

## Day 25

## Vocab Review

## Fill in the blanks.

1. If you just wait till I've finished this bit of work you will have my u\_\_\_\_\_ed attention.
2. The country was faced with the d\_\_\_\_\_ing prospect of overcoming four decades of division.
3. Additional training is probably the best way to f\_\_\_\_\_r your career these days.
4. He was an inspiring leader who n\_\_\_\_\_ed the talents of his colleagues.
5. She has a good r\_\_\_\_\_t with her staff.

## 2 Using the telephone



## Module 2.1 Preparing to make a telephone call

**LEAD-IN** Brainstorm what is required in preparing to make a telephone call.



## Listening

Listen and fill in the blanks.

◆ Most of the people find it difficult to make business phone calls in a foreign language. Therefore, in order to make an effective phone call, you must prepare ahead. This will save you time and frustration.

1. Set ..... a specific time to make your phone calls, especially, checking times when calling different .....
2. Have a desk calendar and a pencil and paper at hand, so you can make ....., take ....., etc.
3. Write the number ..... call
4. Write the full name of the person you ..... to speak to, as well as the department and the company
5. Have all of your personal info at ..... i.e. - Full name, Address and Phone number and email to reach you at.
6. Write your set of ..... points on paper before the call. Write out the reason you're calling, your ..... (or talking points).
7. Make a ..... of any questions you need to ask.

 Reading

Read the following sentences and fill in each gap using one of the words or phrases in the box.

atmosphere/ interrupting/ formality/ appropriate/ rephrase/ informal/ overall/ politeness

◆ Things you must keep in mind when making a business call in English:

1. It is important to use the right level of ..... If you are too formal, then the person might find it difficult to feel comfortable when she/he talks to you. Then again, if you are too ....., the person could think that you are rude.
2. It is important to show ..... Always use 'please' and 'thank you' whenever you ask for, or receive, help or information. Use words like would, could, may, etc. to display a professional ..... It is alright to use more informal English, such as 'okay', 'bye', 'no problem', as long as the ..... tone of the conversation is polite.
3. Listen actively and listen to others without .....
4. If you call native speakers in English, you might find it difficult to understand them. The business people tend to speak very quickly on the phone so you will probably need to slow them down:
  - Ask the person to speak slowly.
  - Do not say you have understood the person if you have not. Ask him/her to repeat until you have understood. Also you can ask the speaker to ..... it or you can simply say: "I am sorry, do you mean....(what you have understood)"
5. Remember that it is not only important what you say, but also how you say it. You must speak in a professional and friendly manner and at an ..... pace.

◆ Different people have different objectives in a telephone call. What are the objectives of the people in the situations below? The first is done for you as an example.

- a) You are the Personal Assistant to your boss, John McNab. You have received an email from one of John's subordinates, Pat, but you cannot open the email attachment. It's the March sales report, which you need to show to John urgently.
  - to call Pat and tell her that you cannot open the email attachment that she sent her
  - to ask her to fax you a copy of the March sales report immediately
  - to tell her the fax number
- b) You ordered office equipment and stationery supplies but unfortunately you have received an incomplete delivery.
- c) You are a photocopier operator with a paper jam problem calling a toll-free photocopier helpline
- d) You are an accounting assistant who has encountered a problem with payment date. The contract specifically states that payment should be made within 90 days. But the invoice he received says payment is due Net 30 days after the date of invoice.

**Module 2.2 Preparing for incoming calls**

## Reading/ Writing

Read the following and try to complete the gaps.

If you know someone is going to call you, think about what they'll be talking about and try to an \_\_\_\_\_ate what they might ask or say. P\_\_\_\_\_t what might come up so that you can see if there's anything in particular you need to find out or check before they call – or think about what you need to ask them.

If someone calls you and you are not really r\_\_\_\_\_dy to talk to them, offer to call back – and c\_\_\_\_\_ them when you are ready.

**Match each definition (A – H) with today's vocabulary word (1 – 8)****DEFINITIONS**

- A. a symbol, often a small, black circle, used in text to show separate things in a list
- B. to meet
- C. a person who has a less important position than you in a company
- D. to expect that something will happen
- E. a statement listing goods or services provided and their prices, used in business as a record of sale
- F. to say what you think will happen in the future
- G. to say something again in a different and clearer way
- H. something that you plan to do or achieve:

1. subordinate
2. invoice
3. bullet point
4. encounter (v)
5. anticipate
6. objective
7. rephrase
8. predict

**Fill in the blanks.**

1. On their way home they e\_\_\_\_\_ered a woman selling flowers.
2. He left the routine checks to one of his s\_\_\_\_\_nates.
3. I\_\_\_\_\_s must be submitted by the 24th of every month.
4. It's still not possible to accurately p\_\_\_\_\_t the occurrence of earthquakes.
5. Her prime o\_\_\_\_\_ve now is simply to stay in power.