

2



Telephoning

2.1 Calling contacts

He's on another line.
May I have your name, please?

2.2 Making a call

Could I speak to ...?
Could you put me through to ...?

2.3 Leaving a message

He's away from his desk.
Can I take a message?

2.4 Voicemail messages

Reading practice
Listening practice

2.5 Taking a message

Reading practice
Speaking practice

2.6 Where's John?

Hello, is that extension ...?
Can I speak to ...?

2.7 Culture file

Business communication

VOCABULARY

ask
attachment
busy
delay
extension
floor
hall
hold
message
tell
urgent
voicemail

MODULE 2.1

SPEAKING

LISTENING

Calling contacts

Look at the photo. Describe the situation.

- 1 07 Bob Jansky works for Crane Supermarkets. He makes three telephone calls. What happens? Listen and match the person with the correct information.

- | | |
|----------------|-----------------------------|
| 1 Mary O'Brien | a Bob will call back later. |
| 2 Craig Watson | b Bob leaves a message. |
| 3 Grace Chang | c Bob speaks to him / her. |

- 2 07 Listen again. In which conversations do you hear these expressions? Number the sentences 1, 2, or 3.

- | | |
|--|--------------------------|
| a He's on another line. | <input type="checkbox"/> |
| b I'm sorry, she's away from her desk right now. | <input type="checkbox"/> |
| c May I have your name, please? | <input type="checkbox"/> |
| d I'll call back later. | <input type="checkbox"/> |
| e Do you know when she'll be back? | <input type="checkbox"/> |
| f One moment, please. | <input type="checkbox"/> |
| g Would you like to hold? | <input type="checkbox"/> |
| h Can I take a message? | <input type="checkbox"/> |

Making a call



LISTENING

08 Listen to the first conversation. Complete what Bob Jansky says.

- A Good morning, ABC Foods.
- B Good morning. _____¹ I _____² to Mr. Takahashi in Sales, please?
- A I'm sorry, he's not in the office right now.
- B Could you _____³ me _____⁴ to his assistant?
- A OK, no problem.

SPEAKING

Now practice similar conversations with a partner. Take turns making the call. Use your own names and the information below.

Student A You work at ABC Foods. Answer the call.

Student B You want to talk to Ms. Sutton in Customer Services.



LISTENING

09 Listen to the second conversation. Complete what Bob Jansky says.

- A Yoshi Takahashi, speaking.
- B Hello, _____¹ Bob Jansky from Crane Supermarkets.
- A Hello, Mr. Jansky. I heard you called earlier. What can I do for you?
- B I'm _____² that e-mail you sent me last week.

SPEAKING

Now practice similar conversations with a partner. Take turns making the call. Use your own name and the information below.

Student A You work in Stock Control.

Student B You want to talk about an order.

LISTENING

When we leave messages for people we often ask them to do something or tell them some information.

10 Listen to the conversation.

A

Good morning. Morgan's Organic Wines. How may I help you?

One moment, please. I'm afraid he's away from his desk right now, Mr. Jansky. Can I take a message?

Certainly, Mr. Jansky. I'll ask him to send you the list right away.

203-727-4590 ... Certainly, Mr. Jansky. I'll tell him when he gets back.

You're welcome. Goodbye.

B

Good morning. Could I speak to Mr. Kane in Sales? This is Bob Jansky from Crane Supermarkets.

Oh, thanks. Could you ask him to send me the new price list?

And could you tell him I have a new cell phone number? It's 203-727-4590.

Thank you. Goodbye.

SPEAKING

- 1 Practice the conversation with a partner.
- 2 Look back at the conversation. What is the difference between *ask* and *tell*?
- 3 Now practice the conversation again, using these ideas:

ask

- e-mail the data to the head office
- call me tomorrow morning
- send me a copy of the last invoice

tell

- the meeting starts at 2:30 p.m.
- the delivery has arrived
- the new organic champagne is selling well

MODULE 2.4

Voicemail messages

READING

Read these messages for Bob Jansky. His assistant wrote them down from his voicemail.

Nancy Bonetti called.

Please fax her the February sales report.

Her fax number is 599-2337.

Scott Magee called.

We can't get the printer until next week.

Karen Lee called.

Please call her after 4:30 p.m.

George Tanabe from CKT designs called.

He'll call back this afternoon.

Suzanne called.

She'll meet you in front of the station tomorrow evening at 7.

LISTENING

- 1 **011** There is one mistake in each message. Listen to the original messages and correct the mistakes.
- 2 **011** Listen again and answer the questions.
 - a Why does Nancy want Bob to fax her the report?
 - b Why can't Scott get the new printer?
 - c What is Karen Lee doing from 4:30 p.m. until 6:00 p.m.?
 - d What is George Tanabe calling about?
 - e Why does Suzanne want to meet Bob?

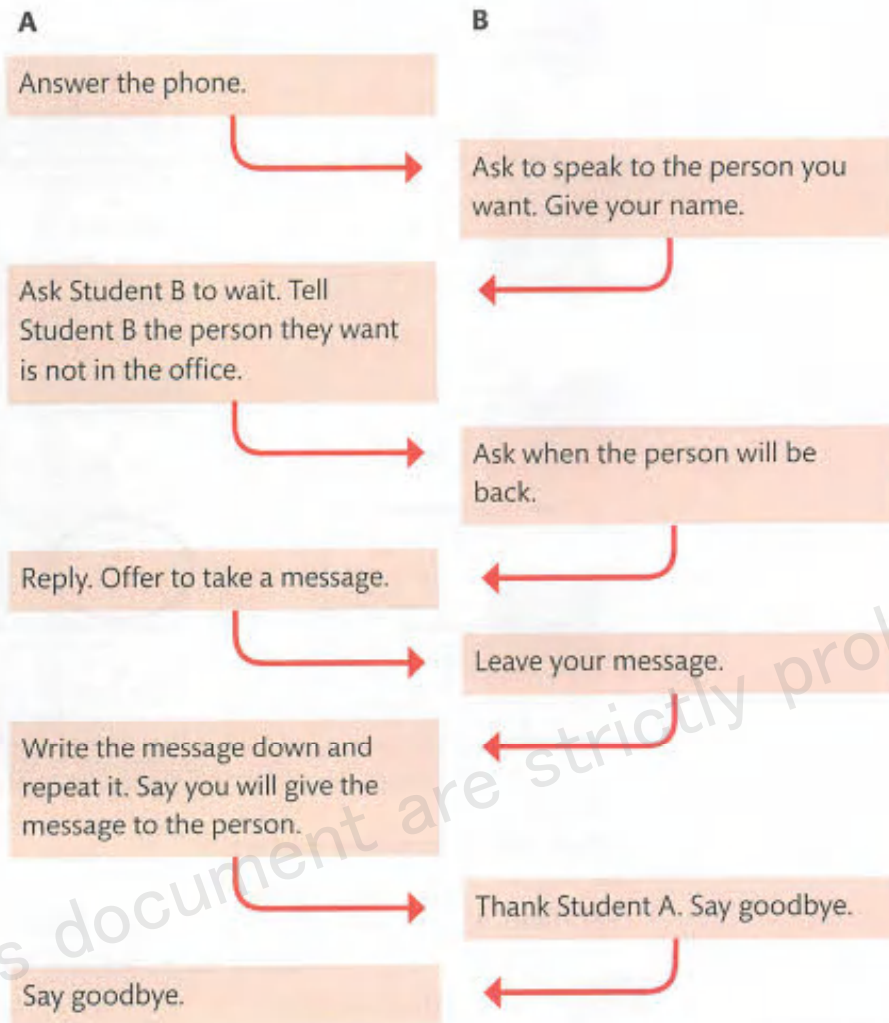


MODULE 2.5

Taking a message

READING

Read the instructions below for taking and leaving a message.



SPEAKING

Now practice taking and leaving messages. Follow the instructions above.

Call 1

Student A Read the information on page 85. You receive a phone call from Student B.

Student B Read the information on page 88. Make a call to Student A and leave a message.

Call 2

Student A Read the information on page 85, Call 2. Make a call to Student B and leave a message.

Student B Read the information on page 89, Call 2. You receive a phone call from Student A.

When you finish, compare your messages.

SPEAKING



Play this game with a partner.

Student A You have three co-workers: John, Jeff, and Jane. Choose an office for each of them, without telling Student B which office they work in.

You are looking for three other co-workers: Tim, Tom, and Tina.

Student B You have three co-workers: Tim, Tom, and Tina. Choose an office for each of them, without telling Student A which office they work in.

You are looking for three other co-workers: John, Jeff, and Jane.

Take turns to call each other, looking for your co-workers. Start like this:

A *Is this extension 203?*

B *Yes, it is. How can I help you?*

A *Could I speak to Tim please?*

B *[If Student A has chosen an office on the wrong floor] No, I'm sorry. He works on another floor.*

A *OK. Thanks.*

B *[If Student A has chosen the office nearby] No, I'm sorry he works next door / down the hall.*

Or *[If Student A has chosen the right room] Yes, just a moment, please.*

The person who finds their three co-workers first is the winner.

MODULE 2.7

Culture file – Business communication

READING

Four people are talking about how they prefer to communicate at work. Which person (1–4) says their preferred way of communication ...

- a does not cost any money? —
- b helps to save the environment? —
- c does not need new technology? —
- d is popular with young people? —

1



These days there are lots of ways of communicating in business. There's no need to go on cross-country flights for two-hour face-to-face meetings. Apart from e-mailing, in my company we use things like teleconferencing – it saves a lot of time and it's a great way of going green!

Anna Lee, Sales Manager

2



I'm a freelance reporter, and I'm part of a team that produces a business magazine for the ASEAN region. We all work from home. We live in different countries – the US, Japan, Malaysia, Thailand – but that's no problem. We all use the Internet for phone calls and conference calls, and they're all free, and we can also work on stories and reports together online.

David Mason, Reporter

3



Business is not about information. It is about relationships. The best way of communicating is the old way – meeting someone face to face. I know all my clients well, but if I can't get to a meeting, I talk to them on the phone. Of course, I sometimes use the mail, but only for things like contracts.

Jenny Chan, Financial Adviser

4



I guess like most people my age, I use my cell phone all the time, but mainly to send text messages. Texting is fast and fun, and I prefer it to speaking. At work, I use my laptop, and often chat with other designers on a professional networking site. I use a shared workspace when I'm working in a team. That way we can all view the same document and see any changes that are being made live.

Hiro Takashi, Magazine Designer

SPEAKING

Make a list of all the methods of communicating mentioned above.

- a Put them in order from the ones you use the most to the ones you use the least.
- b Think of five different situations when *one* of these is best. For example

Situation	Communicate by ...
1 <u>You are delayed on the train.</u>	<u>Cell phone</u>
2 _____	_____
3 _____	_____
4 _____	_____
5 _____	_____