

GBS Day25

Fill in the blanks.

Answer Key: 1. undivided 2. daunting 3. further 4. nurtured 5. rapport

Listening

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

Reading

Answer key:

1. It is important to use the right level of **formality**. 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 **informal**, the person could think that you are rude.
2. It is important to show **politeness**. 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 **atmosphere**. It is alright to use more informal English, such as okay, bye, no problem, as long as the **overall** tone of the conversation is polite.
3. Listen actively and listen to others without **interrupting**.
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 **rephrase** 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 **appropriate** pace.

Reading/ Writing

Answer key:

If you know someone is going to call you, think about what they'll be talking about and try to **anticipate** what they might ask or say. **Predict** 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 **ready** to talk to them, offer to call back – and **call** them when you are ready.

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

Answer Key:

A- 3; B- 4; C-1; D-5; E-2; F-8; G-7; H-6

Fill in the blanks.

Answer Key: 1. encountered 2. subordinates 3. Invoices 4. predict 5. objective