



3 MAKING CALLS

Our telephone answering system has broken down. This is a human being. How can I help you?

ANONYMOUS CUSTOMER SERVICE REPRESENTATIVE

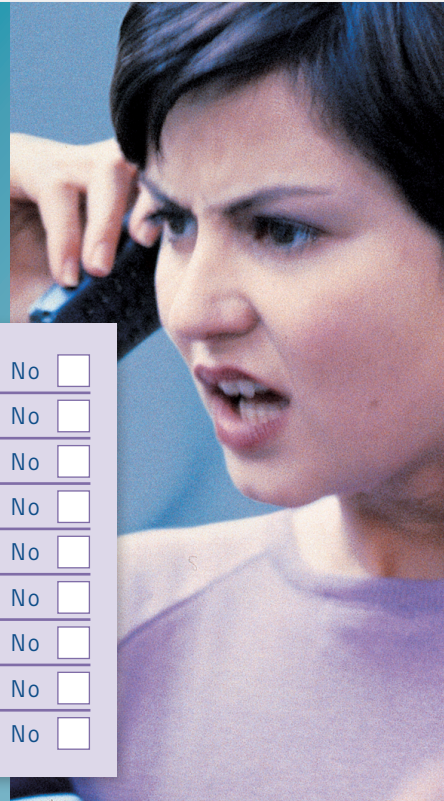
1 How comfortable are you speaking English on the phone? Work with a partner. Complete and discuss the questionnaire below using the correct form of the following verbs.

have keep lose misunderstand shout sound try want wish

Be honest!

Can you remember a time when you ...

a totally what someone said on the phone?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
b really rude and unhelpful because you were busy?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
c constantly to ask the other person to repeat what they said?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
d just putting off a call because you didn't want to speak English?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
e actually at someone on the phone?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
f completely track of the conversation?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
g just you could talk to the other person face to face?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
h even pretending you were out to avoid taking a call?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>
i really to kill the person on the other end of the phone?	Oh, yes <input type="checkbox"/> No <input type="checkbox"/>



Making phone calls in a foreign language requires planning. It's especially important to know what to say right at the beginning of the call.

2 **1.12** Listen to the phone call. Why does the caller get angry?

3 **1.13** Listen to a better version of the same phone call and complete the following:

....., accounts Marius Pot

4 **1.14** Now listen to another phone call. Why does the caller sound so unprofessional?

5 **1.15** Again, listen to a better version of the same phone call and complete the following:

..... Ramon Berenguer Genex Pharmaceuticals.

..... Catherine Mellor,?

..... an invoice.



6 A lot of the English you need on the phone is just a small number of key words used in different combinations. Work with a partner. How many telephone expressions can you make in two minutes using one word or phrase from two or more sections below (e.g. *Can I have your name, please?*)? Write them down.

Can	I you	ask check speak to take see if help have give speak up hold on get tell leave say spell read get back to	who's me you he/she him/her your name a message someone something a moment it that	please about it again with me with you back to me I called within the hour to call me back a few details on that is there for me later today calling when he/she'll be back
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7 You overhear a colleague say the following things on the phone. What questions do you think she was asked? Use some of the telephone expressions you made in 6.

- Yes, I'd like to speak to Ifakat Karsli, please.
- Yes, it's Ivana Medvedeva.
- M-E-D-V-E-D-E-V-A, Medvedeva.
- Yes. Can you just tell her Ivana called?
- Yes, I'll tell him as soon as he gets in.
- Of course. Your reference number is 45-81099-KM. OK?
- Sorry, is that better?
- Around three, I should think.
- Can we make that two hours?
- Certainly. Can you give me your number?
- Sure. When can I expect to hear from you?
- Sure. Just a minute. Where's my pen? OK, go ahead.

8 **1.16** Listen and check your answers.

VOICEMAIL

1 **1.17** Listen to six voicemail messages. Take notes. Which message is about

- | | | | |
|-----------------|--------------------------|---------------|--------------------------|
| a an order? | <input type="checkbox"/> | d a deadline? | <input type="checkbox"/> |
| b some figures? | <input type="checkbox"/> | e a report? | <input type="checkbox"/> |
| c a meeting? | <input type="checkbox"/> | f a reminder? | <input type="checkbox"/> |



2 Listen again and answer the questions.

Message 1 How many times did Cheryl phone yesterday?

Message 2 What's the good news about Phase One?

Message 3 What did Zoltán include in his report?

Message 4 When was the delivery?

Message 5 How late is the estimate?

Message 6 What do you think is happening at 3.00 tomorrow?

3 The messages above contain the following verbs.

- | | |
|-------------------------------|---------------------------------|
| a phoned, corrected, faxed | d talked, despatched, delivered |
| b wanted, finished, explained | e called, discussed, expected |
| c started, e-mailed, included | f tried, waited, booked |

The '-ed' endings of regular verbs in the Past Simple can be pronounced in three different ways: /d/, /t/ or /id/. Listen to the messages again. Which verbs take the /id/ ending? Why? Put them in the third column below.

/d/	/t/	/id/

Now put the other verbs in the correct column.

4 The following messages were taken by your secretary. Work with a partner. Can you recreate the original voicemails? The first one has been done for you as an example.

Example

Svetlana (Paris)
Flight delay – late for meeting.
Start with item 2 on agenda.
Will join asap.

Hi, it's Svetlana. Listen, my flight's been delayed and it looks like I'm going to be late for the meeting. Can you start with item two on the agenda and I'll join you as soon as I can? Thanks! See you later.

A
 Seiji (Nagoya)
 Negotiations going well –
 deadlocked on price. Authorise
 14% discount on 50,000
 units?

B
URGENT!
 Jim (Expo in Dublin)
 Lost memory stick for
 presentation! Pls e-mail
 PowerPoint slides asap!

C
 Tony
 Stuck in meeting at HQ.
 Conference arrangements
 progress? Pls contact speakers
 to confirm.

D
 Kate (Seattle)
 Microsoft's querying our invoice
 for Q3. Ask accounts to check
 figures + reinvoice if necessary.

E
URGENT!
 Alicia
 Needs Turin report
 – tomorrow pm latest!
 Call back if problems.

F
 Mike
 Has appointment here Fri.
 Meet? Beer?
 Ian sends his rgds.

- ▶ pls = please
- ▶ asap = as soon as possible
- ▶ rgds = regards
- ▶ HQ = headquarters
- ▶ Q3 = third quarter

5  1.18 Listen to the original voicemails and compare them with your answers.



RETURNING A CALL

1 1.19–1.20 Listen to two telephone calls and answer the questions.

Call 1

- Whose answerphone are we listening to?
- What does the caller want?
- Put the recorded message into the right order. The first and last parts are in the right place.

- Hello. This is Patterson Meats,
 but if you'd like to leave
 for calling. I'm afraid
 a fax, please do so
 your call right now,
 after the tone, and I'll get back
 Sylvia Wright's office. Thank you
 I'm not able to take
 a message or send
 to you as soon as I can.

Call 2

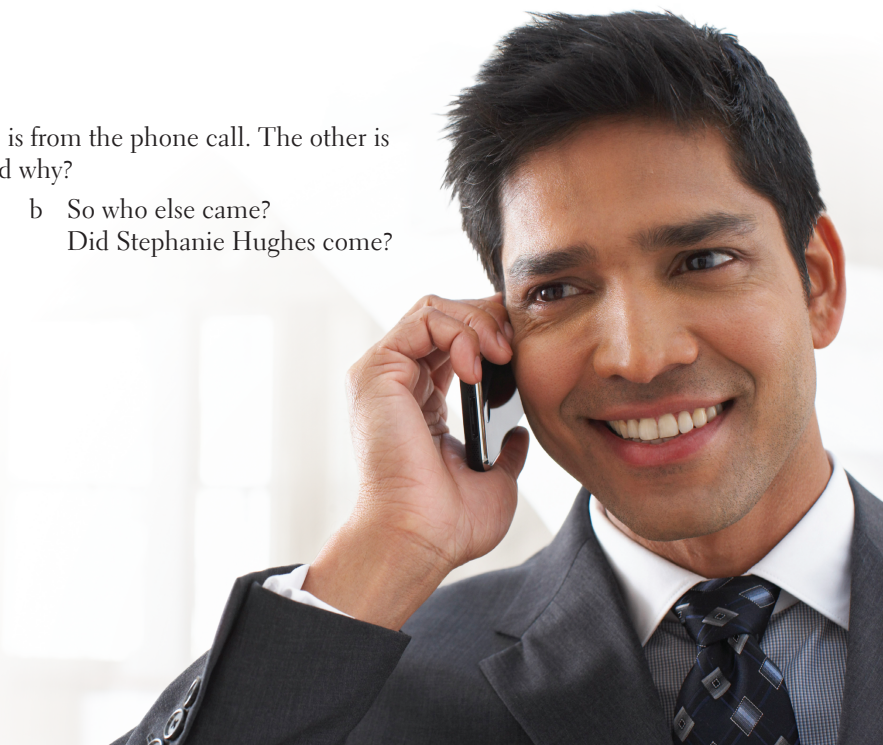
- Who didn't come to the meeting?
 a Bill Andrews b Stephanie Hughes c Jonathan Powell d Melanie Burns
- Who does Tim already know?
 a Bill Andrews b Stephanie Hughes c Jonathan Powell d Melanie Burns
- What didn't the visitors from the UK see?
 a the processing plant d the freezer units
 b the factory e a presentation
 c the packing department
- Tim was interrupted during the phone call. Complete what he said to Sylvia.
 Sorry I just Where
- What were the British visitors worried about?
- Would the product they came to see be popular in your country? Would you try it?

2 Put these irregular verbs from Call 2 into the Past Simple. You have 45 seconds!

- | | | |
|------|-------|------|
| get | meet | take |
| do | speak | say |
| go | think | have |
| send | come | tell |
| be | give | |

3 One of the following extracts is from the phone call. The other is incorrect. Which is incorrect and why?

- a So who else did come? b So who else came?
 Came Stephanie Hughes? Did Stephanie Hughes come?



FINDING OUT

Work with a partner. Phone each other in order to find out some information to help you

- a do business in a foreign city
- or b give a presentation
- or c attend a job interview

Talk to your partner before you begin and decide on the subject of your phone calls. Think of the language you will need.

Begin your phone call in this way:

Hi, (your partner's name). It's (your name) here. How are things? ... And how's business?

Then use the notes below to help you ask your questions. Ask other questions if you like.

Useful phrases

Remember to show interest in what your partner tells you.

Really?

I see.

Right.

Uhuh.

Good.

Great.

Oh, that's interesting.

Finish your call like this:

Anyway, look, I must let you go. Thanks a lot for your help. Speak to you soon. Bye now.

1 A business trip



Listen, I'm going to (city?) on business in a couple of weeks. I know you did some business there a while ago and I just wanted to ask you how it went.

- a Which airline / fly with?
- b business class?
- c Where / stay?
- d What / food like?
- e What / people like?
- f easy to work with?
- g meetings go OK?
- h language problems?
- i chance / see much / city?
- j What / do / evenings?
- k invite / their home?
- l take a present?

Listen, I'm giving a presentation at (a meeting? a conference?) in a couple of weeks. I know you had to give a presentation a while ago and I just wanted to ask you how it went.

- a Do / talk / your own?
- b How long / take / prepare?
- c How big / audience?
- d How long / speak for?
- e nervous?
- f use PowerPoint?
- g How many / visuals?
- h tell jokes?
- i give / handouts?
- j take questions / the end?
- k any difficult ones?
- l How / deal with them?

2 A presentation



3 A job interview



Listen, I'm going for an interview at (company?) in a couple of weeks. I know you had an interview with them a while ago and I just wanted to ask you how it went.

- a How long / interview / last?
- b How many interviewers?
- c How friendly?
- d say what / looking for?
- e refer / your CV?
- f How interested / qualifications?
- g trickiest question?
- h ask / personal questions?
- i have / do / a test?
- j ask them / questions?
- k What / salary / like?
- l offer you / job?



03 MAKING CALLS

LANGUAGE LINKS

Vocabulary: Telephone expressions

Dealing with difficulties and distractions

In business, phone calls are often interrupted. Look at the difficulties and distractions a–i. Match each one to an appropriate response 1–9.

- a A colleague wants you to sign something.
- b Your colleague leaves a few seconds later.
- c There's a lot of noise right outside your office.
- d Your boss wants a word with you – now!
- e Someone else is trying to call you.
- f The caller gives you their name – it's unpronounceable!
- g You think you misunderstood the information the other person just gave you.
- h You gave the caller a lot of information very quickly.
- i The other person just won't stop talking!

1 Sorry, could you speak up a little?

2 Look, I've got someone on the other line. Can I call you back?

3 OK? Did you get all that?

4 I'll have to go, I'm afraid. Something's come up.

5 Sorry about that. Where were we?

6 Anyway, I won't keep you any longer. Speak to you soon.

7 Excuse me a moment.

8 Sorry, could you spell that for me, please?

9 Can I just check that with you?

- a b c d e f g h i

Grammar: Past Simple

You use the Past Simple to talk about completed, past events. Most verbs are regular, but there are about 100 important irregular verbs that are useful to learn.

Affirmative		Negative	
I	worked	I	didn't work
you		you	
we		we	
they		they	
he		he	
she		she	
it		it	

Interrogative			Spelling changes	
did didn't	I	work?	verb	past simple
	you		study	studied
	we		prefer	preferred
	they		stop	stopped
	he		admit	admitted
	she			
it				

to be

Affirmative		Negative		Interrogative	
I	was	I	wasn't	was	I?
he		he?			
she		she?			
it		it?			
you	were	you	weren't	were	you?
we		we?			
they		they?			

1 Correct the following using the information above.

- A Phoned Enrique about those figures?
- B No. I wait all morning, but he phoned not.
- A Typical! And I suppose he didn't the report either.
- B No. Did he went to the meeting yesterday?
- A No, but I not expected him to.

2 Write the Past Simple of the verbs below.

- hurry
- occupy
- refer
- confer
- drop
- flop
- commit
- transmit
- play
- enjoy
- offer
- suffer
- develop
- visit

Why don't the verbs on the right follow the same spelling changes as the verbs on the left?

3 Time adverbs help us to be more specific about the past. Using the time adverbs in the box, complete this short presentation about the development of a new product.

ago before during for in over

As you know, we first got the idea for the new product a year (a), but (b) we could go to market with it, there was a lot of work to do. (c) six months the product was in development at our research centre in Cambridge. We then ran tests (d) a three-month period. (e) that time we also conducted interviews with some of our best customers to find out what they wanted from the product. (f) March we were finally ready for the launch.

4 Complete the joke using the Past Simple of the verbs in brackets.

A businessman (a) (want) to interview applicants for the position of divisional manager. There (b) (be) several strong candidates, so he (c) (decide) to devise a simple test to select the most suitable person for the job. He (d) (ask) each applicant the simple question, 'What is two and two?'

The first applicant (e) (be) a journalist. He (f) (light) a cigarette, (g) (think) for a moment and then (h) (say) 'twenty-two'.

The second applicant (i) (have) a degree in engineering. He (j) (take) out his calculator (k) (press) a few buttons, and (l) (show) the answer to be between 3.999 and 4.001.

The next applicant (m) (work) as a corporate lawyer. He (n) (state) that two and two (o) (can) only be four, and (p) (prove) it by referring to the well-known case of Gates v Monopolies Commission.

The last applicant (q) (turn) out to be an accountant. The businessman again (r) (put) his question, 'What is two and two?'

The accountant (s) (get) up from his chair, (t) (go) over to the door, (u) (close) it, then (v) (come) back and (w) (sit) down. Finally, he (x) (lean) across the desk and (y) (whisper) in a low voice, 'How much do you want it to be?'

5 Read the conversation and answer the questions.

Anne Who did you tell?

Bengt Just Claire.

Anne And who told you?

Bengt Stefan.

Anne And nobody else knows?

Bengt Only you.

Anne Well, of course, I do. I told Stefan.

- Who knew first?
a Anne b Bengt c Claire d Stefan
- How did Bengt find out?
- Who was the last to know?
a Anne b Bengt c Claire d Stefan
- Read these two questions and underline the subject in each. *Who did you tell? Who told you?*

6 Correct the six errors in these conversations.

- A** They're moving us to a new office.
B Who did say so?
A The boss. I spoke to him this morning.
B Oh. So where said he we're moving to?
- A** Well, I went to the interview.
B And? What did happen?
A I got the job!
B What said I? I knew you'd get it. Congratulations!
- A** I spoke to Amy at the meeting about our idea.
B And what thought she?
A She liked it.
B Good. So who else did come to the meeting?

Phrase bank: Telephoning

1 Look at the phrases below and decide who probably said them: the caller or the person who received the call. Mark them C or R. If you think it could equally be both, write B. The first one has been done for you.

- (a) This is [John White] from [Novartis]. C

It's
I'm calling

- (b) about an invoice.
(c) speak to Jane Green, please?
(d) ask who's calling, please?
(e) take a message?

Can I

- (f) get back to you on that?
(g) leave it with you?
(h) call you back (in a few minutes/
an hour)?

Could you

- (i) speak up, please?
(j) say that again?
(k) spell that (for me), please?
(l) hold on a moment, please?
(m) read that back to me?
(n) tell me when s/he'll be back?
(o) ask her to call me back?

2 'Can I ...?' is perfectly polite. Why do you think 'Could you ...?' is better than 'Can you ...?'