

A background image of four business professionals in an office setting, overlaid with a semi-transparent red filter. Three people are on the left, looking at a document, while one person on the right holds a pen and looks towards them. A laptop is visible on the desk in the foreground.

Для IT-специалистов

Урок 4: Workplace communication

⌚ Длительность урока: 60 минут



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1. Warm up

Правдивы ли эти факты?



1. Google started earlier than Apple.
2. There are more Windows phone users than any other mobile operating system users.
3. There are 7 billion people on the planet and 4 billion of them use a mobile phone. Less people - 3.5 billion of them - use a toothbrush.
4. The first cell phone sold in the United States – the Motorola DynaTAC 8000X – was designed by Rudy Krolopp in April of 1984. It weighed two pounds.
5. On average, technology users carry at least 4 devices on them at all times.

Keys:

1. false(apple appeared earlier), 2. false(there more ios and android users), 3. true, 4. true, 5. false(2,6 devices)



2. Vocabulary

Изучите
новые слова

agenda - повестка дня

appointment - встреча

arrange - организовать

call back - перезвонить

catch - расслышать

conclusion - вывод

congratulations - поздравления

consider - рассмотреть

contact - связываться

dial - набрать

enclosed - прикрепленный

engaged - занятой

enquire - узнать

exchange - обменяться

extension - добавочный номер

find out - узнать

hold on - ожидать

inform - сообщить

introduce - представить

leave - оставить

mail shots - почтовая рассылка

order - заказать

put through - соединить

read back - повторить записанное

reply - отвечать

respect - уважать

ring up - позвонить

spell - произнести по буквам

target - цель

voicemail - голосовая почта



i

За. How to Ознакомьтесь с информацией

- **Communication styles:** formal / informal
- **Being polite:** hi, how are you / thank you / please / sorry / excuse me / congratulations
- **Asking for help:** could you help me - formal / can you help me - informal
- **Asking for permission:** do you mind if I... - formal and informal

Excuse me, but the line is engaged. Would you like to leave a message? - Простите, но линия занята. Вы хотели бы оставить сообщение?

Could you, please, give me the backup of the application? - Не могли бы вы мне дать резервную копию приложения?

Do you mind if I use your computer? - Вы не возражаете, если я воспользуюсь вашим компьютером?



3b. How to

Ознакомьтесь с информацией

- **Asking:** can I speak to / is this / am I talking to / I would like to speak to
- **Answering:** yes, it is / you are / who is asking / I am afraid / sorry, but / hold on
- **Leaving a message:** I would like to / would you like to leave a message
- **Giving reasons:** the reason I am calling is .../ I can not get through to
- **Asking for details:** can you tell me / spell the name / give me the contacts / I did not catch that

Am I talking to Mr. Andrew Smith? - Я говорю с мистером Эднрю Смитом?

I am sorry, but Mr. Smith is not at the office now. - Извините, но мистера Смита нет сейчас в офисе.

Would you like to leave a message or to call back? - Хотите оставить сообщение или перезвонить?

Can you tell me when he is coming back? - Можете подсказать, когда он вернется?

Can you spell his last name? - Можешь продиктовать его фамилию?



3c. How to Ознакомьтесь с информацией

- **Arranging a meeting:** let's meet / Is it okay / Is it better to meet at
- **Setting a time:** It is a bit early / late
- **Agreeing:** deal / definitely / certainly
- **Showing interest:** I see / I understand / makes sense / well / you see

Let's meet on Monday at 3 p.m. - Давайте встретимся в понедельник в 3 часа дня.

It is a bit early. How about 4 p.m.? - Это немного рановато. Как на счет в 4?

No problem, I will see you then. - Без проблем, увидимся тогда.

Makes sense. Then I will wait for your call. - Понимаю. Тогда буду ждать звонка.

Well, I need to think. - Ну, мне нужно подумать.



3d. How to Ознакомьтесь с информацией

- **Introducing:** This is / Have you met / Nice to meet you
- **Having drinks:** Can I get you a drink? / It all looks nice, what do you recommend?
- **Choosing food and drinks:** I will have / Help yourself
- **Leaving:** It is very kind of you, but I need to go. Would you like to have dinner?
- **Saying goodbye:** See you! Have a nice evening.

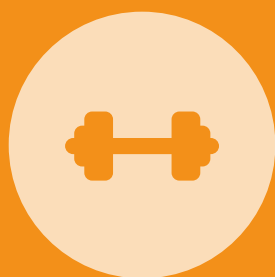
Have you met Ted? - Hi, nice to meet you. I am Tom. - Вы знакомы с Тедом? Привет, приятно познакомиться. Я Том.

It all looks nice, what do you recommend? - Red wine is really good here. - Все выглядит неплохо, что посоветуете? - Сдесь очень хорошее красное вино.

I will have some beer. - Я буду пиво.

It is very kind of you, but I need to go. - Очень мило с вашей стороны, но мне пора идти, такси ждет снаружи.

Bye-bye! Have a nice weekend! - Пока-пока! Хороших выходных!



4. Practice

Выполните
задания

- **Выберите правильный вариант:**

01. Excuse me, I *have / has / had* an appointment at 5 p.m. Can I go now?
02. How is the project? - Fine, *thank / thanking / thanks* you. We arranged a meeting with a sponsor!
03. *Holding / holds / hold* the door please! My appointment starts in 2 minutes!
04. Don't *is / be / are* too friendly and don't be too formal!
05. *Can you provides / can you provided / can you provide* more details on the appointment, please?

- **Напишите правильную форму:**

06. I would like to **(to discuss)** some project details with you.
07. **(to talk(I))** to Mr. Smith? - Yes, you are.
08. On behalf of our CEO let me **(to arrange)** a meeting with your manager.
09. I am sorry, but you **(can)** ring him up now, because he is at the meeting now.
10. Unfortunately, the line is engaged. Would you like **(to leave)** a message?

- **Исправьте ошибку:**

11. We have a new targets - to sell 2 million copies of our program.
12. Dial my extension if you want to getting more information.
13. Do you mind if we considers this topic at the next meeting?
14. Hello, can you putted me through to your project manager, please?
15. The reason I am caller is your database problem.

Keys:

1. have, 2. thank, 3. hold, 4. be, 5. can you provide, 6. can not, 7. am I talking, 8. arrange, 9. can not, 10. to leave, 11. target, 12. to get, 13. considers, 14. put, 15. calling



5. Life story

Просмотрите видео
и выполните
задание к нему



How to handle phone calls when you are busy ▶

Поставьте предложения в том порядке, в котором они появляются на видео:

- A. We are a bit busy now.
- B. Try calling next week.
- C. This is not a good time.
- D. Fine! How are you?

Keys:

'q '4 'e '3 '5 '2 'p '1

”

6. Phrasebook

Ознакомьтесь
с фразами

Hello, this is Bob. I am calling to discuss the agenda from our meeting yesterday. - Здравствуйте, это Боб. Я звоню обсудить повестку дня с нашей вчерашней встречи.

Do you mind if I use your mobile? - Вы не против, если я воспользуюсь вашим телефоном?

The reason why I am calling is to get extra information about your application. - Я звоню, чтобы получить дополнительную информацию о вашем приложении.

Am I talking to Ms. Fox? - No, you dialed a wrong number. - Я говорю с мис Фокс? - Нет, вы набрали неверный номер.

I can't get through to the headoffice. Can I leave a message? - Не могу дозвониться в главный офис. Можно оставить сообщение?

Could you tell me if you received my offer on the mail shots? - Не могли бы вы сказать, получили ли вы мое предложение по поводу рассылки?

Let's arrange a meeting for tomorrow at 1 p.m. - Давайте организуем встречу на завтра, в час дня.

Can you read back the phone number I dictated you, please? - Можете, пожалуйста, повторить записанный номер телефона, который я диктовал?

Deal. I will introduce you to our new partner tomorrow then. - Договорились. Тогда я завтра представлю вас нашему новому партнеру.

It is very kind of you to invite me for a dinner. I will call you back tomorrow. - Очень любезно с вашей стороны пригласить меня на ужин. Я перезвоню вам завтра.



7a. Role play

Выберите
правильный
вариант



Вам звонит партнер из фирмы по обработке данных. Ответьте на его вопросы.

1. He: Hello, this is Anthony, from Dataismyall.Inc. Am I talking to Tim Boot?
 - a. No, you are talking to yourself.
 - b. Hello! Yes, you are.
 - c. Yes, you are talking, but you are talking too much.
2. He: How are you, Tim?
 - a. I was okay, but then you called.
 - b. I am not Tim, I am Tom! Tom the cat!
 - c. I am fine, thank you. And you?
3. He: Great, thanks. I wanted to arrange a meeting with you for tomorrow.
 - a. A meeting? Tomorrow?
 - b. Stop calling me, you maniac!
 - c. Just like everybody else, loser!
4. He: Yes, but a short meeting for about 15 minutes. We need to discuss the mail shots.
 - a. I see. Unfortunately, I have a very busy day tomorrow.
 - b. I see. I have some time, but I wanted to watch my favourite series while the boss is not here.
 - c. I see butterflies in a blue, blue sky!
5. He: I understand. How about Monday then?
 - a. Great, now my Monday is going to be terrible.
 - b. How about never? Never is good.
 - c. I think Monday is okay.



7b. Role play

Выберите
правильный
вариант



6. He: Excellent. Let us meet at 3 pm.

- a. Let us meet with your grandpa.
- b. Did you know that penguins can not fly?
- c. I am afraid It is a bit early.

7. He: I am sorry, I did not catch that.

- a. I said it is a bit early.
- b. I said I can smell your perfume!
- c. I said my back is killing me!

8. He: Oh, I see. Then you tell me the time.

- a. Is it okay to not call me any more?
- b. Is it okay to meet at 3.45 pm?
- c. Is it okay to not pay taxes?

9. He: Certainly! I am free at that time.

- a. Great! Are we going to meet at your office?
- b. Great! Are we going to Disneyland?
- c. Great! Are we going to eat hamburgers?

10. He: Yes, we will see you at our conference room. Have a nice day!

- a. It was nice and then you called.
- b. What? Who is it?
- c. Thank you, you too!

Keys:

1. c 2. c 3. c 4. c 5. c 6. c 7. c 8. c 9. c 10. c



8. Game

Вставьте
пропущенные слова

hahahahah

NOT
FUNNY
AT ALL

SORT OF
FUNNY

JUST
HUMOROUS

FUNNY
BUT NOT
"LOL"

GENUINELY
FUNNY

"LOL"

VERY
FUNNY

MOCKINGLY
FUNNY

- A. interval - антракт
- B. typing - набор на клавиатуре
- C. willpower - сила воли
- D. diet - диета
- E. lawyers - адвокаты

1. In a cafe

I am on a seafood ____ now. Every time I see food, I eat it.

2. At the office

You can always understand when ____ are lying - their lips move!

3. At the theatre

Why are you leaving? It is only the _____. - It says on the programme "Act two - one month later".

4. In the street

Madam, can you give me some money? I have not eaten for three days! - Wow! You have a great _____

5. At the lesson

Mary, your ____ is much better now! You have only two mistakes! Now, let us check the second line!

Keys:

'q '5 'c '4 'e '3 'ə '2 'p '1



9. Discussion

Ответьте
на вопросы



- How often do you need to call somebody on business?

I often / never / rarely all...

- Why do you usually call someone at work?

I usually call someone because... The reason I call someone is ...

- Do you arrange meetings on the phone?

Yes, I do. / No, I do not.

- Who did you last call? Why?

I called because...

- When you don't get a reply do you usually leave a message or not?

I usually / never / often leave a message if I do not get a reply...