

UNIT 4. TELEPHONING



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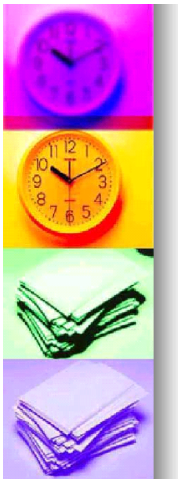
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WARMING UP ACTIVITY



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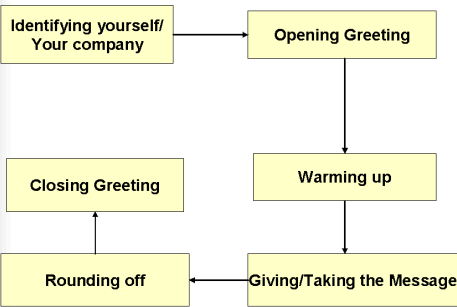
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BUSINESS PHONE CALLS PATTERN



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UNIT 4. TELEPHONING



PHRASES & RESPONSES

STAGE	PHRASE	RESPONSE
IDENTIFYING YOURSELF/YOUR COMPANY	-Kronidike Electronics. Can I help you? -John Bird speaking. -This is Pete Edwards. -John here.	
OPENING GREETING	-Good morning/Hello. -This is/ It's...	-Good morning/Hello. -Who's calling, please?
WARMING UP	-I'd like to speak to..., please. -Could/Can I speak to...? -I'd like to speak to someone about deliveries, please. -How are you...? -Could you put me through to..., please?	-Just a minute, I'll put you through. -Hold on, I'll get him/her. -Nice to hear from you.

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STAGE	PHRASE	RESPONSE
GIVING/TAKING THE MESSAGE	I'm phoning about... The reason I called is... I am (just) phoning to... Could you give X a message? Can you ask him to call me back?	-I'm afraid he's out at the moment. Can I take a message? -I'm sorry she's not in. -The line is busy. Will you hold? -I'll give him the message.
ROUNDING OFF	-Thanks for your help. -Fine/Great/OK. -I look forward to seeing/meeting you.	-Thank you for calling. -OK/Right/Fine. -Me too.
CLOSING GREETING	-Goodbye (then). -Goodbye for now. -Have a nice day!	-Good bye. -Bye.

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GOOD TELEPHONE MANNERS

1. Fax or email ahead.
2. Necessary documents.
3. Speak slowly and clearly.
4. Confirm you've understood each point.
5. Sound polite & agreeable.
6. Be brief.
7. Sound efficient.
8. Make notes.
9. Smile while talking.
10. Don't try to be funny.
11. Don't interrupt.
12. Send a follow-up email.

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UNIT 4. TELEPHONING



GRAMMAR. COMMON ERRORS

- 1. The present simple is not used for actions which are happening now. Use the **present continuous**. e.g. *I call from Spain.*
- 2. **Would** is not followed by **to**. **Would like** is followed by **to** if the meaning is similar to **want**. e.g. *I would to speak to John.*
- 3. **Look forward to** should be followed by **-ing**. e.g. *I look forward to see you next week.*
- 4. Present simple vs. **Future**. e.g. *I send you a brochure immediately.*
- 5. Only surnames are used after titles like **Mr/Ms/Mrs/Dr**, not first names. e.g. *Could I speak to Mrs. Susan?*
- 6. On the telephone don't use **I am...** speaking, use **This is**. e.g. *Hello, I am John Smith speaking.*
- 7. For requests, use **Could you** instead of **Can you**. e.g. *Can I leave a message, please?*

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• TAKING MESSAGES

Important points:

- **From:** Caller's name, department & company. Spelling!
- **To:** Addressee's name
- **Date/Time.**
- **Message** (brief, concise).
- Caller's **phone**.

While You Were Out	
To: _____	
Date: _____	Time: _____
_____ called	
of _____	
Phone: _____	
<input type="checkbox"/> Telephoned	<input type="checkbox"/> In person
<input type="checkbox"/> Please call	<input type="checkbox"/> Wants to see you
<input type="checkbox"/> Will call again	<input type="checkbox"/> Returned your call
Message	
_____ _____ _____	
Taken by _____	

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USEFUL LANGUAGE FOR TAKING MESSAGES

- How do you spell that?
- Could you repeat that, please?
- Sorry, how many did you say?
- Sorry, I didn't catch that.
- So, you are saying that..., is that correct?

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UNIT 4. TELEPHONING



•REQUESTING

I'd like to..., please.  
Could you ask... to... for me?  
Could you..., please?  
Do you think you could...?  
Would you mind...-ing...?

Sure.  
Certainly.  
I won't be able to...,  
because...  
I'm sorry but...  
I'm afraid that's not possible,  
because...

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•OFFERING HELP

Can I give you a hand?  
Would you like a hand with...?  
Shall I...?  
Would you like me to...?  
If you need any help, just let me  
know.

Yes, please, Thanks a lot.  
No, thanks. I think I can manage.  
That's very kind of you, but...  
I think I'd prefer to do that myself  
because...

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•ASKING FOR PERMISSION

May I...?  
Do you mind if I...?  
Could I...?  
Is it all right if I...?  
Do you think I could...?

Sure, go ahead.  
By all means.  
No, I'm afraid you can't,  
because...  
I'm sorry but...

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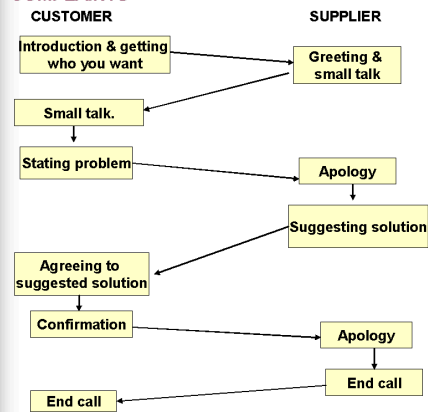
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## UNIT 4. TELEPHONING



### PROBLEM SOLVING ON THE PHONE. COMPLAINTS




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### SKILLS CHECKLIST

#### ■ IF YOU RECEIVE A COMPLAINT

- Consider your company's reputation.
- Express surprise.
- Ask for details.
- Suggest action.
- Promise to investigate.
- Make reasonable suggestions, offers to help.
- Consider your customer (polite understanding, active listening, reassure him/her).

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#### ■ IF YOU MAKE A COMPLAINT

- Prepare for the call.
- Be sure of the facts.
- Have documentation available.
- Decide what you require to resolve the problem (partially or completely).

#### ■ WHO IS TO BLAME?

- Who is to blame?
- Are you talking to the right person?
- Was your order or your specifications correct?
- Were you partly responsible for arrangements which went wrong?
- Does responsibility actually lie elsewhere (a third party)?

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## UNIT 4. TELEPHONING



### ■ IF YOU DON'T GET WHAT YOU WANT

- Keep control-state what you need calmly.
- Do you need to continue to do business with the other side?
- If you do, keep a good relationship.
- Express disappointment-not anger.
- Don't use threats-unless you have to!

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### EXPRESSIONS

#### ■ STATING REASON FOR THE CALL

- I'm ringing about...
- Unfortunately, there's a problem with...
- I'm ringing to complain about...

#### ■ EXPLAINING THE PROBLEM

- There seems to be...
- We haven't received...
- The... doesn't work.
- The quality of the work is below standard.
- The specifications are not in accordance with our order.

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#### ■ REFERRING TO PREVIOUS PROBLEMS

- It's not the first time we've had this problem.
- This is the third time this has happened.
- Three months ago...
- We had a meeting about this and you assured us that...

#### ■ THREATENING

- We'll have to reconsider our position.
- We'll have to renegotiate the contract.
- We'll contact other suppliers.
- The consequences could be very serious.

#### ■ DENYING AN ACCUSATION

- No, I don't think that can be right.
- I'm sorry but I think you're mistaken.
- I'm afraid that's not quite right.
- I'm afraid that can't be true.

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**UNIT 4. TELEPHONING**



**LISTENING ACTIVITY**



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**CROSS-CULTURAL  
COMMUNICATION ON THE  
PHONE**

Reading activity

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**To learn more...**

<http://almirez.ual.es/search/X?SEARCH=telephoning&SORT=D&searchscope=4>

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