal with it. You expect very prompt payment!



**FAX Arthur Riddell INC**1546 Seaview Drive  
Seattle, WA.

---

**To** Martin Smith, Procurement      **Fax no** 44-1904-675892  
**Company** Reynolds Engineering UK      **Date** 06.24.97  
**From** Alex DeSoto, Accounts Receivable  
**Subject** Invoice no. 8759

---

The above-mentioned invoice was due for payment by May 31. According to our records, a reminder was sent on June 15. Please ignore this fax if payment has been made. If not, please contact us asap to inform of date of payment.

Regards

*Alex B. DeSoto*

Alex B. DeSoto  
Controller

**Call 2**

Student A Lee Brady, Moss Electronics

Student B Daniel Forsmann, Nentex International, Germany

Student C Chris Pearson, Purchasing, Moss Electronics

**Student A**

You work for Moss Electronics, based in Northern Ireland. When you receive a call from one of your suppliers in Germany, make sure you get the name and reason for the call before passing it on to the relevant department (Student C).

**Student B**

You work in the Distribution Division of Nentex International, Germany. You recently sent a consignment to a customer in Northern Ireland, Moss Electronics. The consignment was returned unopened with the following message.

*No such order made. Chris Pearson, Purchasing, Moss.*

Telephone Chris Pearson to try to sort out the problem.

**Student C**

You work in the Purchasing Department of Moss Electronics. You recently received a package of electronic parts from a German supplier called Nentex International. Since your company hadn't ordered them, you sent them back. When you receive a call from this supplier, you wonder whether the Moss subsidiary in Dublin in the Republic of Ireland made the order.



# 3 An unexpected call

## Objectives

Communication skills  
Language knowledge  
Telephoning practice

receiving calls and taking messages  
taking messages, spelling names  
taking messages

## Communication skills

### Pre-viewing

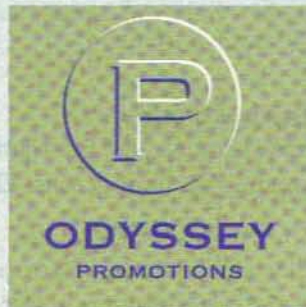
- 1 How do you feel about receiving unexpected telephone calls? When you take a message on the phone, what information should you note down? Check your answer with the Answer Key on page 89.
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International** is based in the south of England, and manufactures and sells computer communications hardware.



**Odyssey Promotion** is based in New York, and organizes sales and PR events.

### The people



**Francesca Mattioli** is a trainee manager at Communicon International. She has been asked to enter a lot of customer data onto the computer. She is working on the machine in Diane Davis' office.




**Gregg Anderson** is assistant to Helen Turner, senior partner in Odyssey Promotions.

### The call

Gregg needs to talk to Diane Davis to clarify the budget for hotel accommodation. Diane is away on a course, so Francesca deals with the call.

### Viewing

- 3  Watch Version 1 from 07.32 to 08.58 with the sound down. What does Francesca's body language tell us about her attitude? Compare your notes with the Answer Key on page 90.

- ▶ 4 Watch Version 1 again with the sound up. Stop the tape when you identify examples of the following:
  - unfriendly manner
  - lack of attention paid to the caller
  - lack of feedback / confirmation.
- ▶ 5 Watch Version 2 from 08.59 to 10.12 with the sound down. How does Francesca's body language compare with Version 1? Compare your notes with the Answer Key on page 90.
- ▶ 6 Watch Version 2 again with the sound up. Identify the following moments:
  - she turns her attention to the call
  - she offers to take a message
  - she offers to make sure Diane gets the message
  - she repeats the message
  - she checks his name
  - she writes a clear message.

## Post-viewing

### 7 Pair work

Simulate two or three calls in which you leave a message. Make sure the message is clearly understood.

## Language knowledge



FRANCESCA MATTIOLI

*'I'm afraid Diane is on a course. May I take a message?'*

- ▶ 1 Listen and make a note of the message for each extract.

Message 1

Message 2



Message 3

Message 4

---

## Language focus Taking messages

### Excuses

*I'm afraid he / she's*

	<i>in a meeting (at the moment).</i>
	<i>out of the office (at the moment).</i>
	<i>on holiday (at the moment).</i>

*He / she won't be back until Monday.*

*He / she's away for the week.*

*I'm sorry, the line's busy. Will you hold?*

### Messages

*Can I take a message?*

*Could you give him / her a message?*

*Could I leave a message?*

*Could you tell him / her I called?*

### Spelling

*Shall I spell it for you?*

*Could you spell that, please?*

*You'd better spell that, please. (informal)*

### Noting

*Let me take / write that down ...*

*I'll just get a pen ...*

### Repeating

*Could you just go over that again?*

*Let me just repeat that ...*

### Confirming

*That's right.*

*Fine.*

### Encouraging

*Of course.*

*Go ahead.*

### Reassuring

*I'll make sure she gets the message.*

*I'll tell him / her you called.*

*I'll get someone to ring you first thing in the morning.*



## 2 Spelling

a Listen to the alphabet. Write down other letters that have the same sound as the letters below.

a \_\_\_\_\_

b \_\_\_\_\_

i \_\_\_\_\_

b Listen to the names being spelt. Note them down.

a \_\_\_\_\_

b \_\_\_\_\_

c \_\_\_\_\_

d \_\_\_\_\_

e \_\_\_\_\_

f \_\_\_\_\_





c Listen to the requests for the following names to be spelt or the spelling to be clarified. During the pause, spell the name or answer the question.

- |             |              |
|-------------|--------------|
| a Kadinsky  | e Boddington |
| b Lamy      | f Anne       |
| c Petrovich | g Leslie     |
| d Maggiore  | h Thelma     |

### 3 Sounds and meaning

The intonation we use influences the impact of our message. Rising intonation usually sounds more positive and open. Falling intonation is often used to communicate new or unknown information.

For example:

*'Can I take a message?' (rising)*

*'Yes. Could you tell her I'll be late?' (falling)*



a Listen to the following extract. It has been recorded twice. In one version, one of the speakers uses a marked rising intonation. Which version, and which speaker?

A: Peterlee Promotions. Dawn James speaking.

B: This is Pierre Menton. I'd like to speak to Roger Borham, please.

A: Just a moment.

C: Hello, Sally Rogers.

B: Could you put me through to Roger Borham, please?

C: I'm afraid Mr Borham's not in today. Who's speaking, please?

B: This is Pierre Menton from Unilex.

C: Good morning, Mr Menton. Can I take a message for Mr Borham?

B: Yes. Could you tell him that I won't be able to manage our Friday meeting? I'm going to have to stay longer in Italy than I expected. I'll call him next week to arrange another date.

C: That will be fine. He's back in the office on Monday and I'll make sure he gets the message.

#### b Group work

Try taking the parts of the operator, Pierre, and Sally. Mirror the intonation patterns you heard on the cassette.

#### c Pair work

Script a telephone call in which a message is left. Mark the points where you think a rising intonation would be appropriate. Then record the conversation on cassette. Play it back and compare it with the script.



### 4 Softening

Language is often softened by turning an instruction into a polite request.

For example:

*'Spell that, please!' → 'Could you spell that, please?'*

Listen to these instructions and change them into polite requests.

## Telephoning practice

### Pair work

#### Student A

You are deputising for George Hanwell, General Manager of Wessex Chemicals, a British pharmaceuticals company (he is away on holiday). He has left you a list of a number of calls which need making, and also a few which you might expect to receive.

Prepare to make and receive the following calls:

#### *Please deal with the following:*

- 1 Phone Robert Snell (Bath College of Higher Education) and confirm factory tour for Monday 5 September at 10 a.m.*
- 2 Phone Dr King (Royal United Hospital, Bath) and cancel appointment on Tuesday 6th September. Try to rearrange for Wednesday morning (the 7th).*
- 3 Phone Suzie Roberts at advertising agency to chase copy for our new brochure (it should have arrived end of last week).*
- 4 Phone Excalibur Distribution (see attached fax) re the delivery of new software for main computer system. Make sure they are delivered by the end of the week.*
- 5 If Kieran Donald phones, just take a message and tell him I'll call back next week.*
- 6 Giuliano Baldini, our agent in Italy, might phone about my trip next month. Get the details and then ask Sarah to book my flights.*
- 7 Any other calls, just take messages.*





**EXCALIBUR DISTRIBUTION**  
10 Thameside · London NE 14

TELEPHONE 0171 678 8892  
FACSIMILE 0171 678 8890

**FAX MESSAGE**

---

**TO** Wessex Chemicals  
**ATTENTION** Purchasing Dept.  
**DATE** 9th August  
**SUBJECT** Delivery of order no. 746654/REY

---

The above order has still not passed through customs. We had expected delivery at our depot on Friday 5th. We are trying to speed up the process and will keep you informed.

Regards

Philip Macey  
(Distribution Manager)

**Prepare to receive and make the following calls:**

- 1 You work at Bath College of Higher Education. Your colleague, Robert Snell, is out of the office. Take a message.
- 2 You work in the hospital reception. Dr King is not available. You are not able to make new appointments. Take the details and say you will write with a new date.
- 3 You work in the Creative Department of the advertising agency Bogarty, Hanson & Roberts. Suzie Roberts is out. Take a message.
- 4 You work for Philip Macey, Distribution Manager for Excalibur Distribution. Wessex Chemicals are a customer. Your boss recently sent the attached fax. He is not available to take the call.
- 5 You are Kieran Donald. You need to speak to George Hanwell of Wessex Chemicals. He promised you a job interview.

- 6 You are Guiliano Baldini, Wessex's agent in Italy. You have organized a trip for George Hanwell. Phone him to tell him the provisional itinerary:

**Tuesday September 9**

*arrive Rome by 1100*

**Wednesday September 10**

*appointments in Pisa and Florence*

**Thursday September 11**

*appointments in Venice and Vicenza*

**Friday September 12**

*depart Milan after lunch*

- 7 George Hanwell commissioned you to do some market research for Wessex Chemicals. You sent in your report and invoice two months ago. You still haven't been paid!



# 4 What's the message?

## Objectives

Communication skills  
Language knowledge  
Telephoning practice

structuring a message  
leaving messages, handling numbers  
structuring information on the phone

## Communication skills

### Pre-viewing

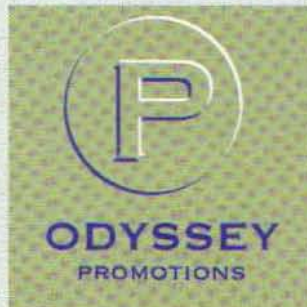
- 1 Clearly phone calls differ depending on the purpose and the context of the call. However, there are some key elements which are common to all calls. Imagine you have just received a phone call from somebody you don't know. When you put down the phone, what do you expect to have noted? Compare your ideas with the Answer Key on page 91.
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International** is based in the south of England, and manufactures and sells computer communications hardware.



**Odyssey Promotions** is based in New York, and organizes sales and PR events.

### The people



**Gregg Anderson** is assistant to Helen Turner, senior partner in Odyssey Promotions. He needs to talk to Diane Davis.



**Diane Davis** is a Sales Assistant with Communicon International. She's responsible for organizing the trip to New York.

### The call

Gregg needs to talk to Diane concerning a venue for a cocktail party and reception.

## Viewing

- ▶ 3 Watch Version 1 from 10.20 to 11.27. Put yourself in Diane's position. Try to note down Gregg's message.
- ▶ 4 Watch Version 1 again. How could Gregg have made his message easier to understand?
- ▶ 5 Watch Version 2 from 11.28 to 12.29. Once again, try to note down Gregg's message. Why was it easier this time?

## Post-viewing

- 6 Produce a simple checklist for leaving messages. Compare your version with the one in the Answer Key on page 91.

## Language knowledge



GREGG ANDERSON

*'This is Gregg Anderson from Odyssey Promotions. I'm calling about the venue for the reception on the evening of 24th January.'*

- ▶ 1 a Listen to some unstructured telephone calls and make a note of the key information.

Call 1

Call 2

Call 3

Call 4



**b Pair work**

Now restructure these calls (if necessary, use the tapescripts on pages 74–5) and record your versions on cassette.

c Compare your restructured versions with the following calls.

---

**Language focus** Organizing a call, calling back

**Explaining the purpose of a call**

*It's concerning ...*  
*I'm phoning about ...*  
*I'm returning your call.*  
*... asked me to call.*

**Structuring a call**

*There are two things I wanted to mention.*  
*The other point was ...*  
*The other thing I wanted to say was ...*  
*The first thing is ...*  
*The other thing is ...*  
*Just one more point ...*  
*Shall we leave it there?*

**Calling back**

*Could you ask her to call me back?*  
*Could you ask him to get back to me?*

**Telephone numbers**

*Can I have your number?*  
*Have you got a direct line?*  
*Is that the switchboard?*  
*Could I have extension 455?*  
*What's the code for ...?*



**2 a Understanding and repeating numbers**

Listen to the numbers given in the extracts. Note them down and repeat them.

- |         |         |
|---------|---------|
| a _____ | d _____ |
| b _____ | e _____ |
| c _____ | f _____ |

**b Giving numbers**

Listen to the cassette. You will be asked for the following numbers. There will be a pause for you to give the number, and then the number will be repeated.

- |                      |                       |
|----------------------|-----------------------|
| a 00 44 1904 422 455 | d 677351              |
| b extension 3161     | e 01865               |
| c 19 39              | f 00 33 1 30 47 44 51 |

**Notes**

- 1 Although we say phone numbers digit by digit, two consecutive numbers the same are usually spoken as 'double four'. Three consecutive numbers the same can be spoken as 'triple three' or 'three, double three'.
- 2 Telephone numbers should be grouped together to make them easier to understand. International, national, and local codes should each be followed by a pause. Subscriber numbers should be split up into smaller groups of three or four numbers.
- 3 0 is usually pronounced 'oh' in British English, and 'zero' in American English.



### 3 Sounds and meaning

We have seen with numbers that it helps to group them together so that we can process them more easily. Words are the same. On the telephone, word grouping or 'chunking' really helps comprehension.

Listen to Gregg Anderson's answerphone message. As you listen, try to break the message into chunks – groups of words which Gregg runs together.

'This is Gregg Anderson from Odyssey Promotions. I'm calling about the venue for the reception on the evening of 24th January. We've been able to tentatively reserve Caesar's Restaurant. Now, the total for the evening won't be more than \$4,000, but I'll need your approval for this as soon as possible. You can reach me on my direct line. It's two-one-two-five-five-five-four-six-two-nine. That's two-one-two-five-five-five-four-six-two-nine.'

Script an answerphone message that you might leave. Then record it, actively breaking it into groups of words which go together.





## Telephoning practice

### Pair work

#### Student A

Your company has recently merged with a foreign company. You are looking for a location to hold a three-day strategy meeting for the senior managers from the two companies. There will be a total of six directors plus two assistants. You plan to arrive on Thursday 9th October in the evening and depart on Sunday 12th at midday. The location should offer all the usual facilities, but above all should be remote and quiet to ensure an uninterrupted meeting.

You have circled the following three advertisements. Telephone the contact numbers and ask for more information. Remember to structure your calls clearly.

### SCOTTISH CASTLE TO LET

Ideal for short holidays, business meetings.  
Easy connections from Aberdeen. 6 bedrooms,  
3 bathrooms, dining hall, well-equipped kitchen.

For more information, tel: 01893 – 785564

### THE THREE CLIFFS HOTEL

*Northumberland*

Just south of Bamburgh Castle, this 4-star hotel is set in its own grounds with views across the sea to Holy Island. Conference facilities include two fully equipped meeting rooms, 16 en suite bedrooms, cordon bleu cooking, indoor swimming pool, and sauna.

Contact tel: 0191 – 455 – 78892

### *Wordsworth Hall*

LAKE DISTRICT

Private manor house available for small parties to rent. Ideal for conferences and meetings.  
10 bedrooms. Full dining staff available to hire if required.

Contact tel: 01787-455733

Student B

You will receive three calls enquiring about the hotels/conference centres below. Use the table to deal with the enquiries.

## Hotels and conference centres

Hotel	Rooms (with bath)	Meeting room	Other facilities	Dining	Travel
Craig Hotel	6 -	Large hall with open fireplace	Golf, fishing, shooting	Privately arranged (Mrs O'Fee 01278 6552)	Taxi from Aberdeen
Three Cliffs	16 16	2 rooms (10-pers & 6-pers)	Swimming pool and sauna	Cordon bleu restaurant	Taxi from Berwick
Wordsworth Hall	10 6	Dining hall	Walking, fishing	Hired-in catering (D. Cary 01854 2996)	Taxi from Kendal



# 5 Handling information

## Objectives

Communication skills  
Language knowledge  
Telephoning practice

giving feedback, echoing, clarifying  
asking for repetition, clarification, responses  
exchanging and responding to information

## Communication skills

### Pre-viewing

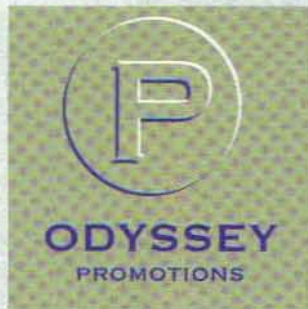
- 1 When you are talking face to face, how do you show whether you have understood or not, or if you are pleased or displeased? How would you give these responses on the phone?
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International**  
is based in the south of England, and manufactures and sells computer communications hardware.



**Odyssey Promotions**  
is based in New York, and organizes sales and PR events.

### The people



**Diane Davis**  
is a Sales Assistant with Communicon International. She's responsible for organizing the trip to New York.



**Gregg Anderson**  
is assistant to Helen Turner, senior partner in Odyssey Promotions.

### The call

Diane follows up Gregg's answerphone message. She has just had a long difficult meeting.

### Viewing

- 3 Watch Version 1 from 12.27 to 15.14. Who does most of the talking? Why doesn't Diane say much?
- 4 Watch Version 1 again. Identify the moments when Diane could have said something. What could she have said?

## Post-viewing

- ▶ 5 Watch Version 2 from 15.15 to 17.47. Why is the tone more positive and the communication more effective?
- ▶ 6 Watch Version 2 again. Stop the tape each time Diane starts to speak. Try to anticipate what she says.
- 7 **Pair work**  
Write down five pieces of news: good, bad, interesting, boring, etc. Sit back to back with your partner. Tell him/her the news and see how he/she reacts (silence is not appropriate!). Then reverse roles.

## Language knowledge



DIANE DAVIES

*'Good. Gregg, I'm phoning about the answerphone message.'*



GREGG ANDERSON

*'Yes, . . . It was about the venue for the reception.'*



- 1 Listen to the cassette. For each statement or question, choose the most appropriate response.

a

- i) How are you?
- ii) Fine, and you?
- iii) I was just phoning about the contract.

b

- i) Of course.
- ii) I see.
- iii) Good.

c

- i) When?
- ii) Which month do you mean?
- iii) October, you mean?

d

- i) Yes.
- ii) What sort of news?
- iii) Really?

e

- i) I phoned you about the sales conference.
- ii) Thanks. It was about the sales conference.
- iii) You mean about the sales conference?

f

- i) I'm sure you have.
- ii) I see.
- iii) I've got that.

g

- i) I didn't know you'd entered.
- ii) Congratulations.
- iii) Congratulations. That's marvellous news.

h

- i) Good.
- ii) What time did you post it?
- iii) Thank you. Do you know what time it'll arrive?

i

- i) Me too.
- ii) I hope so.
- iii) I agree.

j

- i) Didn't you?
- ii) Let me go over it again.
- iii) I said it was twenty.



---

## Language focus Responses

### Encouraging responses

*Of course.*  
*Please do.*  
*Go ahead.*  
*Certainly.*

### Positive responses

*Good.*  
*Fine.*  
*That sounds great!*

### Neutral responses

*OK.*  
*All right.*

### Disappointed responses

*Oh dear.*  
*That's a pity.*

### Showing understanding

*I see.*  
*I've got that.*

---

### Asking for clarification / repetition

*I'm sorry, I didn't catch that.*  
*Could you repeat that?*

## 2 Complete the dialogue with appropriate responses.

A: Gordon Murray speaking.

B: Hello, Gordon. This is Judy returning your call.

A: \_\_\_\_\_. How are you?

B: \_\_\_\_\_. \_\_\_\_\_?

A: Not too bad. The reason I called you was we're having problems with installation.

B: \_\_\_\_\_. What sort of problems?

A: To be honest, I think we need one of your team over here to look at it.

B: \_\_\_\_\_. How soon?

A: Well, could you make this afternoon?

B: Can you give me some idea of the problem?

A: It's something to do with the pressure setting.

B: \_\_\_\_\_. Anyway, I'm sure we'll sort it out this afternoon.

A: \_\_\_\_\_.

B: You're welcome. See you soon.

A: \_\_\_\_\_. Bye.

B: Bye.



### 3 Sounds and meaning

Pausing is vital to establish effective communication on the phone. The opportunity to speak needs to be given by the speaker and taken by the listener.

a Listen again to the problems Gregg had when Diane was unresponsive.

'Let me run through the details. We've reserved it all from six till nine on the evening of January the 24th. I've told them to expect a maximum of eighty guests ... and there will be hot and cold hors d'oeuvres and a choice of chilled wine or soft drinks. Um ... there will be music, but we didn't budget for live music so there'll just be recorded background music. Now, I'll need to confirm the reservation by the end of the week if you want to go ahead with this. Could you get back to me tomorrow or the next day and let me know? I'll be in Philadelphia for the rest of the week, so let me give you that number ... um, it's area code two-one-five, five-five-five-three-one-nine-six. OK?'

#### b Pair work

Script a simple call (booking a hotel, making some travel arrangements, etc.). Mark the places where you feel a pause would be appropriate. Record the call and play it back to see if you have paused effectively.

## Telephoning practice

### Pair work

#### Student A

- 1 You will receive a number of calls informing you of different types of news. Respond appropriately and process the information effectively.
- 2 Make the following calls to Student B. In each case prepare a little background information. In all cases, you are either a friend or a colleague. Inform him/her that:
  - he/she has won £100,000 in the lottery syndicate
  - there's going to be a re-organization of the company – it could mean job losses
  - his/her boss has resigned
  - profits have fallen – there could be changes
  - there is a rumour that he/she is going to get promotion.

#### Student B

- 1 Prepare to make the following calls to Student A. In each case, you will need to invent a little background information. In all cases, you are either a friend or a colleague. Inform him/her that:
  - there will be a public transport strike tomorrow
  - there will be a company Christmas party on 22nd December
  - he/she has been selected for intensive English language training
  - due to a fall in turnover, several personnel will be transferred
  - his/her boss will be taking maternity/paternity leave for six months.
- 2 Now respond appropriately to the calls Student A will make to you.



# 6 Communication breakdown

## Objectives

Communication skills  
Language knowledge  
Telephoning practice

avoiding communication breakdown, making internal calls  
calling back  
calling back

## Communication skills

### Pre-viewing

- 1 What kind of things lead to misunderstandings on the phone? Are there some messages which are better communicated face to face?
- 2 How does an internal call (between colleagues) differ from an external call?
- 3 Read the Video Telephoning Context.

## Video Telephoning Context

### The company



**Communicon International** is based in the south of England, and manufactures and sells computer communications hardware.

### The people



**Nick Delwin** is the Sales Director for Communicon. He is on his way to visit an important customer.



**Francesca Mattioli** is a trainee manager. She has just heard from an American customer. She feels Nick should be contacted.

### The call

Francesca phones Nick to give him the news about the American customer.

## Viewing

- ▶ 4 Watch Version 1 from 17.54 to 19.01. Why does the call break down? How could they have avoided this breakdown?
- ▶ 5 Watch Version 1 again. At what point would you have suggested calling back?
- ▶ 6 Watch Version 2 from 19.02 to 20.32. How do they solve the technical problems? In what way does Nick handle the call better?
- ▶ 7 Watch Version 2 again. Do you think Francesca needed to make this call?

## Post-viewing

- 8 **Pair work**  
Simulate two calls with a partner:
- a an internal call with a colleague to inform him/her of a change of plan (e.g. a meeting time or meeting place)
  - b an external call to a customer to inform him/her of a similar change of plan.
- Record the calls. Then play them back and identify any differences.

## Language knowledge



NICK DELWIN

*'Francesca, the reception is terrible. I'll phone you back. OK?'*

- ▶ 1 Listen to these extracts from five calls. In each case, what is the reason given for calling back?

Call Reason

one \_\_\_\_\_

two \_\_\_\_\_

three \_\_\_\_\_

four \_\_\_\_\_

five \_\_\_\_\_



## Language focus Calling back

### Technical reasons

*It's a terrible line.*  
*You sound miles away.*  
*There's a terrible echo on the line.*  
*I'm afraid we've got a crossed line.*  
*I can hear you, but not very well.*  
*It's very noisy here. I can hardly hear you.*

### Requests

*Could you speak a little slower (please)?*  
*Could you speak up / a little louder (please)?*

### Wrong numbers

*I'm sorry, I think you've got the wrong number.*  
*I'm afraid you've got the wrong extension.*  
*I'll try to transfer you.*

### Excuses

Sorry, | *I've got someone on the other line (at the moment).*  
| *I'm in a meeting (at the moment).*  
| *I've got to go out.*

### Offering to call back

*I'll call you back.*  
*Can I call you back?*  
*Let me call you back.*

### Calling back

*This is ... returning your call.*  
*... here. You called earlier.*  
*Hello, this is ... again.*

### Thanking

*Thanks for calling back.*  
*Thank you for getting back to me so quickly / promptly.*

### Returning to the subject

*The reason I called you was ...*  
*As I was saying, ...*  
*Anyway, ...*

### Checking the line

*Is that any better?*  
*Can you hear me all right / OK / clearly?*



## 2 Responses

Listen to the cassette and choose the most appropriate response in each case.

a

- i) It's a terrible line. I'll call you back.
- ii) I've got someone on the other line.
- iii) Hello, Phil. This is a terrible line. Let me call you back.

b

- i) I wanted to talk to you about the quarterly results.
- ii) The reason I called was the quarterly results.
- iii) Thanks for calling back, Maria.

c

- i) Can't I just explain the situation?
- ii) Of course. You've got my number?
- iii) Thanks for calling back.

d

- i) Of course. What can I do for you?
- ii) I'm sorry. I was planning to call you back.
- iii) Mrs Philips, could you just hold a moment?



### 3 Sounds and meaning

English has a distinctive rhythm. Tuning into this rhythm will help your comprehension over the phone. Syllables or words which are stressed sound longer. Two stressed syllables together make the word sound longer.

- a Listen again to this extract from the video. Close your eyes and listen to the rhythm. Try tapping it out with your finger on a table.

FRANCESCA: Much better. Nick, Tomkins have been on the line from Boston. They want you to fly out to discuss next year's order.

NICK: Right, got that. But I can't really do anything about it just now. I'll be back in the office later this afternoon.

FRANCESCA: OK. I just thought I should let you know, what with Diane being away...

NICK: That's fine, Francesca. I'll see you later this afternoon. I must go now. Bye.

- b Now record the dialogue with a partner. Try to mirror the rhythm of the language.



### 4 Internal and external calls

A call with a colleague you know can obviously be more direct than with a customer you have not met. Change the call below to make it less direct (more polite). Listen to the direct version.

A: John Matthews.

B: Brian Summers here. I'm calling about the delivery.

A: You mean the rotary spare parts?

B: That's right. They were due last Friday.

A: We telephoned you to inform you of the delay.

B: You did, but I want to know the new delivery date.

A: I thought we told you.

B: No.

A: Just a moment. I'll check ... You can expect them on Tuesday.

B: Are you sure?

A: Yes.

B: OK. Goodbye.

A: Goodbye.

Now compare your ideas with the following version.

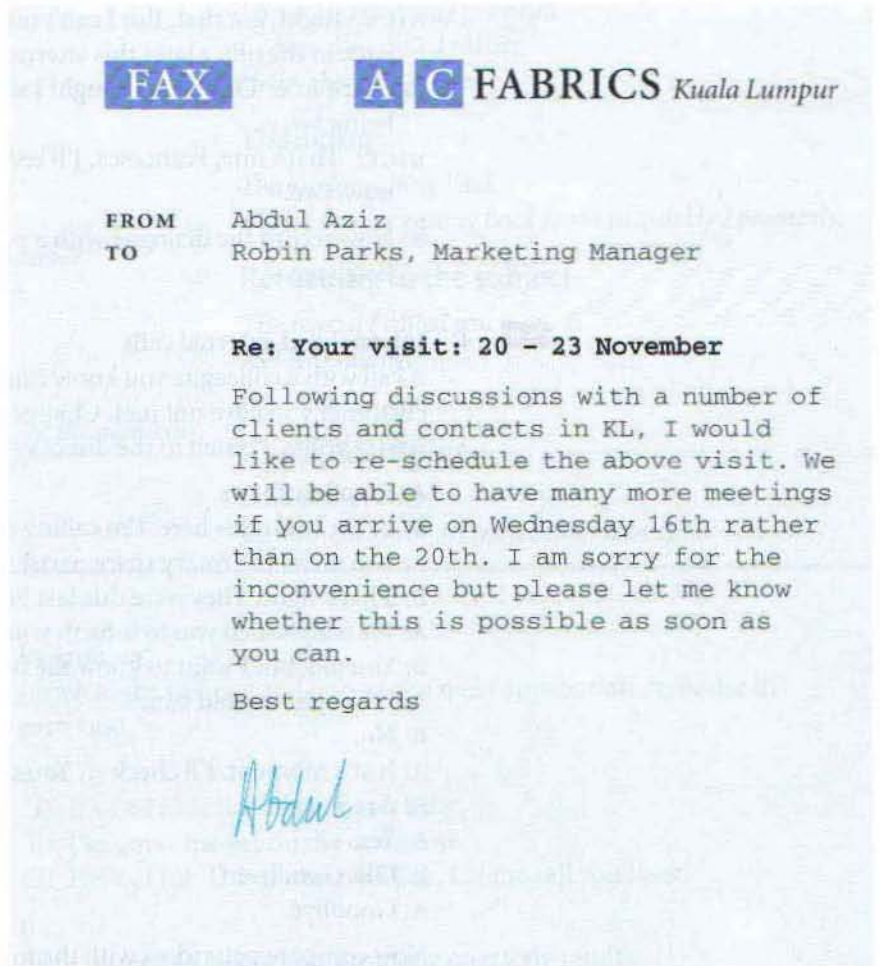


## Telephoning practice

### Pair work

#### Student A

You are responsible for marketing at AC Fabrics, a UK-based company. At the end of this month, you had planned to visit some clients in Malaysia with your new agent in Kuala Lumpur. You have just received this fax from your agent. Once you have read the fax, you need to make some calls.

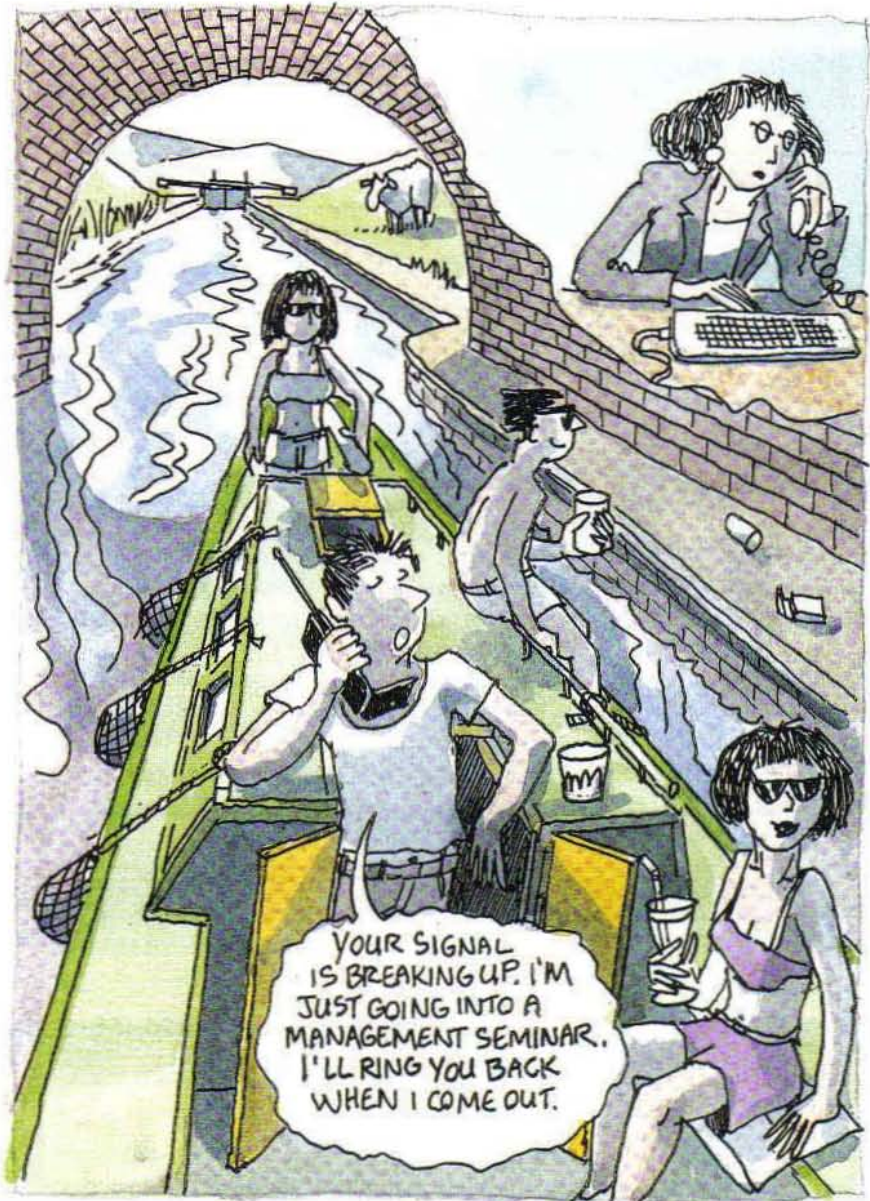


#### Calls to make:

- 1 You have just spoken to your boss and arranged some meetings on the 16th and 17th. Call him back to explain the situation.
- 2 Call your travel agent to re-schedule the trip – depart in the morning of the 16th and return in the afternoon of the 19th.
- 3 Call a friend you had arranged to see on Saturday the 19th.
- 4 This morning you made an appointment to have some inoculations next Friday. Call your doctor back to try to fix an earlier time.

### Student B

- 1 You are Student A's boss. You have just arranged some management meetings with him/her on the 16th and 17th of this month. When he/she calls, tell him/her you're in an important meeting. Say you'll call him/her back later.
- 2 You are Student A's travel agent. When he/she calls, the line is bad. Offer to call back. You have already booked him/her on flights to Kuala Lumpur, departing on the 20th and returning on the 23rd of November.
- 3 You are a friend of Student A. You are very busy when he/she phones. Ask him/her to call back.
- 4 You are the receptionist at Student A's doctor's surgery. Offer to call back when you have had a chance to talk to the doctor.





# 7 Making plans

## Objectives

Communication skills  
Language knowledge  
Telephoning practice

reaching agreement  
making arrangements and appointments  
telephone arrangements

## Communication skills

### Pre-viewing

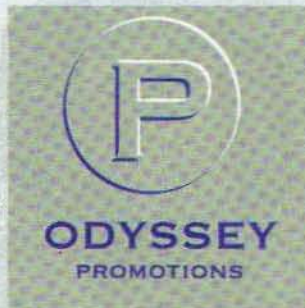
- 1 How much business do you do over the phone? Are you happy to negotiate and make plans over the phone? What are the possible dangers of doing business over the phone?
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International**  
is based in the south of England, and manufactures and sells computer communications hardware.



**Odyssey Promotions**  
is based in New York, and organizes sales and PR events.

### The people



**Nick Delwin**  
is the Sales Director for Communicon. He has to visit a customer in Boston and wants to check out the facilities for the Electronica Trade Fair.




**Helen Turner**  
is the senior partner in Odyssey Promotions. Her company has been making all the arrangements for Communicon to exhibit at the Electronica Trade Fair.

### The call

Nick phones Helen to make the arrangements.

### Viewing

-  3 Watch Version 1 from 20.40 to 22.52. Why doesn't this call work? What is missing from the call?

- ▶ 4 Watch Version 1 again. Identify the following moments:
  - a Nick discourages any warm-up small talk
  - b Nick fails to give Helen a chance to respond to his plans
  - c Nick is unsympathetic about the problems his visit may cause
  - d Nick shows he is impatient to finish the call.
  
- ▶ 5 Watch Version 2 from 22.53 to 25.23. Why is this version more successful? What does Nick do this time?
  
- ▶ 6 Watch Version 2 again. Identify these moments:
  - a Nick and Helen engage in warm-up small talk
  - b Nick suggests a meeting but leaves the time open
  - c Helen gets the chance to control the process of arranging a meeting
  - d Nick pauses to give Helen a chance to react
  - e they negotiate towards a mutually acceptable time.
  
- 7 An interesting feature of this call is that Nick gives over control of the call to Helen. Watch again from 22.53 to 25.23 and focus on Helen's performance. What tells us she has control? Compare your ideas with the Answer Key on page 94.

## Post-viewing

### 8 Pair work

In pairs, make an arrangement for a meeting. Record the call and then listen to see who has control of the call.

## Language knowledge



NICK DELWIN

*'That's right. Now, I could stop over in New York either on the way in – that would be the Monday ...'*



HELEN TURNER

*'I'm afraid I won't be in the office Monday, and I think Gregg has meetings all day.'*



- 1 Listen to these extracts from three calls. In each case, someone is trying to make an appointment. Make a note of the details.

Call 1

Call 2



## Language focus Arranging meetings

### Suggesting a meeting

Could we fix a meeting?  
Shouldn't we get together in the near future?  
I'd like to see you before the end of the month.

### Negotiating a time

Let me have a look at my diary.  
Could you manage next Tuesday?  
I could shift things around a bit.  
Maybe I could manage Thursday afternoon.

How would 10.00 / Friday / next week suit you?  
Thursday's fine. Shall we say 2 o'clock?

### Excuses

It's not ideal, I'm afraid.  
This is a very busy time of year.  
I'm afraid Mr Macpherson is tied up tomorrow.

### Places

Your place / office or mine?  
I'll come to your place / office, if you like.

### Confirming

OK, then, Thursday 2 o'clock at my place / office.  
Right, in the meantime shall we just pencil in Wednesday, the 5th of December?  
All right, I'll do that and we'll confirm nearer the time.

- 2 Match the following words / expressions with their nearest equivalents.

1 fix	a change
2 get together	b busy
3 manage	c arrange
4 shift	d be convenient
5 suit	e provisionally note
6 ideal	f meet
7 tied up	g able to do
8 pencil in	h perfect



### 3 Sounds and meaning

- a Listen again to Call 2. Who would you say is in control of this call? What do you notice about the intonation?

Call 2

A: Could I speak to Mr Macpherson, please?

B: Who's calling, please?

A: This is John Tate.

B: I'm afraid Mr Macpherson is tied up at the moment. What's it in connection with?

A: I'd like to fix a meeting to discuss my promotion prospects.

B: I see. As I say, Mr Macpherson is very tied up at the moment. Can I suggest you write a note to him?

A: I'd really prefer to come and see him face to face.

B: Yes, I'm sure, but this is a very busy time of year. Just drop him a line and we'll get back to you straight away.

A: Well, OK, I'll do that.

B: Goodbye, Mr Tate.

A: Goodbye.

b Listen again to the same telephone call. This time the secretary adopts a different intonation pattern. What is the effect?

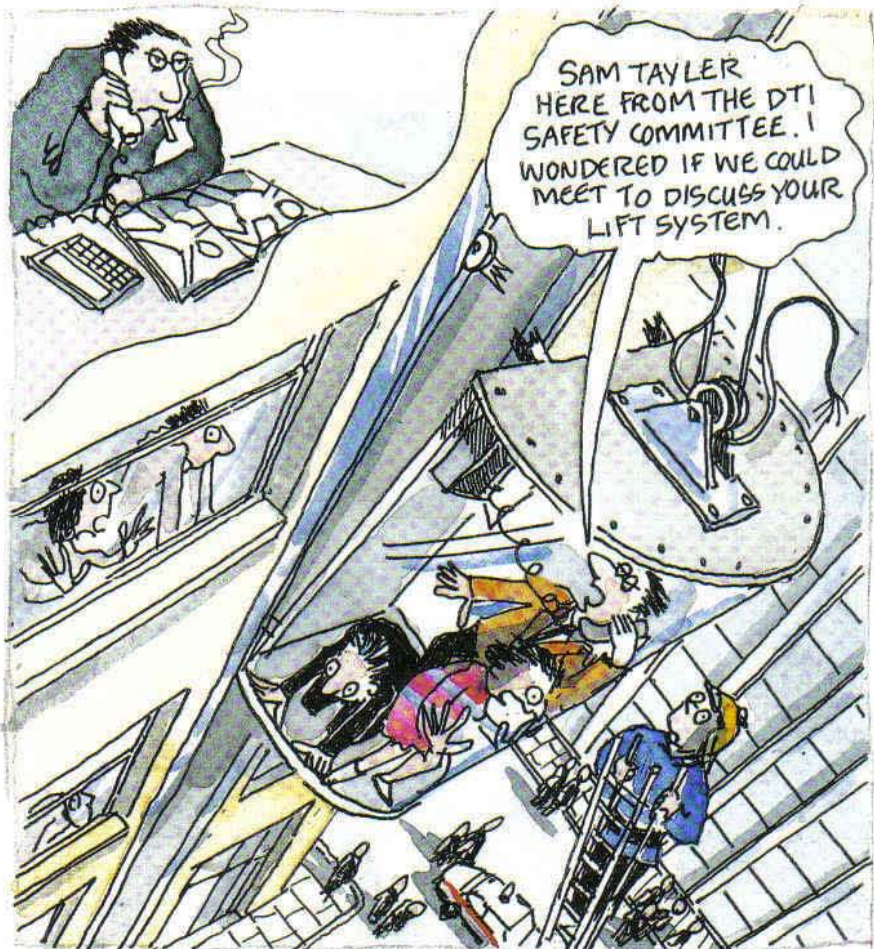
**c Pair work**

Record the dialogue in Call 2 with a partner. Try to mirror the intonation patterns you heard on the cassette.

**d Pair work**

Script a call in which a secretary is blocking someone from getting through to his/her boss.

Record it, giving the secretary the more dominant intonation.





## Telephoning practice

### Pair work

#### Student A

Your name is Kim Gardener. You are a Production Editor for Meridian Publishing, a UK-based specialist magazine publisher. Use the diary page below as a basis for making or receiving the following calls:

- 1 Call Tim Kingston (Safety Officer) and try to arrange for a plant inspection on Wednesday morning. Otherwise, try to fit it in on Thursday afternoon.
- 2 Call PGA Group (a potential supplier) and cancel your appointment on Friday at 13.00. Make a good excuse and say you will arrange it later next month.
- 3 Call Ruscome Park Hotel and arrange for dinner to start by 18.00 on Thursday evening. You want to leave by 22.00 in order to drive home.
- 4 You will receive a call from a member of the DTI Safety Committee.
- 5 You will receive a call from your boss, Terry Piper.

# July

Week 30

	24 Monday	25 Tuesday	26 Wednesday	27 Thursday	28 Friday
8		train to London (08.50)			
9	works meeting			dentist (09.05)	meeting with F. Kelso
10					
11	drive to plant	DTI safety committee			
12					
13	lunch with Will Hatton		lunch with trainees	seminar at Ruscome (13.30-18.00)	meeting with PGA Group
14		train home (14.35)			
15					
16	return to HQ				presentation for Peter
17					
18				dinner with participants	

### Student B

Make or receive the following calls:

- 1 Your name is Tim Kingston (Safety Officer). You will receive a call concerning a safety inspection. You are already booked up from the middle of next week but you could do a standard inspection (2 hours) on Monday or Tuesday.
- 2 Your name is Jamie Cairncross (PGA Group). You have scheduled a meeting with Kim Gardener (Meridian Publishing) for next Friday. This is an important meeting, as you are hoping to confirm a big order from Meridian.
- 3 You work at the Ruscome Park Hotel. You will receive a call concerning a dinner booking for Thursday the 27th. It has been provisionally booked for 18.30. You can't manage any earlier.
- 4 Your name is Sam Taylor. You are a member of the DTI Safety Committee. Phone Kim Gardener (Meridian Publishing) to arrange lunch following the Safety Committee meeting on Tuesday.
- 5 Your name is Terry Piper. Phone your Production Editor, Kim Gardener, to arrange an emergency meeting for Monday morning as early as possible.



# 8 Solving problems

## Objectives

Communication skills  
Language knowledge  
Telephoning practice

active listening, reflective questions  
asking questions  
making enquiries

## Communication skills

### Pre-viewing

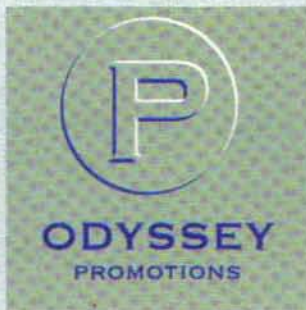
- 1 Have you ever lost your temper on the phone? Do you think displays of emotion on the telephone are problematic?
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International** is based in the south of England, and manufactures and sells computer communications hardware. The company has had to cut its budgets due to a shortfall in sales.



**Odyssey Promotions** is based in New York, and has already reserved the facilities for Communicon's trip to America for the Electronica Trade Fair.

### The people



**Nick Delwin** is the Sales Director for Communicon. He has decided that a much smaller team should go to New York.



**Gregg Anderson** is Helen Turner's assistant at Odyssey Promotions. He has worked hard to make all the arrangements for the trip.

### The call

Nick phones Helen to inform her of the change of plan, but is put through to Gregg.

### Viewing

- 3 Watch Version 1 from 25.31 to 27.11. What do you think of the way Gregg handles the call? How would you have handled it?
- 4 Watch Version 1 again. Focus on Gregg's responses. What sort of questions does he ask?



- ▶ 5 Watch Version 2 from 27.12 to 28.53. How does Gregg handle the call?
- ▶ 6 Watch Version 2 again. Focus on Gregg's responses. What is the difference in the way he asks questions this time?

## Post-viewing

- 7 **Group work**
- a Divide a group of four into two pairs. One member of each pair should choose one of the following topics and communicate it to his/her partner. Sit back to back, or where you can't see each other.
- a description of a new member of staff (appearance, job, type of person)
  - an update on how a project is progressing
  - an account of how you spent the weekend
- b Re-divide into two different pairs. The person who listened in a above should now communicate the same topic to his/her new partner.

## Language knowledge



GREGG ANDERSON  
*'So, you'd like me to look into that, would you?'*

---

## Language focus Types of questions

### Making questions sound polite

- Why do we have to do it?* (direct form)
- Could you tell me why we have to do it?* (indirect form)
- Do we have to leave?* (direct form)
- Would you mind telling me whether we have to leave?* (indirect form)

### Open questions

- Why do we need to invest?*
- I'd like to know where we can contact you.*
- How is this going to work?*

### Closed questions

- Do you think you'll finish on time?*
  - Do you mind telling me whether you're ready?*
  - Have you finished?*
- (These questions are seeking a Yes/No answer.)

### Leading questions

- Don't you think we should leave?*
  - We've been talking too long, haven't we?*
- (These questions force an answer in a certain direction.)


### Probing questions

- What exactly do you mean by ...?*
  - Could you expand on that, please?*
- (These questions are seeking further information.)

### Reflective questions


- So you think we should ...?*
  - If I understand you correctly, you are saying ...*
- (These questions support the answerer. They show you have been listening.)



-  1 a Listen to the extracts from five telephone calls. In each case, decide whether the questions you hear are direct or indirect.
- b Using the lists in *Language focus*, listen to the extracts again and decide which type of questions they are.

Extract	a (Direct/Indirect)	b (Type of question)
one	_____	_____
two	_____	_____
three	_____	_____
four	_____	_____
five	_____	_____

- 2 Make the following questions less direct.
- What do you mean by that?
  - Do you need to travel first class?
  - Don't you think you should save the company money?
  - Why can't you use economy class?
  - Have you ever travelled second class?
- 3 Make the following questions more direct.
- Could you tell me whether you deliver daily?
  - Do you mind telling me the average price?
  - I'd like to know how many people you employ.
  - I wondered whether you had an office in Dublin?
  - Could I ask you when you're planning to leave?

-  4 **Sounds and meaning**  
 Questions are quite often formed using a statement with rising intonation, rather than an inverted question form.

For example:

*The airport's not far?* (= Is the airport far?)

The rising intonation marks the statement as a question.

Listen to the cassette and change the inverted questions into statements with a rising intonation.

- \_\_\_\_\_?
- \_\_\_\_\_?
- \_\_\_\_\_?
- \_\_\_\_\_?
- \_\_\_\_\_?
- \_\_\_\_\_?

- 5 Ask questions about a company's employment policy. Try to elicit the following answers. Use the type of question indicated in brackets.

For example:

*More help is needed, isn't it?* (leading)

*Yes, you're right. More help is needed.*

a \_\_\_\_\_? (open)

There are 250 staff.

b \_\_\_\_\_? (closed)

No, they're not all employed full-time.

c \_\_\_\_\_? (probing)

I can't tell you exactly how many part-timers there are.

d \_\_\_\_\_? (reflective)

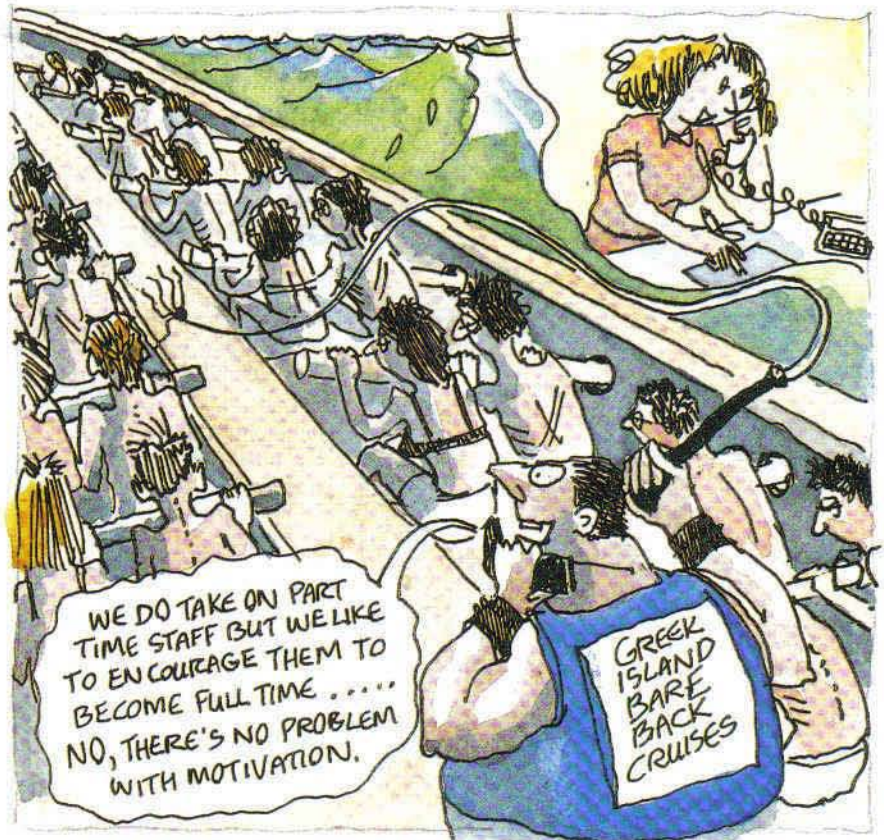
Yes, you're right. We've taken on a lot of part-timers recently.

e \_\_\_\_\_? (leading)

Yes. It's more difficult to motivate them.

6 Pair work

You have been asked to carry out some internal surveys of how personnel use the phone and also about their journeys to work. Use a variety of questions to interview your partner. Sit back to back (to simulate a phone situation).





## Telephoning practice

### Pair work

#### Student A

##### Call 1

Your partner visited the Fabrica Trade Fair last year. Your company is thinking of having a stand at the fair this year. Phone your partner. Ask questions to complete the table below. Use a variety of question types.

<b>Fabrica Trade Fair</b>	
Location	
Dates	
Number of visitors	
Cost of stand	
Benefits	
Disadvantages	

##### Call 2

Your partner will phone you about a conference you attended last year. He/she will want some or all of the information below.

<b>Conference feedback form</b>	
Would all company personnel who have attended a recent conference please complete the following:	
Name of trade fair	<i>Management 2000</i>
Location	<i>Geneva</i>
Dates	<i>Last week in September</i>
Duration	<i>3 days</i>
Delegate profile	<i>International. About 250 senior managers</i>
Usefulness	<i>*** Some poor papers, but good contacts</i>
Disadvantages	<i>Very expensive hotels, food, etc.</i>

Student B

*Call 1*

Your partner will call you about a trade fair you visited last year. You will need the following information to answer his/her questions.

### Trade fair feedback form

Would all personnel who have recently exhibited at a trade fair please complete the following:

Name of trade fair	<i>Fabrica</i>
Location	<i>10 km outside Milan</i>
Dates	<i>5 days towards the end of the October</i>
Number of visitors	<i>2,000 – 3,000 from all over Europe</i>
Cost of stand	<i>\$200 per square metre</i>
Benefits	<i>Good contacts, very good business opportunities</i>
Disadvantages	<i>Too far from city centre for the evenings</i>

*Call 2*

You are interested in attending a conference on International Strategic Management. Your partner attended last year. Phone him/her to get some information. Use a variety of question types.

### Management 2000

Location
Dates
Duration
Delegates
Usefulness
Disadvantages



# 9 Handling complaints

## Objectives

Communication skills  
Language knowledge  
Telephoning practice

handling complaints, staying positive  
reassuring, making promises  
complaining over the phone

## Communication skills

### Pre-viewing

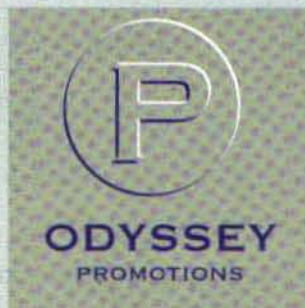
- 1 Have you ever made a complaint over the phone? How did the other person respond? Have you ever received a complaint over the phone? How did you respond?
- 2 Read the Video Telephoning Context.

## Video Telephoning Context

### The companies



**Communicon International** is based in the south of England, and manufactures and sells computer communications hardware. They will be exhibiting for the first time at the Electronica Trade Fair in New York.



**Odyssey Promotions** is based in New York, and has already reserved the facilities for Communicon's trip to the Electronica Trade Fair.

### The people



**Nick Delwin** is the Sales Director of Communicon. Due to budget cuts, he has decided that a much smaller team should go to New York. He has been waiting for a revised cost estimate for the trip.




**Helen Turner** assumes that Gregg Anderson, her assistant at Odyssey Promotions, has been working hard to rearrange Communicon's trip so that it comes within the new budget.

### The call

The revised budget hasn't arrived as promised. Nick phones Helen to complain.

### Viewing

-  3 Watch Version 1 from 29.01 to 30.27. How does Helen react to Nick's complaint? What is the effect of her reaction?

- ▶ 4 Watch Version 1 again. Nick makes his complaint as follows. Stop the tape and note how Helen responds at each stage.

Stage 1 First statement of complaint

Stage 2 Reason for urgency

Stage 3 Second statement of complaint (repeat)

Stage 4 Threat of cancellation

- ▶ 5 Watch Version 2 from 30.28 to 32.06. How does Helen react to Nick's complaint this time? What is the effect of her reaction?

- ▶ 6 Watch Version 2 again. How does Helen respond to Nick at each stage?

Stage 1 Statement of complaint

Stage 2 Reason for urgency

Stage 3 Threat of cancellation

Stage 4 Repeat of urgency

Stage 5 Request for reassurance

Stage 6 Request for reassurance

## Post-viewing

### 7 Pair work

In your country, what do people complain about most:

– lateness

– quality

– people's behaviour

– others?

Give some examples of the types of complaints people make in business. Then role-play some typical complaints with a partner.

## Language knowledge



HELEN TURNER

*'I understand. I'll get right on it myself. You'll have them by the end of the day.'*

- ▶ 1 Listen to the complaints. In each call, what is the complaint about?

Call Complaint

one \_\_\_\_\_

two \_\_\_\_\_

three \_\_\_\_\_

four \_\_\_\_\_



## Language focus Complaining

### Expectations

*We expected delivery ...*  
*We were led to believe ...*  
*You promised ...*

### Time

*It's late.*  
*There's a (serious) delay.*  
*The schedule has slipped a bit.*  
*We're very short of time.*  
*It's a matter of some urgency.*

### Quality

*It's below standard.*  
*The goods are damaged.*  
*There's a fault with ...*  
*We can't accept these ...*

### People

*He's not reliable. (You can't rely on him.)*  
*He never turned up (arrived).*

### Apologizing

*I'm very sorry.*  
*I'm sorry about the delay.*  
*(NOT I'm sorry for ...)*  
*I'm afraid there's been a mistake.*

### Reassuring

*Don't worry, we'll ...*  
*You have my word. We'll ...*  
*I'll see to it right away.*  
*I can assure you, it'll never happen again.*

- 2 Match the words on the left with a synonym or close equivalent from the list on the right.

a reliable	i) invoice / bill
b due	ii) expire
c despatch	iii) fall behind
d run out	iv) trustworthy
e charge	v) buy
f purchase	vi) not enough
g short (of time)	vii) expected
h slip (a schedule)	viii) send out
i serious	ix) major

### 3 Sounds and meaning

- a Listen again to the manager speaking in Call 1. Which words does she emphasize? Why does she emphasize these words?

A: Mr Oldman, this is Jane Kidman. I understand you purchased a suitcase from us last Saturday. What's the problem?

B: The problem is it collapsed at Heathrow airport and my clothes were scattered all over the luggage belt.

A: Oh dear. I'm very sorry to hear that. I suggest you bring it in and we'll replace it, of course.

B: That's the problem. I don't live in the area. I was just visiting at the time.

- b Now listen again and try to mirror her intonation.

- c Script and record another simple call in which someone complains. Record the script and listen for your intonation patterns.



## Telephoning practice



Role-play (two groups of three)

### Group 1

You represent the supplier, Logitec, a small software development company. Six months ago you were asked to develop a customized database for a major manufacturing company, Montroyale, who design and produce hi-tech office furniture. The database was to be designed to provide three types of information about customers:

- instant access to customer name, address, contact numbers
- purchase records on all customers
- up-to-date customer account details.



Your team consists of:

- 1 Sales Representative – you sold the idea but you're not an expert in computer programming
- 2 Project Manager – you were in charge of developing and delivering the system
- 3 Computer Systems Analyst – you were responsible for programming.

The system has not yet been delivered and is already four weeks late. The reason for the delay, in your opinion, is that the client has continued to change or add to the specifications. For example, just last week they decided they wanted to generate statements from the customer account details.

You have just received a fax from Montroyale's Customer Services Manager. Decide which of you is going to make the phone call; then prepare the call together.

**Montroyale**  
*Commercial Design  
and Furnishings*

**Fax message**

---

**To** PJ Taylor, Project Manager, Logitec  
**From** Carl Philips, Customer Service Manager

**Re: Customer Database**

We are extremely disappointed that the above database has not yet been installed on our network. As I understand it, you were contracted to deliver the system four weeks ago, followed by one week for debugging. You were to hand over a fully implemented system by the end of last month.

I suggest you call me to discuss the situation urgently.

Yours sincerely



Carl Philips

## Group 2

You represent the customer, Montroyale, who design and produce hi-tech office furniture. Six months ago you ordered a customized database from a small software development company, Logitec. The database was to be designed to provide three types of information about customers:

- a instant access to customer name, address, contact numbers
- b purchase records on all customers
- c up-to-date customer account details.

It is true that the design specification has altered a little during the development phase but not, in your opinion, in any major way.

Your team consists of:

- 1 Customer Service Manager – your department needs the system urgently
- 2 Chief Accountant – your department could use the system to generate invoices and statements
- 3 Sales Manager – your sales force would be responsible for updating the records on the database.

You are all frustrated and annoyed that the system has not been delivered on time. You have sent a fax expressing your dissatisfaction and are now expecting a telephone call from Logitec. Decide which of the team is going to receive the call; then prepare the call together.



# 10

## Closing a call

### Objectives

**Communication skills**  
**Language knowledge**  
**Telephoning practice**

**recognizing closing signals, effective closing**  
**closing a call**  
**closing a call**

### Communication skills

#### Pre-viewing

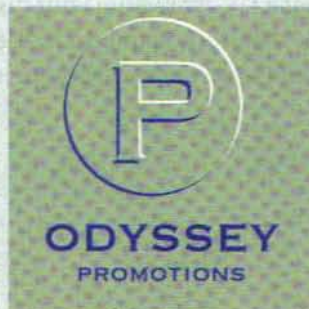
- 1 What kind of problems do you have closing telephone calls? Do your calls sometimes either end very suddenly or continue too long?
- 2 Read the Video Telephoning Context.

### Video Telephoning Context

#### The companies



**Communicon International**  
will be exhibiting for the first time at the Electronica Trade Fair in New York.



**Odyssey Promotions**  
is based in New York, and has reserved the facilities for Communicon's trip.

#### The people



**Diane Davis**  
has been Odyssey's contact person at Communicon. She will be accompanying Nick Delwin on the trip to New York.



**Gregg Anderson**  
of Odyssey Promotions has been responsible for putting the trip together.

#### The call

Gregg telephones Diane to check that everything is ready for their arrival on Friday.

## Viewing

- ▶ 3 Watch Version 1 from 32.14 to 33.49. Why does the call take so long to finish?
- ▶ 4 Watch Version 1 again. Identify the moments when Gregg should have recognized Diane's signals that she wanted to end the call.
- ▶ 5 Watch Version 2 from 33.50 to 34.39. When does Gregg realize the call needs to be short? What does he do?

## Post-viewing

- 6 A major reason why some people find it difficult to end telephone calls is that they don't want to appear rude or abrupt. How do you end calls in your country? How abrupt or direct can you be? Discuss how you would normally end these types of call:
  - a a call to your boss
  - b a call to a colleague
  - c a call to a friend
  - d a call to a customer.

## Language knowledge



GREGG ANDERSON

*'I won't keep you long, then. I was just phoning to check everything's all set for this weekend.'*



- 1 Listen to the endings of a number of telephone calls. Decide whether you think they are effective or not (write *Yes* or *No*). If not, are they too long or too short? (Tick the appropriate box.)

Call	Effective	Too long	Too short
one	_____	<input type="checkbox"/>	<input type="checkbox"/>
two	_____	<input type="checkbox"/>	<input type="checkbox"/>
three	_____	<input type="checkbox"/>	<input type="checkbox"/>
four	_____	<input type="checkbox"/>	<input type="checkbox"/>
five	_____	<input type="checkbox"/>	<input type="checkbox"/>



---

## Language focus Closing a call

### Confirmation

*So, let me just go over that ...  
Can I just make sure I've got your  
name right?*

### Closing signals

*I think that covers everything.  
Is there anything else?  
I'm afraid I've got a meeting now.  
I'm sorry, I must leave it there.*

### Thanking

*Thanks for calling.  
Thanks for calling back.  
Thank you for the information.  
Thank you for your help.*

### Farewells

*Bye.  
Goodbye.  
Speak to you soon.*

### Looking forward

*I look forward to | seeing you soon ...  
meeting you ...  
hearing from you ...  
our next meeting ...*

*(response: Me too.)*

*Have a good weekend / journey /  
holiday. (response: You too.)*

*See you soon.  
I'll get back to you.*

---

2 Put these three endings of telephone calls into the right order.

a

B: You too. Bye.

A: I'll be there. Have a good weekend.

B: Just about. So we'll see you on Monday around 10.00?

A: So, I think that just about covers everything, don't you?

A: Goodbye.

b

B: Thank you. I hope that'll be before the end of the month.

A: Right. Thank you for getting in touch, Mr Peters. We'll get back to you  
as soon as we can.

B: Goodbye.

A: Excuse me. I'm afraid I didn't catch your name.

B: It's Peters, Martin Peters.

A: I should think so. Goodbye.

c

A: Thanks. Bye.

B: Yes. Have a good trip.

A: So, it was useful to talk to you and I'll contact you on my return.

B: Of course. I won't keep you any longer.

A: Thank you. Right, speak to you soon.

B: I look forward to that. In the meantime I'll send you a copy of the  
contract.

A: I'm afraid I've got a plane to catch.

B: Goodbye.



### 3 Sounds and meaning

In Version 1 of the video, Diane tried to signal her need to get off the phone. She did this through the words she used, and also through her intonation. Listen to the closing extract of Gregg and Diane's call and note the intonation of the words in italics.

GREGG: Um ... do you want me to just go over the arrangements for the reception?

DIANE: No, that's all right. I've got every confidence in you. *So...*

GREGG: Yes, it's going to be a busy couple of days.

DIANE: Certainly is. *Anyway, Gregg...*

GREGG: But should be a lot of fun ...

DIANE: Yes, I'm looking forward to it. *Right, then ...*

GREGG: So, I suppose I should let you get on with it.

DIANE: Yes, I'm afraid I'm really snowed under.

GREGG: Right, anyway, I'm sure it's going to be a real success ...

DIANE: I'm sure too. *Well, I look forward to seeing you on Friday.*

GREGG: Yes, I'll be at the airport.

DIANE: Gregg, I must go now. Someone's just come in for a meeting.  
*Thank you for phoning.*

GREGG: Oh, all right. Goodbye.

DIANE: Bye.

GREGG: Bye.

b In pairs, take Diane's and Gregg's parts. Record your version of the dialogue. Play it back and listen to the intonation patterns.

c In pairs, script the closing stages of a telephone call. Record it on cassette and listen to your intonation patterns.



### 4 Final responses

Listen to the cassette and make an appropriate response.

For example:

'Thanks for the information.' 'You're welcome.'

a \_\_\_\_\_ f \_\_\_\_\_

b \_\_\_\_\_ g \_\_\_\_\_

c \_\_\_\_\_ h \_\_\_\_\_

d \_\_\_\_\_ i \_\_\_\_\_

e \_\_\_\_\_ j \_\_\_\_\_



## Telephoning practice

### Pair work

#### Student A

##### *Giving signals*

In the following calls, indicate that you are short of time and try to end the call as quickly as possible.

- 1 Student B will call you to try and sell advertising space in a new business magazine. You are not interested.
- 2 Student B will call you concerning a new financial advice service. You already have your own financial advisor.
- 3 Student B will call you about a holiday you have booked. You are in a meeting, so arrange to call back.
- 4 Student B will call you about an appointment you have next week with PJ Maxwell. You should note the details and then get off the phone as quickly as possible.

##### *Receiving signals*

Make the following calls. Be prepared to pick up the signals given by Student B.

- 5 You work for a car hire company, In-Rent. When Student B returned a car last week, he/she didn't sign the necessary documents. Phone him/her to arrange for them to be signed.
- 6 You work for Direct Home Improvements. Phone Student B and see if you can interest him/her in a new kitchen / bathroom / conservatory, etc.
- 7 You work for Café Mexicana, a new take-away Mexican restaurant. Phone Student B and see if you can interest him/her in a free introductory meal.
- 8 You work for a travel firm, Global Star. Student B has booked a flight to Miami next Sunday. Phone him/her with information about a change of schedule.

Old schedule	Flight no: UA8756	Dep: 17.15	Arr: 16.00
New schedule	Flight no: UA8744	Dep: 15.30	Arr: 15.15

## Student B

### *Receiving signals*

In the following calls, be prepared to receive signals that indicate Student A wishes to end the call as quickly as possible.

- 1 You work for *The Leader*, a new business magazine. Call Student A to see if he/she is interested in advertising at a special rate for the next issue.
- 2 You work for Direct Finance, a personal financial advice service available over the phone. Call Student A to see if he/she would be interested in a one-month free trial.
- 3 You work for Sunseeker Holidays. Student A has booked a two-week holiday in India. Unfortunately, the hotel has gone bankrupt. Call Student A to inform him/her that you have switched hotels to a 5-star hotel in the same location at no extra cost (the original hotel was only a 3-star).
- 4 You work for PJ Maxwell, who has an appointment with Student A on Wednesday next week at 09.30. Mr/Ms Maxwell needs to change the appointment to a later date – if possible on Thursday at the same time.

### *Giving signals*

In the following calls, indicate that you are short of time and try to end the call as quickly as possible.

- 5 You will receive a call from a car hire company, In-Rent. You rented a car from them last week. You are very busy at the moment.
- 6 You will receive a call from a home improvement company. You do all your home improvements yourself. You would certainly not buy such a service over the phone.
- 7 You will receive a call from a take-away restaurant. You like Mexican food but don't have time to arrange anything now. Ask for details to be sent through the post.
- 8 You have booked a flight to Miami next Sunday. You are in a meeting at the moment. Ask for details to be faxed through to you.



# Listening Tapescript

## Exercise 1

### Unit 1

#### Extract one

What I really can't stand are mobile phones. They're so intrusive. You can't even have a quiet meal in a restaurant without some executive checking his stocks on his mobile.

#### Extract two

I don't mind making calls. You know, when you've got time to think about it. I don't really like receiving them. I tend to let the phone ring and hope that someone else picks it up.

#### Extract three

I do most of my business over the phone. It's almost part of me. At the office, I've often got a couple of calls on hold while I'm trying to get off the other line.

#### Extract four

I think it's great that you can't see the other person. These videophones are going to ruin telephone communication – you can sort things out on the phone that you would never dream of saying face to face.

#### Extract five

It was OK when you had a switchboard and a secretary screening and blocking unwanted calls. It's hell nowadays when everybody's got your direct line number.

#### Extract six

I always get worried when I have to make international calls. You never know whether they're going to be able to speak your language.

#### Extract seven

I much prefer doing business on the phone. Communication is more immediate, and you can establish a rapport with people really quickly. I find faxes and e-mail too impersonal.

### Extract eight

We tried offering our customers a freephone line. It was a disaster. The switchboard was jammed for days. Now we encourage them to write if they've got a complaint.

## Exercise 5

- 1 'This line is terrible. Let me give you a ring back.'
- 2 'I'm sorry, I must have dialled the wrong number.'
- 3 'I've been trying to get through to you for ages. The line's always busy.'
- 4 'He put down the receiver before I could get his name.'
- 5 'He was in his car and the line suddenly went dead.'

## Unit 2

### Exercise 1

#### Extract one

- A: Barnett and Freebairn, how can I help you?  
B: I'm phoning about your new range of wall hangings.  
A: Oh yes, madam. We've got them in stock now.  
B: Good. At this stage, I just wanted to ask about the prices.  
A: Fine, well, they start at £1,550 ...

#### Extract two

- A: Hello, Bergman Brothers. Matthew Bond speaking.  
B: Hello, this is Jennie Morris from Savilles. I'd like to speak to someone about an order.  
A: Just a moment. I'll put you through to Customer Sales.  
C: Customer Sales. Alison Peacock speaking.  
B: Hello, this is Jennie Morris from Savilles. I'd like to place an order for your top-of-the range sports coats ...

#### Extract three

- A: Communicon International. How can I help you?  
B: Could you put me through to your Sales Department?  
A: Certainly. Could I have your name?  
B: Yes, it's Philpott, Douglas Philpott.  
A: Right, Mr Philpott, I'm putting you through.  
C: Susan Pritchard speaking.  
A: Good morning. This is Douglas Philpott. I'm calling about an order. I ordered a new printer from you nearly three weeks ago and I haven't received it yet.  
C: I'm sorry to hear that, Mr Philpott. Let me just get some more details. What was the date of the order?



### Extract four

- A: Peterlee Promotions. Dawn James speaking.  
B: This is Pierre Menton. I'd like to speak to Roger Borham, please.  
A: Just a moment.  
C: Hello, Sally Rogers.  
B: Could you put me through to Roger Borham, please?  
C: I'm afraid Mr Borham's not in today. Who's speaking, please?  
B: This is Pierre Menton from Unilex.  
C: Good morning, Mr Menton. Can I take a message for Mr Borham?  
B: Yes. Could you tell him that I won't be able to manage our Friday meeting? I'm going to have to stay longer in Italy than I expected. I'll call him next week to arrange another date.  
C: That will be fine. He's back in the office on Monday, and I'll make sure he gets the message.

### Extract five

- A: Peter, I've got someone on the line from Freshfield's. Do you want to speak to them?  
B: Not really, but I suppose I ought to.  
A: OK, I'll put her through.  
B: Peter Bracewell speaking.  
C: Good morning. This is Pamela Rivers from Freshfield's. I'm just phoning to tell you about some special offers we have this autumn.  
B: I see. Well, I'm a bit busy right now.  
C: Of course. I won't take a moment.

## Exercise 3

- NICK: Hello, Nick Delwin.  
GREGG: Hi, Gregg Anderson here, Helen Turner's assistant at Odyssey Promotions in New York.  
NICK: Oh, yeah, hello.  
GREGG: Helen asked me to start making the arrangements for your visit and I'd like to go over a few of the details with you.  
NICK: Good, so things are moving forward.  
GREGG: They certainly are. There's three things I'd like to go over with you – the hotel, the exhibit, and, of course, the reception. Is this a good time to talk?  
NICK: Well, actually, Gregg, I've handed over all the arrangements to Diane Davis, my assistant. She's going to be looking after things from this end.  
GREGG: Oh, great. Could you put me through to her?  
NICK: Sure. Just a moment.  
GREGG: Thanks.  
DIANE: Diane Davis.  
NICK: Diane, I've got a Gregg Anderson on the line. He works for Odyssey Promotions over in New York. He's done some preliminary planning for our trip. Can I hand him over to you?  
DIANE: Yes, of course.

## Exercise 1

### Unit 3

#### Extract one

- A: Caroline Menzies speaking.  
B: Could I speak to Diana Curzon?  
A: I'm afraid she's in a meeting at the moment. Who's speaking?  
B: This is John Laing from Danton's.  
A: Can I take a message, Mr Laing?  
B: Yes, please. I'm actually returning her call. So perhaps you could tell her that I called.  
A: Certainly. Does she have your number?  
B: She must have, but let me give it to you anyway. It's 01705 455623.  
A: 01705 ...  
B: 455623.  
A: 455623.  
B: That's right.  
A: OK. I'll make sure she gets the message.  
B: Thank you.

#### Extract two

- A: Fastback Travel. How can I help you?  
B: Could you put me through to Dan Ackroyd?  
A: He's on holiday for the week, I'm afraid. Can I help?  
B: Could you leave him a message?  
A: Sure.  
B: Could you tell him that Horst Weissmüller phoned.  
A: You'd better spell that!  
B: Of course. It's H, O, R, S, T, then W, E, I, S, S, M, Ü umlaut, L, L, E, R.  
A: Right, I think I've got that. OK, what's the message?  
B: Just tell him I'll call him when I get back from Australia. That's it.  
A: OK, will do. Bye.  
B: Thanks. Bye.

#### Extract three

- A: Rebecca Johnson speaking.  
B: I'd like to speak to someone in your Accounts Department, please.  
A: Just a moment ... I'm afraid there's nobody there right now. Could I take a message?  
B: Yes, please. My name's Michael Craxton, from one of your customers – Rosedale Investments.  
A: Sorry, just a moment. The name is Caxton ...  
B: No, it's Craxton.  
A: Fine, I've got that. And your company is ...  
B: Rosedale Investments.  
A: Could you spell that, please?  
B: It's R, O, S, E, D, A, L, E.  
A: Thank you. And the message?  
B: It's about an invoice which is wrong.  
A: Have you got the number there?  
B: Um ... yes ... it's 856674/ros.



A: 856674.

B: That's right.

A: OK, I'll get someone to phone you first thing in the morning.

B: Thank you very much.

### Extract four (on answerphone)

A: Dendale Associates. I'm afraid there's nobody available to answer your call. Please leave your name and telephone number, and we'll call you back. Please speak clearly after the beep.

(beep)

B: This is Miriam Lavalley – that's spelt L, A, V, A, L, L, E. It's about an appointment I made with Simon Meredith. I'm afraid I'm going to have to change it. Can you call me? The number is 01563 566 770. Thank you.

## Exercise 2a

## Exercise 2b

a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s,t,u,v,w,x,y,z.

a

A: It's the Cygnet Trust.

B: Could you spell that please?

A: Of course. C, Y, G, N, E, T.

B: Cygnet. OK, I've got that.

b

A: Marriott Street.

B: How do you spell that?

A: M, A, double R, I, O, double T.

B: Right. Got that.

c

A: My name's McDonald.

B: Is that spelt M, A, C or M, C?

A: It's M, C, capital D.

d

A: I'll see you in Osterley, then.

B: Where did you say?

A: Osterley. It's spelt O, S, T, E, R, L, E, Y.

B: Right.

e

A: He's been compared to Rimbaud, you know.

B: You mean as in Sylvester Stallone?

A: No, you idiot. I mean the poet, Arthur Rimbaud – R, I, M, B, A, U, D.

f

A: Sybil. Is that spelt with an I or a Y?

B: Both actually. S, Y, B, I, L.

A: Of course.

## Exercise 2c

a Kadinsky. Could you spell that please?

(pause)

Let me just repeat that. K, A, D, I, N, S, K, Y.

- b Lamy. Is that with a Y?  
(*pause*)  
Thanks.
- c Petrovich. How do you spell that, please?  
(*pause*)  
P, E, T, R, O, V, I, C, H.
- d Maggiore. Do you spell that with a J?  
(*pause*)  
Thanks.
- e Boddington. Is that spelt with two Ds?  
(*pause*)  
So, B, O, double D ...
- f Anne. Is that with or without an E?  
(*pause*)  
Thanks.
- g Leslie. Is that E, Y or I, E?  
(*pause*)  
So, L, E, S, L, I, E.
- h Thelma. How do you spell that, please?  
(*pause*)  
Right, got it. Like the film!

### Exercise 3

- A: Peterlee Promotions. Dawn James speaking.
- B: This is Pierre Menton. I'd like to speak to Roger Borham, please.
- A: Just a moment.
- C: Hello, Sally Rogers.
- B: Could you put me through to Roger Borham, please?
- C: I'm afraid Mr Borham's not in today. Who's speaking, please?
- B: This is Pierre Menton from Unilex.
- C: Good morning, Mr Menton. Can I take a message for Mr Borham?
- B: Yes. Could you tell him that I won't be able to manage our Friday meeting? I'm going to have to stay longer in Italy than I expected. I'll call him next week to arrange another date.
- C: That will be fine. He's back in the office on Monday, and I'll make sure he gets the message.

### Exercise 4

- a Repeat that, please!
- b Spell that, please!
- c Give me your name again.
- d Your telephone number, please!
- e Go over that, please.
- f Say that again.



## Exercise 1a

### Unit 4

#### Call 1

A: Adrienne Lambert speaking.

B: Hello, Adrienne. This is George here. I've been thinking. There are three things we need to think about. Firstly, the salary structure ...

A: Salary structure ...

B: Yes, we certainly need that on the agenda ...

A: Oh I see, this is the agenda for ...

B: Yes, yes. Um, we should include pensions ... oh yes, but perhaps before that there's other benefits.

A: So are we talking about next month's HR meeting?

B: Yes, I'd like you to circulate it before the meeting.

A: I see. Could we go over it again?

#### Call 2 (Answerphone message)

A: Meribel Communications. The office is not manned at the moment. If you'd like to leave your name, telephone number, and any message, we'll get back to you as soon as possible. Speak clearly after the beep.

(beep)

B: Um ... I'm phoning about an order, um ... My phone number is ... my home phone number is ... 01972 ... no, actually I'd better leave you my work number. It's 0171 567 9903 ... um ... yes, I ordered a copy of your new communications software package more than, um, three weeks ago. Can you get back to me? My name's Brian Milthorp, by the way.

#### Call 3

A: The Swan Hotel, how can I help you?

B: Good morning. Um ... how much are your rooms?

A: Well, it depends, sir. Could I ask you when you were thinking of staying with us?

B: Of course, um, it's the weekend of the 4th and 5th of September. My wife would like a quiet room with a view.

A: I see, sir. So it's a double room for those two nights?

B: Well, actually, it could be three nights. We'd like to get to you on the Friday. Does it matter what time we get there?

A: Not at all, sir. So it's a double room for three nights from Friday the 3rd of September?

B: Yes. How much would it cost?

A: Let me just check availability. Yes, well, we could take you then, but it would have to be in the honeymoon suite.

B: I'm not sure about that ...

#### Call 4

- A: Peter Braithwaite speaking.  
B: Could I speak to Mary Black, please?  
A: I'm afraid Mary's out of the office all day. Can I take a message?  
B: That's a real pity. I've got some really important news for her.  
A: Well, don't worry. I'll make sure she gets it first thing in the morning.  
B: Yes, I suppose that's OK. Um, ... could you tell her the clause concerning arbitration is going to have to change.  
A: Excuse me. Hadn't I better have your name?  
B: Of course. It's James McLeod. Mary and I have been working on a contract.  
A: So will Mary know which contract you're talking about?  
B: Oh, yeah ... um ... well, maybe not. It's the Seven Sisters contract, and could you ask her to get back to me about this clause?  
A: Yes, of course. Does she have your number?  
B: Oh, yes. She's got it.

### Exercise 1c

#### Call 1

- A: Adrienne Lambert speaking.  
B: Hello, Adrienne. This is George here.  
A: Hello, George, what can I do for you?  
B: Well, I'm phoning about the agenda for next month's HR meeting.  
A: I see.  
B: I'd like you to note it down and then circulate it.  
A: Fine. So what's on it?  
B: Well, the first item will be salary structure.  
A: (*writing*) Salary structure.  
B: Then other benefits, ... and finally pensions.  
A: OK. Just three items?  
B: Yes, that's all. So could you type it up and circulate it?  
A: Of course. No problem. Bye, George.  
B: Thanks. Bye.

#### Call 2 (Answerphone message)

- A: Meribel Communications. The office is not manned at the moment. If you'd like to leave your name, telephone number, and any message, we'll get back to you as soon as possible. Speak clearly after the beep.

(*beep*)

- A: This is Brian Milthorp speaking. My phone number is 0171 567 9903. Three weeks ago I ordered a copy of your new communications software package, and it still hasn't arrived. Can you please get back to me? Thank you.



### Call 3

A: The Swan Hotel, how can I help you?

B: Good morning. I'm phoning about booking a double room from the 3rd to the 5th of September.

A: Just a moment, sir. I'll check availability ... I'm afraid we've only got the honeymoon suite available that weekend.

B: Oh, I see. And how much would it cost?

A: You could have it at our weekend break rate. That's £45 per person per night, including breakfast.

B: That sounds very reasonable.

A: Right, can I take your name, please?

### Call 4

A: Peter Braithwaite speaking.

B: Could I speak to Mary Black, please?

A: I'm afraid Mary's out of the office all day. Can I take a message?

B: That's a real pity. I've got some really important news for her.

A: Well, don't worry. I'll make sure she gets it first thing in the morning.

B: Yes, I suppose that's OK. Right. My name is James McLeod. Mary and I have been working on some contracts.

A: I see.

B: I wanted to speak to her about the Seven Sisters contract.

A: (*writing*) Seven Sisters ...

B: It's concerning an arbitration clause which we need to change. Could you ask her to get back to me?

A: Yes, of course. Does she have your number?

B: Oh, yes. She's got it.

## Exercise 2a

a

A: Sorry, I didn't catch your number.

B: It's 01776 455 932.

b

A: Could you give me the code for France, please?

B: Yes, of course. It's 33, but you need to dial 00 first.

c

A: Have you got an extension number?

B: Yes, it's 8941.

d

A: Is there a direct line?

B: No, I'm afraid you'll have to phone the switchboard – that's 793 3300.

e

A: I can't find his number.

B: Why don't you ring directory enquiries? It's 192.

f

A: Did you give me your number?

B: I think I did, but just in case, it's 0191 455 6775.

## Exercise 2b

a

A: I'm phoning from Germany. Could I have your number?

(pause)

A: 00 44 1904 422 455.

b

A: Do you have an extension number?

(pause)

A: 3161. Thanks.

c

A: What's the code for Italy from France, please?

(pause)

A: 19 39.

d

A: Do you mind if I have your home number?

(pause)

A: 677 351.

e

A: I just dialled 0865.

(pause)

A: Right. 01865.

f

A: What's her number in France?

(pause)

A: 00 33 1 30 47 44 51.

## Exercise 3

'This is Gregg Anderson from Odyssey Promotions. I'm calling about the venue for the reception on the evening of 24th January. We've been able to tentatively reserve Caesar's Restaurant. Now, the total for the evening won't be more than \$4,000, but I'll need your approval for this as soon as possible. You can reach me on my direct line. It's two-one-two-five-five-five-four-six-two-nine. That's two-one-two-five-five-five-four-six-two-nine.'

## Unit 5

### Exercise 1

a How are you?

b Could you spell that, please?

c We've booked it from the 6th to the 9th.

d I'm afraid I've got bad news.

e I'm returning your call.

f So we've done everything we can.

g I was just phoning to tell you that we've won the company of the year award!

h I've put everything in the post. I've sent it by express delivery, so it should be with you tomorrow.

i I look forward to seeing you soon.

j Sorry, I didn't catch that.



### Exercise 3

'Let me run through the details. We've reserved it all from six till nine on the evening of January the 24th. I've told them to expect a maximum of eighty guests ... and there will be hot and cold hors d'oeuvres and a choice of chilled wine or soft drinks. Um, there will be music, but we didn't budget for live music, so there'll just be recorded background music. Now, I'll need to confirm the reservation by the end of the week if you want to go ahead with this. Could you get back to me tomorrow or the next day and let me know? I'll be in Philadelphia for the rest of the week, so let me give you that number ... Um, it's area code two-one-five, five-five-five-three-one-nine-six. OK?'

### Exercise 1

## Unit 6

### Call 1

A: Janet. Nice to hear from you. Look, I've got someone on the other line just at the moment. Can I call you back?

B: Of course. I'm in my office.

A: Fine, I'll get back to you in a couple of minutes.

### Call 2

A: Hugh. Is that you?

B: (*line crackles*) Lisa. I can hardly hear you at all. I'll call you back.

A: Fine, have you got the number?

B: Yes, I've got it. Speak to you in a moment.

### Call 3

A: Martha. I'm actually in a meeting at the moment. Could I call you back?

B: Oh, I'm sorry. I didn't know.

A: No, it doesn't matter. Let me call you back in about an hour. Will you be there?

B: Um ... yes, that should be fine.

A: Great. I'll call you then.

### Call 4

A: Peter. Nice to hear from you. Look, I've just got to go out for a couple of hours. Can I call you back?

B: Sure. You've got my number?

A: Yeah. Speak to you soon.

### Call 5

A: Hello, this is John Cater, calling from Hawaii. (*echo on voice*)

B: John. Nice to hear from you. You sound miles away.

A: Well, I am. Do you want me to call back? (*echo*)

B: There's a lot of echo on your voice. Let me call you.

A: No, it's OK. I'll try again. Speak to you in a moment.

### Exercise 2

a

A: This is Phil Matthews calling from Australia. (*bad line*)

b

B: Hello, this is Maria Westmarsh. Is that Phil?

A: Yes.

B: Hello, Phil. I'm just returning your call.

c

C: Can I speak to Teresa Gilham?

D: This is Teresa. Who's calling?

C: This is Paula Philips, Mrs Gilham. I'm calling about your letter.

D: Right, of course. Um ... look, I'm in a meeting just now. Can I call you back?

d

C: Mrs Gilham, this is Paula Philips. You may remember I called earlier.

FRANCESCA: Much better. Nick, Tomkins have been on the line from Boston. They want you to fly out to discuss next year's order.

NICK: Right, got that. But I can't really do anything about it just now. I'll be back in the office later this afternoon.

FRANCESCA: OK. I just thought I should let you know, what with Diane being away ...

NICK: That's fine, Francesca. I'll see you later this afternoon. I must go now. Bye.

### Exercise 3

### Exercise 4

*(Direct version)*

A: John Matthews.

B: Brian Summers here. I'm calling about the delivery.

A: You mean the rotary spare parts?

B: That's right. They were due last Friday.

A: We telephoned you to inform you of the delay.

B: You did, but I want to know the new delivery date.

A: I thought we told you.

B: No.

A: Just a moment. I'll check ... You can expect them on Tuesday.

B: Are you sure?

A: Yes.

B: OK. Goodbye.

A: Goodbye.

*(More polite version)*

A: John Matthews speaking. How can I help you?

B: This is Brian Summers from Reynolds here. I'm calling about the delivery of some spare parts.

A: Right. That would be the rotary spare parts?

B: That's right. They were due last Friday.

A: Yes, I'm very sorry about the delay. Did you receive a call to let you know there were problems with delivery?

B: Yes, I did, but I would like to know the new delivery date.

A: Oh, I'm sorry. I thought we'd already informed you.

B: Not as far as I know.

A: Just a moment, I'll check for you ... Right, we'll be delivering them on Tuesday.

B: Do you mind if I ask whether you're sure about this new date?

A: No, of course not. I can promise you, you'll have the parts on Tuesday.

B: Good. I'm pleased to hear that. Thanks very much. Goodbye.

A: Goodbye, Mr Summers.



## Exercise 1

### Unit 7

#### Call 1

- A: I'd like to see you before the end of the month.  
B: Yes, of course. Let me have a look at my diary.  
A: Could you manage next Tuesday?  
B: Next Tuesday ... it's not ideal. I've got a lot on next week.  
A: I understand, but if we don't get together next week, we'll be into November.  
B: Right, well, I could shift things round a bit, and maybe manage Thursday afternoon. How would that suit you?  
A: Thursday's fine. Shall we say 2 o'clock?  
B: Fine. I'll come to your place, if you like.  
A: That'd be good of you. OK then, Thursday, 2 o'clock at my office.  
B: Right, see you then, James.  
A: Bye.

#### Call 2

- A: Could I speak to Mr Macpherson, please?  
B: Who's calling, please?  
A: This is John Tate.  
B: I'm afraid Mr Macpherson is tied up at the moment. What's it in connection with?  
A: I'd like to fix a meeting to discuss my promotion prospects.  
B: I see. As I say, Mr Macpherson is very tied up at the moment. Can I suggest you write a note to him?  
A: I'd really prefer to come and see him face to face.  
B: Yes, I'm sure, but this is a very busy time of year. Just drop him a line and we'll get back to you straight away.  
A: Well, OK, I'll do that.  
B: Goodbye, Mr Tate.  
A: Goodbye.

#### Call 3

- A: Shouldn't we meet up to talk about this?  
B: Yes, I suppose we should. But in the meantime, let me fax over the details.  
A: Yes, do that. Look, I'm just looking at my diary. Are you going to the Intermac Trade Fair this year?  
B: I suppose so. For a couple of days, anyway.  
A: Good. Maybe we can get together there, then.  
B: That sounds like a good idea. Let me get back to you nearer the time, once I've booked my travel, and so forth.  
A: Sure. In the meantime, shall we just pencil in Wednesday, December 5th?  
B: OK, George. I'll do that and we'll confirm nearer the time.  
A: Fine.

**Call 2** (version with moderated intonation – see Exercise 3b)

A: Could I speak to Mr Macpherson, please?

B: Who's calling, please?

A: This is John Tate.

B: I'm afraid Mr Macpherson is tied up at the moment. What's it in connection with?

A: I'd like to fix a meeting to discuss my promotion prospects.

B: I see. As I say, Mr Macpherson is very tied up at the moment. Can I suggest you write a note to him?

A: I'd really prefer to come and see him face to face.

B: Yes, I'm sure, but this is a very busy time of year. Just drop him a line and we'll get back to you straight away.

A: Well, OK, I'll do that.

B: Goodbye, Mr Tate.

A: Goodbye.

## Unit 8

### Exercise 1a

#### Extract one

A: Nicole, we've got to bring forward the project deadline.

B: Really, why?

A: It's complicated. Something to do with the client specification.

B: So what do you want me to do about it?

#### Extract two

A: The figures are far below what we expected.

B: Could you tell me exactly how they've missed their targets by so much?

A: It's not easy to say, but I think the sales force have been demotivated by some of the things going on around here.

B: Could you expand on that a bit, please?

#### Extract three

A: She's working much too hard, in my opinion.

B: So you think I should speak to her?

A: It might be a good idea.

B: You're really quite worried about her?

A: Yes, I am, actually.

#### Extract four

A: Don't you think we need to invest in the office environment?

B: Not really. I can't see it's vital.

A: But we don't exactly provide a luxurious workplace, do we?

B: No, you're right there. But I don't think we need to.



## Extract five

A: We've been given five days to finish the project.

B: Do you mind telling me if you think it's enough?

A: No, in my opinion it's not.

B: Could you also say whether you've talked to the directors about this?

A: No, I haven't. Not yet.

## Exercise 4

a Is a hire car available?

b Do you drive much?

c Have you understood?

d Would you expect that?

e Did you see that film?

f Are you going to be here long?

## Unit 9

### Exercise 1

#### Call 1

A: Hardy and Fenton. How can I help you?

B: I'd like to speak to the manager, please.

A: May I ask what it's in connection with?

B: It's to do with a suitcase I bought from your branch last Saturday.

A: I see, sir. Could I have your name?

B: Yes, it's Oldman.

A: Right, Mr Oldman. I'll put you through to our manager, Mrs Kidman.

C: Mr Oldman, this is Jane Kidman. I understand you purchased a suitcase from us last Saturday. What's the problem?

A: The problem is it collapsed at Heathrow airport and my clothes were scattered all over the luggage belt.

C: Oh, dear. I'm very sorry to hear that. I suggest you bring it in and we'll replace it, of course.

A: Yes, well, that's the problem. I don't live in the area. I was just visiting at the time.

#### Call 2

A: Kendall's. How can I help you?

B: I'd like to speak to someone in your despatch department.

A: Who's speaking, please?

B: This is Rick Morling from KCS.

A: Right, Mr Morling. I'll put you through.

C: Despatch. Gordon Winter speaking.

B: This is Rick Morling from KCS here. I'd like to know what's happened to our delivery.

C: Have you got the order number there?

B: Yes, it's 2567/MD.

C: And when was the delivery due?

B: Well, we were led to believe the parts would arrive last Tuesday.

C: I see, Mr Morling. Just a moment, I'll just get your account up on screen ...

Funny, according to this, they were despatched last Tuesday, as requested.

B: Well, that may be so, but they haven't arrived with us yet ...

### Call 3

A: Could I speak to Zoe Ashton in your temp office?

B: Who's speaking, please?

A: It's Debbie Warner from Crockburn's.

B: I'll put you straight through.

C: Zoe Ashton speaking.

B: Zoe, this is Debbie from Crockburn's. You know that temp you sent us last Monday?

C: Oh, yes. You mean Melanie Griffiths?

B: That's right. Well, frankly, she's a disaster. She hasn't arrived on time once this week. And when she finally does get here, she doesn't exactly strain herself. Basically, she's just not up to the job.

C: I find that very hard to believe.

B: Well, I'm afraid you'll have to take my word for it. Anyway, I've told her that we don't think she's suitable, and I'd like you to find a replacement as soon as you can.

C: Right, Debbie, I'll see who we've got available, and get straight back to you.

### Call 4

A: When did the guarantee run out?

B: Last Friday.

A: And when did you start having problems with it?

B: Oh, several weeks ago.

A: So, if you don't mind me asking, why didn't you get in touch earlier?

B: Because I've been very busy. Look, are you going to repair the pump or not?

A: Well, we'll send out an engineer within an hour.

B: Are you sure?

A: You have my word. I can't promise we won't charge you. We'll have to see what the problem is and take it from there...

## Unit 10

### Call 1

A: So where do you think this leaves us?

B: In a pretty bad position, unless we get some outside finance.

A: Right, so that's the key point.

B: Yes, as I see it. Um ... Look, I must go now. Speak to you soon. Bye.

A: Oh, right. (*surprised*) Goodbye.

## Exercise 1



### Call 2

A: Dick, things are hotting up here.  
B: Really? Glad to hear you're so busy.  
A: Yes, we certainly are. Um ...  
B: Funny. Because we're not at all busy.  
A: Um ...  
B: I reckon it's something to do with the weather.  
A: You might be right. Look, Dick. I really must get on.  
B: Of course. What about having lunch some time soon?  
A: Maybe. Can I ring you?  
B: Yes, that'll be fine. I'm not in this evening but you can reach me ...  
A: OK, I'll ring you. Bye now.  
B: Oh ... goodbye.

### Call 3

A: So that just about covers it.  
B: Yes, I think it does. Thanks for calling.  
A: Any time. It was good to talk to you.  
B: Right. See you soon, then.  
A: Yes. Bye.  
B: Bye.

### Call 4

A: Right, I've got the message, but I'm afraid I didn't catch your name.  
B: Emerson. David Emerson.  
A: OK, Mr Emerson. I'll make sure Miss Hancock gets the message.  
B: Thank you.  
A: You're welcome. Goodbye.  
B: Bye.

### Call 5

A: So that's fixed then. Friday the 18th at 2 o'clock.  
B: I'll be there, and I look forward to meeting you.  
A: Yes, me too. Bye for now.  
B: Goodbye.

## Exercise 3

GREGG: Um ... do you want me to just go over the arrangements for the reception?  
DIANA: No, that's all right. I've got every confidence in you. So ...  
GREGG: Yes, it's going to be a busy couple of days.  
DIANA: Certainly is. Anyway, Gregg ...  
GREGG: But should be a lot of fun ...  
DIANA: Yes, I'm looking forward to it. Right, then ...  
GREGG: So, I suppose I should let you get on with it.  
DIANA: Yes, I'm afraid I'm really snowed under.  
GREGG: Right, anyway, I'm sure it's going to be a real success ...  
DIANA: I'm sure, too. Well, I look forward to seeing you on Friday.  
GREGG: Yes, I'll be at the airport.  
DIANA: Gregg, I must go now. Someone's just come in for a meeting.  
Thank you for phoning.

GREGG: Oh, all right. Goodbye.

DIANA: Goodbye.

GREGG: Bye.

## Exercise 4

- a Look forward to seeing you next week.
- b Well, enjoy your holiday.
- c I hope the weather's good this weekend.
- d So, have a good weekend.
- e Right, give my best regards to Matthew.
- f OK, thanks for your help.
- g Bye. See you soon.
- h Fine. I'll ring you when I get back.
- i Happy Christmas. See you in the New Year.
- j So, best of luck.



# Answer Key

## Unit 1

### Communication skills 3

#### Checklist – preparing for a telephone call

**Preparation**

Does he prepare for the call? No, he makes the call on the spur of the moment.

**Purpose**

Is the purpose of the call clear? Not to Helen.

**People**

Are the introductions adequate? No, he needs to make it clear how he obtained Helen's number.

**Information**

Is the information clearly communicated? No, it is not well-structured.

**Tone**

Is the atmosphere positive? No, Helen becomes frustrated by Nick's incoherence.

5

#### Checklist – preparing for a telephone call

**Preparation**

Does he prepare for the call? Yes, he gathers the information he needs beforehand.

**Purpose**

Is the purpose of the call clear? Yes, he states clearly why he is calling.

**People**

Are the introductions adequate? Yes, he explains how he got Helen's number.

**Information**

Is the information clearly communicated? Yes, he structures the call well.

**Tone**

Is the atmosphere positive? Yes, Nick is courteous and friendly.

## 7 Preparation checklist

Name  
Company  
Telephone number  
Fax number  
Purpose of call  
Key points  
Action to be taken

## Language knowledge

### 1 Extract

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> one   | <input checked="" type="checkbox"/> five  |
| <input type="checkbox"/> two              | <input checked="" type="checkbox"/> six   |
| <input checked="" type="checkbox"/> three | <input type="checkbox"/> seven            |
| <input type="checkbox"/> four             | <input checked="" type="checkbox"/> eight |

- 3 a This number has been changed. Please replace the *handset* and *dial* the following number.  
b The telephone is permanently *engaged / busy*. It must have been left *off the hook*.  
c I'm sorry I can't give you that number. It's *ex-directory*.  
d The *code* for Leeds has been changed. Please *redial*, inserting 05 before the subscriber number.  
e All the lines to Paris are *engaged / busy*. Please try later.

- 4 a Could I make a collect call / reverse charge call to ... ?  
b Could you try this number for me? I can't get through.  
c Could you check the following number please?  
d Excuse me. I'd like you to check this line. We get a lot of crosstalk on it.  
e Could you tell me the international code for China?

- 5 1 c (bad line)  
2 e (wrong number)  
3 a (engaged)  
4 d (hung up)  
5 b (cut off)



## Unit 2

### Communication skills 3, 4

#### Checklist – opening a call

<b>Introduce self</b>	Not adequate. Gregg doesn't explain his role.
<b>Ask for connection</b>	Gregg assumes Nick is the right person to talk to.
<b>Check name of person you are calling</b>	Not relevant.
<b>Small talk</b>	Not relevant.
<b>Introduce subject of call</b>	Gregg jumps straight in without giving Nick a chance to pass the call on.
<b>Listen actively to responses</b>	Gregg doesn't take Nick's hints that he wants to pass the call on.

6

#### Checklist – opening a call

<b>Introduce self</b>	Gregg gives a fuller introduction.
<b>Ask for connection</b>	Again, he assumes that Nick is the person he needs to talk to.
<b>Check name of person you are calling</b>	Not relevant.
<b>Small talk</b>	Not relevant.
<b>Introduce subject of call</b>	This time Gregg makes it clear why he's calling and how he'd like to structure the call.
<b>Listen actively to responses</b>	He checks whether the time is convenient and gives Nick a chance to pass the call on to Diane.

### Language knowledge

- 1 Extract Purpose of call  
one to enquire  
two to order  
three to complain  
four to change arrangements  
five to inform

#### 2 Call 1

- A: Howard Engineering. How can I help you?  
B: This is James Harvey. Could I speak to Joshua Reynolds?  
A: Could you tell me what it's about?  
B: It's in connection with a new order.

A: I'm sorry, I didn't catch your name.  
B: James Harvey.  
A: Just a moment, I'll put you through.

### Call 2

A: Storm speaking.  
B: Leslie Taylor here. Is that you Max?  
A: Sure is. How are you, Leslie?  
B: Fine, and you?  
A: Not too bad. So, what can I do for you?  
B: The reason I'm calling is to try to fix a meeting early next month.

### Call 3

A: Christine Matthews speaking.  
B: This is Delia Forbes here. Can I speak to Miranda, please?  
A: I'm afraid Miranda's not in today. Can I help?  
B: I'm not sure. The reason I'm calling is to discuss next week's meeting.  
A: Let me just get her diary ... Oh yes, on Wednesday at 10.00.  
B: That's it. You see, I've got a bit of problem.

## 3 Sounds and meaning

a

NICK: Hello, Nick Delwin.

GREGG: Hi, Gregg Anderson here, Helen Turner's assistant at Odyssey Promotions.

NICK: Oh, yeah, hello.

GREGG: Helen asked me to start making *arrangements* for your *visit* and I'd like to go over a few of the *details* with you.

NICK: Good, so things are moving forward.

GREGG: They certainly are. There are *three things* I'd like to go over with you – the *hotel*, the *exhibit*, and of course the *reception*. Is this a *good* time to talk?

NICK: Well, actually, Gregg, I've handed over all the arrangements to Diane Davis, my assistant. She's going to be looking after things from this end.

GREGG: Oh, great. Could you put me through to her?

NICK: Sure. Just a moment.

GREGG: Thanks.

NICK: Diane, I've got a Gregg Anderson on the line. He works for Odyssey Promotions over in New York. He's done some preliminary planning for our trip. Can I hand him over to you?

## Unit 3

### Communication skills 1 Taking messages checklist

Name  
Number  
Date and time  
Message  
Action



- 3 Negative body language
  - Hunched over computer
  - Phone appears as a nuisance
  - Scribbles note
  
- 5 Positive body language
  - Turns away from computer
  - Smiles
  - Organizes pad and pencil

## Language knowledge

### 1 Message 1

John Laing phoned.  
 He was returning your call.  
 Tel: 01705 455 623

### Message 2

Horst Weissmüller called.  
 Will call again when he returns from Australia.

### Message 3

Mr Craxton from Rosedale's phoned.  
 Re: wrong invoice – 856674/ros.  
 Action: please phone first thing in morning.

### Message 4

Miriam Lavalley called.  
 Tel: 01563 566 770  
 Re: appointment with Simon Meredith – needs to change it.  
 Action: please call her.

### 2 Spelling

a

a h, j, k

b c, d, e, g, p, t, v

i y

b

a Cygnet

b Marriott

c McDonald

d Osterley

e Rimbaud

f Sybil

### 3 Sounds and meaning

A: Peterlee Promotions. Dawn James speaking.

B: This is Pierre Menton. I'd like to speak to Roger Borham, please.

A: Just a moment.

C: Sally Rogers.

B: Could you put me through to Roger Borham, please?

C: I'm afraid Mr Borham's not in today. Who's speaking, please?

B: This is Pierre Menton from Unilex.

C: Good morning, Mr Menton. Can I take a message for Mr Borham?

B: Yes. Could you tell him that I won't be able to manage our Friday meeting. I'm going to have to stay longer in Italy than I expected. I'll call him next week to arrange another date.

C: That will be fine. He's back in the office on Monday, and I'll make sure he gets the message.

4

a Could you repeat that, please?

b Could you spell that, please?

c Could you give me your name again?

d Could I have your telephone number, please?

e Could you go over that, please?

f Could you say that again?

## Unit 4

### Communication skills

1 Name (check spelling)

Contact person

Telephone number

Message details

4 Gregg could have

– prepared what he was going to say

– organized the information

– spoken clearly without hesitating or rushing

– repeated key information like numbers.

5 It was easier because Gregg did all the things listed in 4.

6 Leaving messages

Name

Time of message

Purpose of call

Message

Contact number

Action required



## Language knowledge

- 1 Call 1  
George called.  
Draw up agenda for next month and circulate:  
1 salary structure  
2 other benefits  
3 pensions.
- Call 2  
Brian Milthorp called re order for new Comms Software Package.  
Action: phone back on 0171 567 9903.
- Call 3  
Double room for 3 nights: 3 – 5 September.
- Call 4  
Attention: Mary Black  
Call from James McLeod.  
Re: Seven Sisters contract – arbitration clause needs changing.  
Action: please call him back.
- 2 a  
a 01776 455 932  
b 00 33  
c Extension 8941  
d Switchboard – 793 3300  
e Directory Enquiries – 192  
f 0191 455 6775

- 3 This is Gregg Anderson from Odyssey Promotions. //I'm calling about the venue for the reception on the evening of 24th January.// We've been able to tentatively reserve Caesar's Restaurant.// Now, the total for the evening won't be more than \$4,000,// but I'll need your approval for this as soon as possible. You can reach me on my direct line.// It's two-one-two// five-five-five// four-six-two-nine.// That's two-one-two// five-five-five// four-six-two-nine.// Hope to hear from you soon. Bye.

## Unit 5

### Communication skills

- 1 We need to give these encouraging responses through the use of short phrases such as 'Yes', 'Uh-huh', 'Right', 'Go ahead', and 'I see'. We also need to use intonation to indicate whether or not we have understood someone.
- 3 Gregg does most of the talking. Diane appears distracted and doesn't listen to everything he says.
- 5 This time Diane is fully involved in the call. She gives feedback and repeats key information.

## Language knowledge

- 1 a ii) Fine, and you?  
b i) Of course.  
c iii) October, you mean?  
d iii) Really?  
e ii) Thanks. It was about the sales conference.  
f i) I'm sure you have.  
g iii) Congratulations. That's marvellous news.  
h iii) Thank you. Do you know what time it'll arrive?  
i i) Me too.  
j ii) Let me go over it again.

2

A: Gordon Murray speaking.

B: Hello, Gordon. This is Judy returning your call.

A: *Thanks for calling back.* How are you?

B: *Fine. And you?*

A: Not too bad. The reason I called you was we're having problems with installation.

B: *Really?* What sort of problems?

A: To be honest, I think we need one of your team over here to look at it.

B: *Fine.* How soon?

A: Well, could you make this afternoon?

B: Certainly. Can you give me some idea of the problem?

A: It's something to do with the pressure setting.

B: *I see.* Anyway, I'm sure we'll sort it out this afternoon.

A: *Thanks for the support.*

B: You're welcome. See you soon.

A: *I look forward to it.* Bye.

B: Bye.

## Unit 6

## Communication skills

- 1 Technical problems (e.g. bad lines), over-complex messages, failure to listen, and so on. Bad news, especially if it's personal, is better not communicated over the phone. Some people use the phone too much; some messages or discussions can simply wait until the next meeting.
- 2 Internal calls often do without many of the opening and closing formalities.
- 4 The call breaks down because it is not clear who will call back. They have not established a procedure to cope with this situation, and fail to deal with it effectively.
- 6 Nick solves the problem by making it clear that he is going to call back. He ensures better reception on his mobile by moving to a new location.
- 7 The call was not really necessary. The message could have waited until Nick returned to the office.



## Language knowledge

- 1 Call Reason  
one there's someone on the other line  
two it's a bad line  
three A is in a meeting  
four A is on the way out  
five there's an echo on the line
- 2 a iii) Hello Phil. This is a terrible line. Let me call you back.  
b iii) Thanks for calling back, Maria.  
c ii) Of course. You've got my number.  
d ii) I'm sorry. I was planning to call you back.
- 4 A: John Matthews speaking. How can I help you?  
B: This is Brian Summers from Reynolds here. I'm calling about the delivery of some spare parts.  
A: Right. That would be the rotary spare parts?  
B: That's right. They were due last Friday.  
A: Yes, I'm very sorry about the delay. Did you receive a call to let you know there were problems with delivery?  
B: Yes, I did, but I would like to know the new delivery date.  
A: Oh, I'm sorry. I thought we'd already informed you.  
B: Not as far as I know.  
A: Just a moment. I'll check for you ... Right, we'll be delivering them on Tuesday.  
B: Do you mind if I ask whether you're sure about this new date?  
A: No, of course not. I can promise you, you'll have the parts on Tuesday.  
B: Good. I'm pleased to hear that. Thanks very much. Goodbye.  
A: Goodbye, Mr Summers.

## Unit 7

### Communication skills

- 1 Time constraints, and the fact that it is more difficult to 'read between the lines' on the phone, make negotiations potentially more risky. It is quite easy for one party to misinterpret the intention of the other.
- 3 Nick does not establish, or is not interested in, two-way communication.
- 5 Nick is now willing for Helen to contribute, and therefore establishes some two-way communication.
- 7 The signs that Helen has control are:  
i) she doesn't only respond – she takes the initiative in fixing the arrangements  
ii) her rising intonation pattern indicates that she is the more dominant speaker.

### Language knowledge

- 1 Call 1 Thursday, 2 o'clock, James's office.  
Call 2 No appointment. John Tate to write to Mr Macpherson.  
Call 3 Wednesday 5th December, InterMac Trade Fair.

- 2
- |   |              |   |                    |
|---|--------------|---|--------------------|
| 1 | fix          | c | arrange            |
| 2 | get together | f | meet               |
| 3 | manage       | g | able to do         |
| 4 | shift        | a | change             |
| 5 | suit         | d | be convenient      |
| 6 | ideal        | h | perfect            |
| 7 | tied up      | b | busy               |
| 8 | pencil in    | e | provisionally note |

## Unit 8

### Communication skills

- 1 Displays of emotion can cause difficulties and may be dangerous. It is difficult to predict how the other person will respond, and you may not have the chance to come back and reconcile yourself with them if something goes wrong.
- 3 Gregg is very defensive and doesn't respond constructively.
- 4 His two questions are both leading – he is trying to put pressure on Nick.
- 5 Gregg is more positive and asks questions to find out the implications of the situation.
- 6 His questions this time are either probing or reflective.

### Language knowledge

- |   |         |                   |            |
|---|---------|-------------------|------------|
| 1 | Extract | Direct / Indirect | Question   |
|   | one     | direct            | open       |
|   | two     | indirect          | probing    |
|   | three   | direct            | reflective |
|   | four    | direct            | leading    |
|   | five    | indirect          | closed     |
- 2
- Could you tell me what you mean by that?
  - Could you tell me if you need to travel first class?
  - I'd like to know why you don't think you should save the company money.
  - Do you mind telling me why you can't use economy class?
  - Would you mind telling me whether you have ever travelled second class?
- 3
- Do you deliver daily?
  - What is the average price?
  - How many people do you employ?
  - Do you have an office in Dublin?
  - When are you planning to leave?



- 4
  - a A hire car is available?
  - b You drive much?
  - c You've understood?
  - d You'd expect that?
  - e You saw that film?
  - f You're going to be here long?
  
- 5
  - a Could you tell me how many people you employ?
  - b Are they all full-time?
  - c Could you tell me how many part-timers there are?
  - d And are you recruiting more part-timers these days?
  - e Isn't it difficult to motivate them?

## Unit 9

### Communication skills

- 3 She is defensive and protective of Gregg. Her reaction alienates Nick.
  
- 4
  - Stage 1 makes the excuse that Gregg is working hard.
  - Stage 2 Gregg is working hard – no time to send the estimate.
  - Stage 3 a lot of work – blames the client.
  - Stage 4 Gregg has the figures.
  
- 5 She apologizes and reassures Nick. His attitude becomes more positive.
  
- 6
  - Stage 1 apologizes and makes the excuse that Gregg is working hard.
  - Stage 2 shows knowledge of the situation.
  - Stage 3 reassures Nick – all under control.
  - Stage 4 promises immediate action (she'll send the estimate herself).
  - Stage 5 apologizes for the delay.
  - Stage 6 reassures Nick again.

### Language knowledge

- 1
 

Call	Complaint
one	collapsed suitcase
two	late delivery of parts
three	unsatisfactory temporary worker
four	faulty pump
  
- 2
 

a reliable	iv) trustworthy
b due	vii) expected
c despatch	viii) send out
d run out	ii) expire
e charge	i) invoice/bill
f purchase	v) buy
g short (of time)	vi) not enough
h slip (a schedule)	iii) all behind
i serious	ix) major

- 3 C: Mr Oldman, this is Jane Kidman. I understand you purchased a *suitcase* from us last *Saturday*. What's the *problem*?  
 A: The problem is it collapsed at Heathrow airport and my clothes were scattered all over the luggage belt.  
 C: Oh, dear. I'm *very* sorry to hear that. I *suggest* you bring it in and we'll *replace* it, of course.  
 A: Yes, well, that's the problem. I don't live in the area. I was just visiting at the time

She emphasizes words which reinforce her sincerity.

## Unit 10

### Communication skills

- 3 Because Gregg does not pick up Diane's closing signals.  
 5 He realizes Diane wants a short call after the comment, 'Fine. A bit busy, though.'

### Language knowledge

- |   |          |              |          |           |
|---|----------|--------------|----------|-----------|
| 1 | Call one | Effective No | Too long | Too short |
|   | two      | No           | ✓        | ✓         |
|   | three    | Yes          |          |           |
|   | four     | Yes          |          |           |
|   | five     | Yes          |          |           |

2 a

A: So, I think that just about covers everything, don't you?

B: Just about. So we'll see you on Monday around 10.00?

A: I'll be there. Have a good weekend.

B: You too. Bye.

A: Goodbye.

b

A: Excuse me. I'm afraid I didn't catch your name.

B: It's Peters, Martin Peters.

A: Right. Thank you for getting in touch, Mr Peters. We'll get back to you as soon as we can.

B: Thank you. I hope that'll be before the end of the month.

A: I should think so. Goodbye.

B: Goodbye.

c

A: I'm afraid I've got a plane to catch.

B: Of course. I won't keep you any longer.

A: So, it was useful to talk to you, and I'll contact you on my return.

B: I look forward to that. In the meantime I'll send you a copy of the contract.

A: Thank you. Right, speak to you soon.

B: Yes. Have a good trip.

A: Thanks. Bye.

B: Goodbye.



- 4 These are some suggested responses. Others are possible.
- a 'Look forward to seeing you next week.' 'Me too.'
  - b 'Enjoy your holiday.' 'Thanks. / You too.'
  - c 'I hope the weather's good this weekend.' 'So do I.'
  - d 'Have a good weekend.' 'You too. / The same to you.'
  - e 'Give my best regards to John.' 'I will.'
  - f 'Thanks for your help.' 'You're welcome. / Not at all.'
  - g 'See you soon.' 'I hope so.'
  - h 'I'll ring you when I get back.' 'Fine. / I look forward to it.'
  - i 'Happy Christmas. See you in the New Year.' 'You too.'
  - j 'Best of luck.' 'Thanks. / I'll need it.'

# Video Transcript

## Version 1

### Unit 1 First contacts

NICK: (*to himself*) New York ... New York!

OFFICE ASSISTANT: Good morning, Odyssey Promotions. May I help you?

NICK: Er, could I speak to Helen, ... er, Turner, please?

OFFICE ASSISTANT: May I ask who's calling?

NICK: This is Nick Delwin from Communicon International.

OFFICE ASSISTANT: Just a moment, please.

HELEN: Helen Turner.

OFFICE ASSISTANT: I have a Mr Delwin on the line from Communicon International.

HELEN: Thank you.

HELEN: Helen Turner speaking. What can I do for you, Mr Delwin?

NICK: Oh, er, hello. Is that Helen Turner?

HELEN: Yes, that's right.

NICK: Ah, hello. This is Nick Delwin from Communicon International.

Er, well, I'm phoning because there's a trade fair on in your part of the world in a couple of months. Er, it's, er ... oh, what's it called? Er, yeah, I remember, Electronica.

HELEN: Oh, yes, it's one of our major trade fairs.

NICK: Yeah, anyway, we were thinking of putting together a team to come across ... er ... now I've got the dates here somewhere ... just a moment, they were here a few minutes ago.

HELEN: What exactly is it you'd like us to do for you, Mr Delwin?

NICK: Oh, of course. Well, I suppose we were thinking of ... um ... well, I mean we would like some help with a few things. We're not entirely sure yet, but things like ... well, a stand you know, that sort of thing ... um ...

## Version 2

NICK: (*to himself*) Now let's see, that's January 24th and 25th ... Helen ... Turner.

OFFICE ASSISTANT: Good morning, Odyssey Promotions. May I help you?

NICK: Hello, this is Nick Delwin of Communicon International in the UK. Could I speak to Helen Turner, please?

OFFICE ASSISTANT: Just a moment, please ... I have a Mr Delwin on the line from Communicon International.



HELEN: Thank you ... Helen Turner speaking. What can I do for you, Mr Delwin?

NICK: Hello, your name was given to me by Pat Johnson from our Australian office.

HELEN: Oh, yes, ... Pat Johnson. We put together a sales trip for her a couple of years ago.

NICK: That's right. I understand it was a great success.

HELEN: Well, that's very nice to hear.

NICK: Anyway, I was hoping you'd be able to help us this January. We're planning to send over a small team for the Electronica Trade Fair.

HELEN: Oh, yes. And when is the fair going to be held this year?

NICK: It's over the weekend of the 24th and 25th of January.

HELEN: January 24th and 25th. OK. And what would you like us to do for you?

NICK: Well, basically we plan to send over six people for the fair and we'd like your help with making arrangements for the exhibition and also to organize a reception.

HELEN: We'd be very happy to do that.

## Unit 2 The right person

### Version 1

NICK: (*preoccupied*) Hello, Nick Delwin speaking.

GREGG: Hi, Gregg Anderson here from Odyssey Promotions.

NICK: Oh, yeah, hello.

GREGG: I thought you'd like to know about some of the arrangements we've made for the trade fair. I've booked a limousine to pick your team up from the airport.

NICK: Mm-mm. Right.

GREGG: Now, I've done some research on a venue for the reception on the first night. It seems we're not going to be able to book a hall at the Plaza. That would have been our first choice.

NICK: Look, can I just ...

GREGG: Don't worry about it. There are some excellent alternatives.

I mean, one possibility is we can book a banquet hall at the Hyatt Regency. It's not the Plaza, of course, ...

NICK: Yes, right, ...

GREGG: I mean, but it won't be a problem, you know. The Regency is only a ten-minute taxi ride away from the convention centre. We can transport guests down from ...

NICK: Look, I'm afraid that we're ...

GREGG: I mean, of course, if you see that as a problem I could try and get a place at the convention centre itself.

NICK: Look, I'm sorry, I'm afraid I'm not the person to be dealing with this. You need to speak to Diane Davis – she's handling all the arrangements for the trip ...

GREGG: Oh, I'm sorry. Did you say Diane Davis?

NICK: That's right. Let me put you through to her.

GREGG: Thank you.  
DIANE: Diane Davis.  
NICK: Hello, Diane, I've got a Gregg Anderson on the line. He works for Odyssey Promotions over in New York. He's done some preliminary planning for the trip. Can I hand him over to you?  
DIANE: Yes, of course.  
NICK: Oh, and good luck!

## Version 2

NICK: Hello, Nick Delwin.  
GREGG: Hi, Gregg Anderson here, Helen Turner's assistant at Odyssey Promotions in New York.  
NICK: Oh, yeah, hello.  
GREGG: Helen asked me to start making the arrangements for your visit and I'd like to go over a few of the details with you.  
NICK: Good, so things are moving forward?  
GREGG: They certainly are. There's three things I'd like to go over with you: the hotel, the exhibit, and, of course, the reception. Is this a good time to talk?  
NICK: Well, actually Gregg, I've handed over all the arrangements to Diane Davis, my assistant. She's going to be looking after things from this end.  
GREGG: Oh, great. Could you put me through to her?  
NICK: Sure. Just a moment.  
GREGG: Thanks.  
DIANE: Diane Davis.  
NICK: Diane, I've got a Gregg Anderson on the line. He works for Odyssey Promotions over in New York. He's done some preliminary planning for our trip. Can I hand him over to you?  
DIANE: Yes, of course.

## Unit 3 An unexpected call

## Version 1

FRANCESCA: Hello.  
GREGG: Hi, this is Gregg Anderson from Odyssey Promotions. Could I speak to Diane Davis, please?  
FRANCESCA: Diane is on a course at the moment.  
GREGG: Oh. Well, do you know when she'll be back?  
FRANCESCA: Not until tomorrow afternoon.  
GREGG: May I leave a message for her then? Could you tell her that I need to talk to her about the total budget for the hotel rooms? ... Hello? Are you still there?  
FRANCESCA: Yes.  
GREGG: Um ... It's for the Electronica Trade Fair. Are you familiar with that at all?  
FRANCESCA: Sorry?  
GREGG: I was just saying that we need to check the budget for hotel accommodation during the Electronica Trade Fair.  
FRANCESCA: OK, I've got that. I'll give her the message.  
GREGG: All right. Well, thank you. Goodbye.  
FRANCESCA: Goodbye.



## Version 2

FRANCESCA: Francesca Mattioli speaking.  
GREGG: Oh, hi. This is Gregg Anderson from Odyssey Promotions.  
Could I speak to Diane Davis, please?  
FRANCESCA: I'm afraid Diane is on a course. May I take a message?  
GREGG: Do you know when she'll be back?  
FRANCESCA: I'm afraid she won't be back until tomorrow, but if it's urgent I can get a message to her this afternoon.  
GREGG: I'd really appreciate that. Could you tell her I called because I need to check the budget for hotel accommodation during the Electronica Trade Fair?  
FRANCESCA: You'd like to check the budget for hotels during the Electronica Trade Fair.  
GREGG: That's right.  
FRANCESCA: I'm afraid I didn't catch your name.  
GREGG: It's Gregg Anderson from Odyssey Promotions.  
FRANCESCA: Thank you, Mr Anderson. I'll make sure she gets the message this afternoon.  
GREGG: Thanks very much.  
FRANCESCA: You're welcome. Goodbye.  
GREGG: Bye.

## Unit 4 What's the message?

### Version 1

GREGG: (*recorded voice*) This is Gregg from New York. Um ... we've got ... well, we think we've got ... no, that's not right ... I'm sure we have found, um, a place for the ... reception ... you know, for the evening of the 25th ... No I mean the 24th. Anyway, call me back on two-one-two-five-five-five-four-six-nine-two. No, wait, sorry, um two-nine ...  
GREGG: (*recorded voice*) This is Gregg again. Sorry, I forgot to give you some figures for the venue. It should be around about the ... \$4,000 mark. And anyway, give me a call back on that number, OK?  
Thanks. Bye.  
GREGG: (*recorded voice*) This is Gregg from New York. Um ... we've got ...

### Version 2

GREGG: (*recorded voice*) Hi, this is Gregg Anderson from Odyssey Promotions. I'm calling about the venue for the reception on the evening of January 24th. We've been able to tentatively reserve Caesar's Restaurant. Now, the total for the evening won't be more than \$4,000, but I'll need your approval for this as soon as possible. You can reach me on my direct line. It's two-one-two-five-five-five-four-six-two-nine. That's two-one-two-five-five-five-four-six-two-nine. Hope to hear from you soon. Thanks. Bye.

## Unit 5 Handling information

### Version 1

GREGG: Hi, Gregg Anderson, Odyssey Promotions. How can I help you?

DIANE: Gregg, this is Diane Davis. You left a message on my answering machine.

GREGG: Oh, yes. Diane. You're working late! Thanks for calling me back. I just wanted to talk to you about the arrangements for the Saturday night. If you'll hold on a sec, I'll just get my notes ... Now then, right, OK now, we looked into the possibility of a reception at the Plaza Hotel, but the prices for the evening were astronomical. So then we thought we would hold the reception at the Hyatt Regency, ... you know, the hotel we've booked you into? ... Hello? Are you still there?

DIANE: Yes.

GREGG: Right, but the problem with that was transportation. You know, getting the guests uptown from the convention centre. So, anyway, I'm sure you'll be pleased to hear that we've found the perfect solution.

DIANE: You mentioned something about a restaurant.

GREGG: Yes. It's called Caesar's, just down the block from the convention centre. Beautiful interior, plenty of room, and they'll do it all for around \$4,000. How does that sound?

DIANE: Mmm ...

GREGG: Let me run through the details. We've reserved it all from six till nine on the evening of January the 24th. I've told them to expect a maximum of eighty guests ...

DIANE: Yes ...

GREGG: ... and there will be hot and cold hors d'oeuvres and a choice of chilled wine or soft drinks. Um ... there will be music but we didn't budget for live music so there'll just be recorded background music ... Now, I'll need to confirm the reservation by the end of the week if you want to go ahead with this. Could you get back to me tomorrow or the next day and let me know? I'll be in Philadelphia for the rest of the week, so let me give you that number ... um, it's area code two-one-five, five-five-five-three-one-nine-six. OK?

DIANE: Sorry, Gregg. Could you run through the details again first?

GREGG: Hi, Gregg Anderson, Odyssey Promotions. How can I help you?

DIANE: Gregg, this is Diane Davis.

GREGG: Hi, Diane. How are you?

DIANE: Fine. I hope it's not too early there.

GREGG: No, not at all.

DIANE: Good. Gregg, I'm phoning about the answerphone message.

GREGG: Yes, thanks for returning my call. It was about the venue for the reception.

DIANE: That's right.

GREGG: Hold on a second. I'll just get my notes.

DIANE: I just wanted to check some details before we make a decision.

GREGG: Of course. OK. Now, we had originally hoped to hold the reception at the Plaza Hotel.

DIANE: Yes. Gregg, I remember all about the other venues. Tell me about this restaurant you mentioned. Caesar's, wasn't it?

### Version 2



GREGG: OK. Yes, I think we've found the perfect solution.  
 DIANE: Good. Where is that?  
 GREGG: It's just a few minutes walk from the convention centre. Beautiful interior, plenty of room, and as I mentioned in my message, they'll do it all for around \$4,000.  
 DIANE: \$4,000. Good. That's well within the budget. And what do we get for that?  
 GREGG: Well, let me just run through the details. We've reserved it from six till nine on the evening of January 24th.  
 DIANE: Six till nine, 24th of January ...  
 GREGG: We said for a maximum of eighty guests ...  
 DIANE: Yes, that's probably about right. I'll have to double check that with Nick.  
 GREGG: Now, I'll need to confirm the reservations by the end of the week if you want to go ahead with this. So, could you get back to me tomorrow or the next day to let me know?  
 DIANE: Yes, of course.  
 GREGG: I'll actually be in Philadelphia for the rest of the week, so let me give you the number there.  
 DIANE: Oh, fine. I should be able to get back to you by tomorrow.  
 GREGG: That would be great. The Philadelphia number is area code two-one-five, five-five-five-three-one-six-nine.  
 DIANE: Two-one-five, five-five-five-three-one-six-nine. OK. Could you give me your fax number too, just in case I have any problems getting hold of you?  
 GREGG: Sure. It's two-one-five, five-five-five-four-two-seven-six.  
 DIANE: Two-one-five, five-five-five-four-two-seven ...  
 GREGG: Seven-six.  
 DIANE: I've got it. Thanks, Gregg.  
 GREGG: You're welcome. Let me know if there's anything else I can do for you.  
 DIANE: I will. Thanks. Bye.  
 GREGG: Bye.

## Unit 6 Communication breakdown

### Version 1

NICK: Hello, Nick Delwin speaking.  
 FRANCESCA: Nick, this is Francesca.  
 NICK: Oh, hello, Francesca. Look, I'm a bit pushed. I'm just on my way in to see a customer. Is it urgent?  
 FRANCESCA: Nick, Nick. Can you hear me?  
 NICK: Barely. What is it?  
 FRANCESCA: We've had a call from Tomkins in Boston.  
 NICK: Your voice is breaking up.  
 FRANCESCA: It's a terrible line. They want you to go over as soon as possible.  
 NICK: (*to himself*) This is hopeless. I'll try and ring her back ...  
 FRANCESCA: Nick ...  
 NICK: Oh, no!  
 FRANCESCA: Oh, I don't believe it.

## Version 2

NICK: Hello, Nick Delwin speaking.

FRANCESCA: Nick, this is Francesca.

NICK: Hello, Francesca. Look, I'm a bit pushed. I'm just on my way in to see a customer. Is it urgent?

FRANCESCA: Nick, Nick. Can you hear me?

NICK: Francesca, the reception is terrible. I'll phone you back. OK?

FRANCESCA: OK ... *(pause)* Francesca Mattioli speaking.

NICK: Hello, Francesca, this is Nick. Is that any better?

FRANCESCA: Much better. Nick, Tomkins have been on the line from Boston. They want you to fly out to discuss next year's order.

NICK: Right, got that. But I can't really do anything about it just now. I'll be back in the office later this afternoon.

FRANCESCA: OK. I just thought I should let you know, what with Diane being away ...

NICK: That's fine, Francesca. I'll see you later this afternoon. I must go now. Bye.

FRANCESCA: Bye.

## Unit 7 Making plans

## Version 1

OFFICE ASSISTANT: Good morning, Odyssey Promotions. How may I help you?

NICK: Hello, this is Nick Delwin from Communicon. Could I speak to Helen Turner, please?

OFFICE ASSISTANT: Just a moment, please ... I have Nick Delwin on the line for you.

HELEN: Thank you ... Hello, Nick. How are you?

NICK: Hello, Helen. I'm fine. I've got to come across to the States next week to visit a customer in Boston. I'd like to take the opportunity of stopping over in New York to check out the arrangements for the Electronica exhibition.

HELEN: Oh, that would be fine. When are you planning to be here?

NICK: My appointment in Boston is on Tuesday next week, so I'll be passing through New York on Monday. My plane gets in early afternoon so I'd like to see the exhibition centre during the afternoon, and then discuss the final arrangements with you, and perhaps see the restaurant where we're planning to hold the reception.

HELEN: I see. Well, let me check my calendar ... Ah, I'm afraid Monday's a problem for me next week, Nick.

NICK: Oh, well, that's a pity. What about your assistant, what's his name ...?

HELEN: You mean Gregg ... Gregg Anderson. Yes, he might be free, but I'll have to check with him.

NICK: Good. My plane gets into JFK round about two o'clock, so I'll fax you with the details and then perhaps you could confirm whether someone can meet me?

HELEN: We'll do our best, but we have an awful lot going on right now. It's a very busy time of year for us.

NICK: Yes, I understand, but it would be a shame not to meet up while I'm over.



HELEN: Oh, yes, of course. I just wish we had known about it a little sooner ...

NICK: Well, I'm sorry about that, but this trip's only just come up. Anyway, thanks very much. It's nice to talk to you. I look forward to seeing you next week.

HELEN: OK, Nick. We'll get back to you on this as soon as we can.

NICK: Bye.

HELEN: Bye.

## Version 2

OFFICE ASSISTANT: Good morning, Odyssey Promotions. How may I help you?

NICK: Hello, this is Nick Delwin from Communicon. Could I speak to Helen Turner, please?

OFFICE ASSISTANT: Just a moment, please.

OFFICE ASSISTANT: I have Nick Delwin on the line for you.

HELEN: Thank you ... Hi, Nick. Nice to hear from you. How's the English weather?

NICK: It's pretty good for the time of year. What's it like in New York?

HELEN: Not good, I'm afraid.

NICK: That's a pity because I'm planning to come across next week.

HELEN: Really! Well, you'll come by to see us while you're here, I hope?

NICK: That's what I'm phoning about. I've got a meeting with a customer in Boston on Tuesday of next week. I was hoping we could arrange to meet up either before or after.

HELEN: Great. That would give us a chance to show you the convention centre, and we could also drop in at Caesar's Restaurant where Gregg has arranged your reception.

NICK: That's what I was thinking.

HELEN: So you said you have to be in Boston on Tuesday? That's the 8th?

NICK: That's right. Now, I could stop over in New York either on the way in – that would be the Monday ... Would that be possible?

HELEN: Ah, I'm afraid I won't be in the office on Monday, and I think Gregg has meetings all day.

NICK: Uh-huh, well, the other possibility would be to arrange it after Boston on my way home.

HELEN: When do you plan on leaving Boston?

NICK: Could be either Tuesday afternoon or Wednesday morning, but I would like to catch a flight back to London on Wednesday evening.

HELEN: OK. Well, it would be best for us if you could fly in on the Wednesday morning. Either Gregg or I will pick you up at the airport, and then we could show you the convention centre and also Caesar's. If there's time, you could come back to the office and we'll run through any of the details that still haven't been finalized.

NICK: That sounds good. Just as long as I can get back to the airport for my evening flight.

HELEN: No problem. Look, why don't you fax me your information once you've confirmed your flight times? Then we'll get back to you with an itinerary for the day – that's Wednesday the 9th, right?

NICK: That's right. Good, well, I'll do that and I look forward to seeing you next week.

HELEN: Same here. See you next week.

NICK: Right. Goodbye.

HELEN: Bye-bye.

## Unit 8 Solving problems

### Version 1

GREGG: Hello.

OFFICE ASSISTANT: I have Nick Delwin on the line for Helen. Do you want to take the call?

GREGG: OK. Thanks. Hi, Nick. Gregg Anderson here.

NICK: Oh, hello, Gregg. I was hoping to speak to Helen.

GREGG: Sorry, Helen's away on business. Can I help?

NICK: Yes, Gregg, I think you probably can. I'm afraid I've got some rather bad news.

GREGG: Oh?

NICK: It's the trip over for Electronica.

GREGG: Uh-huh?

NICK: Yes, I'm afraid we've had a bit of an internal reorganization here and we'll be sending a much smaller team.

GREGG: You will still be having the same booth at the fair, won't you?

NICK: I'm afraid not. There'll be just Diane and myself so we won't be able to manage such a large booth.

GREGG: Well, I can't promise that they're going to have any smaller booths available at this late date ...

NICK: Yes, I realize that. But could you see what you could do? You know Gregg, you've done a terrific job so far.

GREGG: We've certainly put a lot of work into it. I hope this doesn't mean you're cancelling the reception at Caesar's Restaurant?

NICK: Not cancelling it, but I think we'll have to reduce the scale a bit.

GREGG: The problem is that all the arrangements have all been made – and confirmed. We've already given a deposit for the food and wine. I don't know ... this may be difficult to change ...

NICK: Yes, I know, I'm sorry, but these things happen. I think I'd better talk to Helen.

GREGG: Yes, I think you should.

NICK: When does she get back?

GREGG: She'll be back tomorrow.

NICK: OK, I'll ring then. Goodbye.

GREGG: Goodbye.

### Version 2

GREGG: Hello.

OFFICE ASSISTANT: I have Nick Delwin on the line for Helen. Do you want to take the call?

GREGG: Yeah, OK. Thanks. Hi, Nick. Gregg Anderson here.

NICK: Hello, Gregg. I was hoping to speak to Helen.

GREGG: Sorry, Helen's away on business. Can I help?

NICK: Yes, Gregg, I think you probably can. I'm afraid I've got some rather bad news. It's the trip over for Electronica.

GREGG: Uh-huh?



GREGG: Uh-huh?

NICK: Yes, I'm afraid we've had a bit of an internal reorganization here and we'll be sending a much smaller team.

GREGG: Well, does this mean you won't be needing the same-sized booth, then?

NICK: I'm afraid so. There'll just be Diane and myself. We won't be able to handle such a large stand.

GREGG: So, you'd like me to look into that, would you?

NICK: I would be very grateful.

GREGG: OK, well, I suppose this will also have implications for the reception on Saturday night?

NICK: Yes, I'm afraid so. I would hope that we could still go ahead with it but it'll have to be on a reduced budget.

GREGG: Well, we were planning for eighty people. Could you give me an idea of what you have in mind now?

NICK: Umm ... could we say fifty, and perhaps you could get us a revised estimate? You know, the cost of a smaller stand at the exhibition, just the two hotel rooms, and a lower-key reception.

GREGG: I'll see what I can do. Of course, I'll have to talk to Helen first.

NICK: Oh yes, I understand. But could you fax us through a revised budget – say by the end of the week?

GREGG: Yes, that should be OK. I'll phone Diane if there's any problem.

NICK: That would be best. Goodbye, Gregg.

GREGG: Bye-bye.

## Unit 9 Handling complaints

### Version 1

HELEN: Helen Turner.

OFFICE ASSISTANT: It's Nick Delwin.

HELEN: Thank you. I'll take the call ... Hello, Nick. What can I do for you?

NICK: Well, we're in a bit of state here. Gregg promised to send us a revised cost estimate for the trip by the end of last week. There's still no sign of it.

HELEN: Um ... Well, I know that Gregg's been working very hard to make the changes you asked for.

NICK: Yes, I'm sure. But the problem is, we're running out of time. The exhibition opens on Saturday. Diane and I are due to arrive this Friday evening.

HELEN: Uh ... yes. I know.

NICK: We really need to know where we stand on the budget.

HELEN: We understand. I'm sure Gregg is doing his best to fix things, and probably just hasn't had time to fax you the revised numbers.

NICK: I know there's been a lot of work, but we were assured that we would have a revised estimate by the end of last week.

HELEN: Well, I'm sorry about that, but you must understand that the changes you've asked for – at the last minute – have created a lot of extra work for us.

NICK: Helen, I do appreciate that. My concern now is to approve this budget for the trip. Otherwise we're going to have call it all off.

## Version 2

HELEN: OK, Nick. I'm sure Gregg has the figures. I'll talk to him.  
HELEN: Helen Turner.  
OFFICE ASSISTANT: It's Nick Delwin.  
HELEN: Thank you. I'll take the call ... Hello, Nick. What can I do for you?  
NICK: Well, we're in a bit of state here. Gregg promised to send us a revised cost estimate for the trip by the end of last week. There's still no sign of it.  
HELEN: Really? I'm sorry to hear that, Nick. I know Gregg's been spending a lot of time on the new arrangements for your visit.  
NICK: Yes, I'm sure, but the problem is we are running out of time.  
HELEN: Yes, I know. The trade fair starts on Saturday and you and your assistant will be arriving on Friday night. Isn't that right?  
NICK: Yes. But the problem is we need these figures to approve the budget. Otherwise we're going to have to call off the whole trip.  
HELEN: Nick, Gregg has everything under control. He's got one or two details to finalize.  
NICK: Yes, I know Gregg's done a very good job, but we need these figures right now.  
HELEN: I understand. I'll get right on it myself. You'll have them by the end of the day ...  
NICK: So, British time they'll be on my desk by tomorrow morning?  
HELEN: Yes. As I said, I'll get on it right away. I'm sorry about the delay, Nick.  
NICK: That's OK. It's just that we've been under quite a bit of pressure here over the last few days. We just need those figures.  
HELEN: I understand. You'll get them. They'll be waiting for you when you get to the office tomorrow morning.  
NICK: Thanks, Helen. I appreciate this.  
HELEN: You're very welcome, Nick. Goodbye.  
NICK: Goodbye.

## Unit 10 Closing a call

## Version 1

DIANE: Diane Davis.  
GREGG: Hi, Diane. Gregg Anderson from Odyssey.  
DIANE: Hello, Gregg.  
GREGG: How are you?  
DIANE: Fine. A bit busy, though.  
GREGG: Well, I thought I'd just give you a call to check everything's all set for this weekend.  
DIANE: Thank you. I got your fax this morning and everything's fine. We'll be seeing you on Friday evening.  
GREGG: Oh, well, great. Shall I just run through my checklist? Exhibit booth – confirmed, hotel reservations ...  
DIANE: I'm sure you've got everything in hand.  
GREGG: Umm ... do you want me to just go over the arrangements for the reception?  
DIANE: No, that's all right. I've got every confidence in you. So, ...  
GREGG: Yes, it's going to be a busy couple of days.



GREGG: But should be a lot of fun.  
DIANE: Yes, I'm looking forward to it. Right, then, ...  
GREGG: So, I suppose I should let you get on with it.  
DIANE: Yes, I'm afraid I'm really snowed under.  
GREGG: Right, anyway, I'm sure it's going to be a real success.  
DIANE: I'm sure, too. Well, I look forward to seeing you on Friday.  
GREGG: Yes, I'll be at the airport.  
DIANE: Gregg, I must go now. Someone's just come in for a meeting.  
Thank you for phoning.  
GREGG: Oh, all right. Goodbye.  
DIANE: Bye.  
GREGG: Bye.

## Version 2

DIANE: Diane Davis.  
GREGG: Hi, Diane. Gregg Anderson from Odyssey.  
DIANE: Hello, Gregg.  
GREGG: How are you?  
DIANE: Fine. A bit busy, though.  
GREGG: Oh, I won't keep you long, then. I was just calling to check everything's all set for this weekend.  
DIANE: Thank you. I received your fax this morning and everything's fine.  
We'll be seeing you on Friday evening.  
GREGG: So, no last-minute jobs for me?  
DIANE: No, I don't think so.  
GREGG: Well, great. Have a good trip.  
DIANE: Thank you. I look forward to seeing you on Friday.  
GREGG: Same here. Bye-bye.  
DIANE: Thank you for phoning. Bye.

# Effective TELEPHONING

## Student's Book

*Effective Telephoning* is a practical, video-based course designed for professional people who need to make and receive telephone calls in English. It provides learners with the communication and language skills necessary to handle this difficult medium effectively, and helps them to develop these skills in meaningful and realistic ways.

*Effective Telephoning* focuses on key strategies for effective communication such as structuring information, responding positively, asking the right questions, clarifying, and giving feedback. It extends the learner's knowledge of the language for performing these skills, addresses the vitally important issue of intonation, and offers authentic practice tasks which draw on the learner's own ideas and experience.

With the video as its central component, the course is divided into ten units covering the main aspects of telephone calls, from preparation and organization through to problem-solving, confirming arrangements, and closing calls. Based around the story of a British company organizing a trip to America, the video illustrates both bad and good examples of telephone behaviour for analysis and discussion. In each unit, it demonstrates what can go wrong in different situations, and why. It looks at ways to avoid such problems, and provides a positive model for learners to follow.

*Effective Telephoning* is intended for intermediate and upper-intermediate level students, and lends itself both to classroom-based teaching and elements of self-study. It can be used as a short, intensive specialist course, or integrated into a wider-ranging Business English programme.

The course consists of four interdependent components: a 35 minute video, accompanying Student's Book, an audio cassette, and Teacher's Book.

*Effective Telephoning* was developed from materials used by York Associates, a specialist language and communications training partnership based in York, England.

ISBN 0-19-457093-2



9 780194 570930