

TELEPHONE TALK II

1  **1.04–1.08** Listen to the extracts and write the phone numbers.

- a 0837 _____ d _____
b _____ e _____
c _____

2  **1.04–1.08** Listen again and number the phrases in the order that you hear them.

- a ☐ I'd like to speak to Derek LaMotte, please.
b ☐ You have one message from 903586759 at 18.30 on April 1.
c ☐ Ring now on 090 238 6980. I'll repeat that for you. If you know the answer, phone us now on 090 238 6980.
d ☐ Can you give me the number of Budget Car Rental, please?
e ☐ No, I'm afraid you've got the wrong number.
f ☐ I'm sorry. Could you say that again more slowly?

3 Underline the phrases in the sentences in 2 that you think are useful to know.

4 Write down five different telephone numbers and dictate them to your partner as fast as possible. Who gets the most correct?

Polite questions

1  **1.09** A customer phones an airline for some information. The dialogue includes the questions (a–c) below, but in a more polite form. Listen to the conversation and write down the actual questions you hear.

- a What's the flight number?
Do you _____?
b What time does it get in?
Could you _____?
c Is there any delay?
Do you _____?

2 Use the model in 1 and the prompts on page 130 to have a conversation with your partner. Use polite questions.

3 Look at the chart below. Then rephrase the questions to make them polite using *Do you know ...?* or *Could you tell me ...?*

Do you know ...	how long it takes? where the airport is?
Could you tell me ...	if she got my message? if you'll finish the order on time?

a What time does the flight leave?

Could you tell me what time the flight leaves?

(NOT ~~*Could you tell me what time does the flight leave?*~~)

b Which terminal does it leave from?

c How far is the factory from the airport?

d How long is the meeting with Mr Fuentes?

e Which car hire company is it?

f Which models do they have available?

g Do I need an international driving licence?

h Where are we staying?

i Is it a nice place?

j How far is the hotel from the nearest town?

k Have they booked a meeting room?



Telephone frustrations

1 Complete the list of possible telephone frustrations using the verbs in the box.

call get (x 3) listen play put repeat return take transfer

- a** They _____ irritating music when you're put on hold.
- b** You _____ cut off in the middle of your call.
- c** People you call _____ a long time to answer.
- d** They _____ you on hold and forget about you.
- e** They _____ you to another person and you have to _____ your enquiry.
- f** They don't _____ properly to what you are saying.
- g** You continually _____ an engaged tone when you _____ someone.
- h** People don't _____ your calls.
- i** You _____ through to a voicemail system.

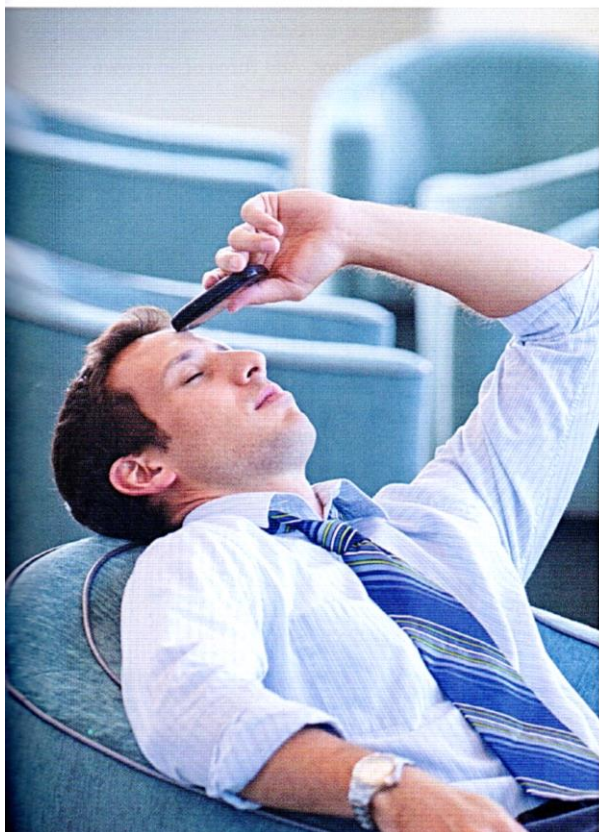
2 With a partner, decide which of the problems in 1 are the five most frustrating. Then look on page 136 to compare your answers with the results of a survey. Are there any other things that frustrate you when using the telephone?

3 Work with a partner and answer the questions.

- a** With the growth of the Internet, email and text messaging, how important is the telephone in business these days?
- b** What skills do staff who answer the phone need to have?
- c** Does bad telephone customer service have an impact on the success of a business?

4 Now read the article. According to the author, what are the answers to the questions in 3?

5 The author suggests, 'More business is lost through bad service than by poor product performance.' Do you agree? Discuss with a partner.



Effective Phone Communication

In this age of the Internet, email and electronic communication, the telephone is still one of the most important business tools. Customers expect to be dealt with professionally and competently, so effective phone communication skills are vital. Good customer service can give a company a competitive edge, while ineffective telephone behaviour can cost millions in lost sales opportunities.

Apart from a positive attitude, whatever business you are in, staff dealing with phone enquiries need training in a number of essential skills. These include transferring a call, placing a call on hold, dealing with angry callers, responding to enquiries about correspondence, using a caller's name and taking messages correctly. Callers should not hear informal expressions like 'Oh, she's just gone out' or 'Sorry, he's not with us anymore'. Customers want a prompt response from a real person (not a machine) who is friendly, helpful and can make a decision.

More business is lost through poor service than by poor product performance, and the quality of a company's response to a call is one of the chief factors in creating a perception of good or bad service.

6  **1.10–1.15** Listen to six extracts from telephone calls. Identify which skill listed in paragraph 2 of *Effective Phone Communication* is being used.

- a placing calls on hold
- b _____
- c _____
- d _____
- e _____
- f _____

7  **1.10–1.15** Listen again and complete the missing phrases.

- a **A** Can I have _____ 305, please?
B I'm afraid the line _____. Will you hold?
- b **A** Could I _____? You need 50 units by Friday, and Mr Johansson can contact you on 943 694726.
B Yes, that's correct.
A Right, Mr Smith. I'll _____ as soon as he's free.
- c **A** ... and it really isn't good enough.
B Yes, Mr Wright. I understand what you're saying and _____ the error. As soon as Mr Downs is back, I'll ask him to get in contact with you. _____ about this.
A Right, thank you. I realize it's not your fault.
- d **A** Could I have the sales department, please?
B One moment, please. Just _____ now.
- e **A** Shonagh Clark speaking.
B Hello, I'm _____ your letter of 12th June.
- f **A** This is Jorgen Bode here. Could I speak to Jean Simmons, please?
B Oh, I'm sorry, Mr Bode, but Ms Simmons _____ right now. Can I ask her to call you back? Or I can contact her _____ if it's urgent.

8 Match the words and phrases to make telephone expressions. Add three of your own expressions to the list.

Could you ...	put	a message?
	repeat	that, please?
	read	me through to (Accounts)?
	give	me your name?
	take	that back to me?
Could I ...	leave	to Mr Wilson?
	speak	over that again?
	have	extension 103, please?
	check	a message?
	go	that?
I'm phoning ...	to	your advertisement.
	about	make an appointment.
	to	some information.
	for	confirm our meeting.
	to	see if you could attend a meeting on the 20th.