

Practice with Dialogues

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Efficient, productive phone calls today involve clear introductions and exchange of information, no misunderstandings and friendly closings. Put this all together and phone calls have the potential to contribute to your success. Review and practice these expressions that you learned through the lecture videos to help you get started.

INTRODUCTIONS

- a. Hello, this is I work at ABC Company and I'm calling about your order.*
- b. Good morning. My name is with Georgia Tech. I heard your presentation at the conference and would like to discuss it with you.*
- c. Hello, this is From Dr.office. I'm calling to confirm your appointment.*
- d. Hello, this is I'm calling with a question for you.*

REQUESTS and RESPONSES

- a. Could you please confirm ...? - Yes, I'd be happy to.*
- b. Could you give me more information about ...? - Certainly, what would you like to know?*
- c. Do you have a minute to review ...? - Of course!*
- d. Would you mind going over this with me? - Not at all.*

REPETITION/CLARIFICATION and RESPONSES

- a. I'm sorry. I missed that. What did you just say? - No problem, I said...*
- b. Excuse me. I didn't catch what you said. Could you say it again please? - I'd be happy to.*
- c. Sorry. I'm not sure I understand. What does that mean? - Of course, let me explain.*
- d. I'm sorry. I don't quite understand what you mean. Can you explain it again? - Certainly. What I mean is ...*

CLOSINGS

- a. Thanks so much. I look forward to speaking with you again. Goodbye.*
- b. Goodbye and thanks for all your assistance.*
- c. I've enjoyed this conversation and hope we'll talk again soon. Goodbye.*

d. It's been great talking to you. Thank you. Good bye.