

Unit 1: Shall I put you through? (cont.)

Class: 18C1-NNA1

Time: 14.10 – 15.40 on Friday

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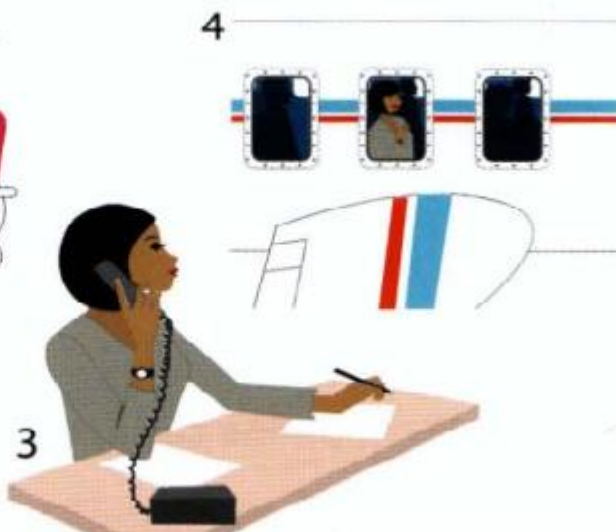
Look at the situations below and make excuses for why your boss doesn't want to come to the phone. Try to use *I'm afraid*, *I'm sorry*, or *actually* in each sentence. Remember that you don't always need to tell the truth when making an excuse!

EXAMPLE

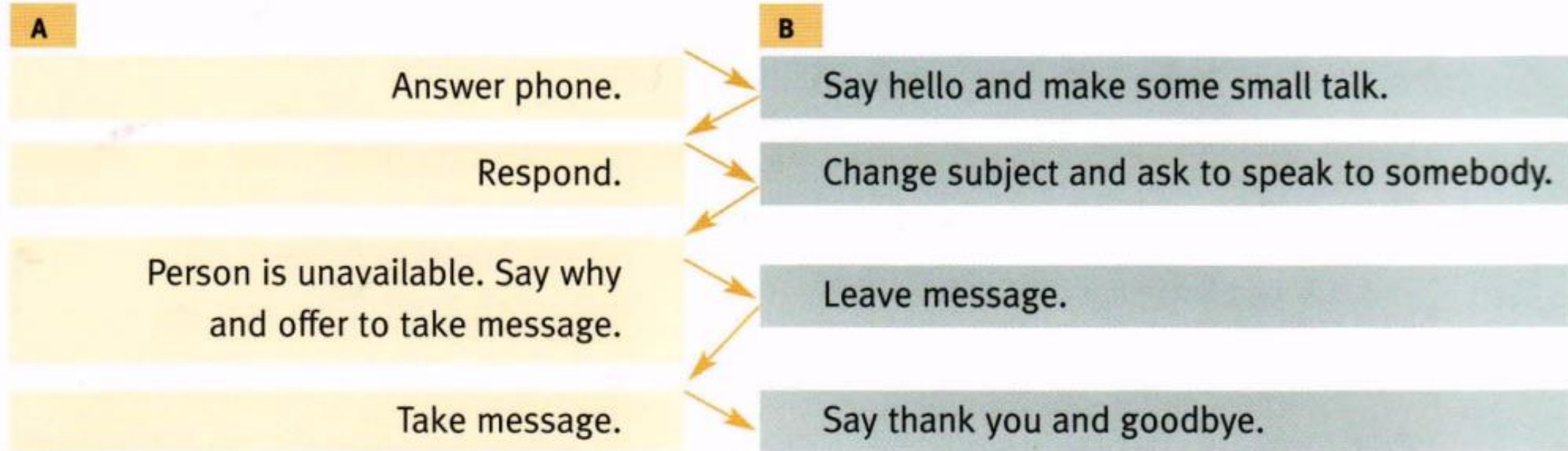
*I'm afraid she's unavailable.
She's actually out of the
office today.*

EXCUSES

*having lunch
out of the office today/this afternoon
on a business trip
in a meeting
on another line*



9 Work with a partner to practise the dialogue below.



9 (model answer)

A Kroste International. Raymond Pitt speaking.

B Hi Raymond. It's Patrick here. How are you? Did you have a good holiday in New York?

A It was really great, thanks. But I feel I need another holiday to recover!

B I can imagine. Listen Raymond, I actually wanted to talk to Lorraine. Is she there at the moment?

A I'm afraid she's not. She had to leave early today. Would you like to leave a message for her?

B Yes please. Could you ask her to call me back tomorrow morning?

A I'll do that. Well, thanks for calling Patrick. Bye now.

**10**

Often when we telephone we have to deal with communication problems. Listen to the dialogues and match them with the problems. Sometimes more than one answer is possible.

CALL

- a The caller is speaking too quietly. ☐
- b The person called didn't understand what the caller said. ☒
- c The person called wants the caller to say something again. ☐
- d The caller is speaking too fast. ☐
- e The caller has called someone by mistake. ☐
- f The person called doesn't know how to write a word. ☐
- g The phone itself is making a lot of noise. ☐
- h The previous call was cut off and the caller has to call the other person back. ☐



Now complete the extracts from the dialogues with words from the box. Then listen again to check your answers.

slowly • up • cut • line • catch • spell • could • wrong

1 Sorry, I didn't _____ that.

3 Sorry, can you speak _____
a bit, please?

5 Sorry, this is a really bad _____.

7 Sorry, could you _____ that
for me, please?

2 Sorry, _____ you repeat that,
please?

4 Sorry, I think you have the _____
number.

6 Sorry, we got _____ off.

8 Sorry, could you say that a bit more
_____, please?

USEFUL PHRASES

Giving your name

Gail Jones speaking.

This is Robert Smith from ABC Enterprises.

Hello, Jane. It's Elena Gonzalez here.

Getting through to the right person

Could/Can I speak to Mark, please?

I'd like to speak to Ellen Baker, please.

I actually wanted to speak to Pat.

Is Pascal there at the moment?

Making the connection

Shall I put you through to him/her?

Can I just ask what it's about?

Could you please hold?

Just hang on a moment while I make the connection.

When the person isn't available

I'm afraid his/her line is engaged.

I'm afraid Pat isn't available at the moment.

I'm afraid she is in a meeting.

Can I take a message?

Would you like to call back later?

11 Work with a partner to make two phone calls. Look at the Useful Phrases below before you read your role card in the Partner Files.

PARTNER FILES

Partner A File 1, p. 48
Partner B File 1, p. 50

Call 1 Partner A

Your name is Christine/Chris Fraser. It's 10 o'clock: time to make your phone calls. (You have a meeting from 12 until 5 p.m.) Your first call is to Newmans plc. You want to speak to your business contact there, Tania Steinman. You often call the company, so you have spoken to Tania's PA (personal assistant) Alex several times before.

Call 1 Partner B

Your name is Alex Smith. You work for Newmans plc as Tania Steinman's PA (personal assistant). It's ten o'clock when the phone rings. Answer the phone and help the caller. (Tania is in a meeting until 12.30, but she is free for the rest of the day.)

Call 2 Partner A

Your name is Antoine/Antoinette Lecamus. You work for Bouret-Bouget as a secretary. Answer the phone and help the caller. Important: your boss, Yves Martignac, has told you that he doesn't want any phone calls today.

Call 2 Partner B

Your name is Frank/Fran Sharp. You work for Grove Insurance Ltd. Call Bouret-Bouget and ask to speak to the CEO, Yves Martignac. You don't know him, but you want to sell him some insurance. Try as hard as you can to speak to him – don't listen to the secretary's excuses! Important: don't say why you are calling. If you say you want to sell insurance, the secretary won't let you talk to the boss.

12 Complete the crossword, then rearrange the letters in the darker squares to find the mystery word.

The mystery word is

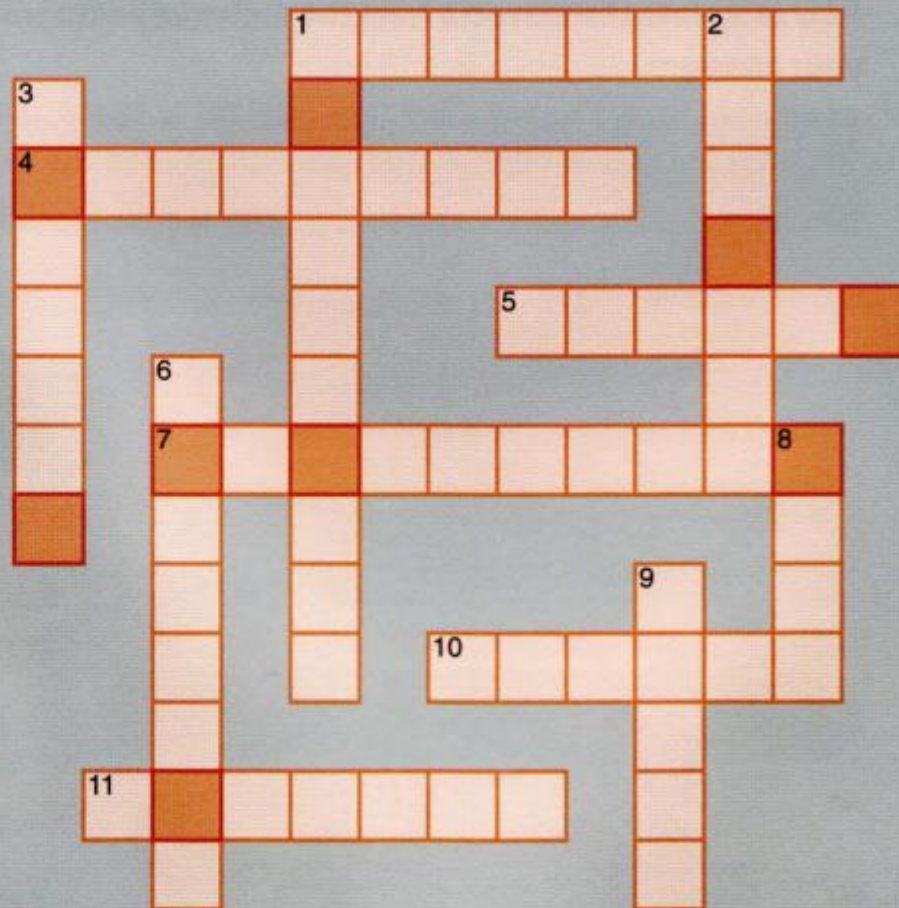


across

- 1 I'll ... later. (2 words – 4, 4).
- 4 Can you give me her ... number, please?
- 5 In America this is called a cell.
- 7 Another way to say *connect* (2 words – 3, 7).
- 10 I'm ... she's unavailable at the moment.
- 11 I'm sorry, his line is

down

- 1 Rearrange the letters ONCNINETCO.
- 2 Can I ask who's ...?
- 3 Would you like to leave a ...?
- 6 Good morning. Acme Ltd. George Fraser
- 8 I'll see if she's in. Could you please
- 9 I'm sorry, I didn't ... that. Could you repeat it, please?



13 Put the words in the right order to make sentences with expressions from this unit.

- | | |
|--------------------------------------|--------------------------------------|
| 1 speaking Kyoko Ito . | 5 number do have my you mobile ? |
| 2 Juan Suarez is this . to speak | 6 today I'm Mr Chang in isn't office |
| I can please Ms Sanders ? | afraid the . |
| 3 call back I'll later . | 7 called him I'll that you tell . |
| 4 office in Brenda today isn't the . | |

OUTPUT

What advice would you give to someone to help them telephone successfully? Work with a partner to make a list of tips. Then read the article and discuss the questions.

Successful telephoning

Phone calls can often be challenging in your own language, but when you're speaking a foreign language they are even more difficult. There's no body language to help you, the audio quality is not always perfect, and there is more time pressure than in a face-to-face conversation. Below are some tips to make telephoning in English less stressful.



- 1** If you have to make a difficult phone call, spend a few minutes preparing first. Think about what you want from the phone call. What might the other person say? Make notes of English phrases you can use during the call.
- 2** Try to relax. Make sure you have enough time for the call, and don't hurry. It's better to have a successful ten-minute call than an unsuccessful five-minute call.
- 3** Sometimes receiving an unexpected call can be very stressful. To give yourself some time to prepare for the call, you might want to tell a 'white lie' (*I'm sorry, I'm actually in a meeting right now. Can I call you back in ten minutes?*) and call back when you feel more confident.
- 4** It's important to make a little small talk with the other person before you talk business, but don't spend too long chatting. Get to the point of the call quickly. If you're talking to a native English speaker, listen for words like well, so, and anyway – these are signals that it's time to talk business

- 5** Speak more slowly and at a lower pitch than you would during a face-to-face conversation. It makes you sound confident, helps the other person to understand you, and calms you down if you are nervous.
- 6** Don't be afraid to ask a caller to repeat something (*I'm sorry, I still didn't catch that. Could you say it again more slowly?*). It's better for the caller to repeat a piece of information five times than for you to write down the wrong information.
- 7** Smile! Although it sounds strange, the other person can hear if you are smiling – it makes your voice sound friendlier.

OVER TO YOU:

What is the thing you find most difficult on the phone? How could you make easier?

Can you think of five things you could do to improve your telephoning skills in English? For example, record English calls and listen to them with your English teacher, or telephone an English-speaking friend for practice.



Homework: After these two periods you have to remember Useful Phrases; do the crosswords in part 12, and read the article and discuss some questions in OUTPUT.

Prepare for unit 2: Could you spell that for me?