

Framework for online /conference calls

Match the headings to the right language.

Starting the call

Overcoming sound issues

Completing the call

Introducing yourself on the call

Sharing your screen

Checking others are on the call



1) Introducing yourself on the call

- Hello, this is Rosemary.
- Hello, Rosemary speaking.

2) Checking others are on the call

- Is Ivonne on the line?
- Do we have Ivonne on the call?
- **Has** Ivonne **joined us** yet?
- Are we waiting for anyone else?

3) Starting the call

- Welcome to the conference call...
- Is everyone ready to start?
- Shall we **get down to business**?
- As you know, today we are discussing
- Has everyone received the agenda?

4) Overcomming sound issues

- If you are not speaking, please **put yourself on mute**.

- ## 5) Sharing your screen

- ## 6) Completing the call

- °° Check your understanding of the highlighted words/phrases.

[illegible]

Flow Chat – Video Conference Call

Read the short conversation below. Find alternatives for the parts **in bold** from the box at the bottom.



Hi Jack. **I** Glad you finally made it.

Yes. Sorry about that. I had a few problems connecting. **K** Anyone else coming?



Mike should have been here but he has to be in another meeting. He hopes to **H** join us later.

Sorry Pete, **C** I didn't catch that last bit.



If Mike's meeting finishes early, he'll join us.

Pete, there's a lot of **L** background noise. I think we should **B** turn our mics off when not speaking.



Fine, let's do that

I wanted this meeting to **D** get your view on the report I circulated.



Yes. Basically, I **J** agree with all your recommendations.

It sounds like **G** there's a 'but' coming.



I actually think the figures are **E** a little pessimistic.

You're right. But as the market is **F** rather unpredictable at the moment, I thought it better to be so.



Maybe. Oh, I see that Mike's just joined us. Let's **A** get his opinion.

- | | | | |
|----------|----------------------------|----------|-----------------------------------|
| A | see what he thinks | G | you have some reservations |
| B | mute ourselves | H | drop by if he can |
| C | could you repeat | I | I was worried you wouldn't get in |
| D | see what you thought about | J | can go along with your suggestion |
| E | rather too cautious | K | are we the only two today |
| F | a little volatile | L | interference |

Now complete the dialogue with the alternative phrases

Hi Jack!

Yes. Sorry about that. I had a few problems connecting.

.....

Mike should have been here, but he has to be in another meeting.

He hopes to

Sorry, Pete,that last bit.

If Mike's meeting finishes early, he'll join us.

Pete, there's a lot of

I think we should when not speaking.

Fine, let's do that.

I wanted this meeting to ...on the report I circulated.

Yes. Basically, I

It sounds like

I actually think the figures are

You're right. But as the market is
at the moment, I thought it better to be so.

Maybe. Oh, I see that Mike's just joined us. Let's

Vocabulary

to not catch s.th.	etw. nicht verstehen
background noise	Hintergrund Geräusche
to circulate s.th.	etw. in Umlauf bringen
unpredictable	unvorhersehbar
opinion	Meinung
cautious	vorsichtig
to have some reservations	Vorbehalte / Bedenke haben
volatile	instabil, flüchtig, volatil
suggestion	Vorschlag
interference	Störung

Telephone language boxes

Choose your words.



Choose the better phrase for each of the following situations.

- a) You want the caller to wait.
~~Hang on, please.~~ / Hold the line, please.
- b) You want to ask the caller why he/she is calling.
May I ask what it's about? / ~~What are you calling for?~~
- d) You don't understand the caller.
~~I'm afraid I don't understand you.~~ / I'm afraid I didn't get that.
- d) The person the caller wants to speak to has left the office and gone home.
~~She's gone for the day.~~ / I'm afraid she's not in until tomorrow.
- e) You want to let the caller speak to someone else.
Just a moment, I'll put you through. / ~~Just a moment, I put you through.~~

What was that?



Fill in the gaps in the following sentences using the words below.

repeat ■ speak ■ have ■ catch ■ spell

- a) May I have your name again, please?
- b) Could you spell your name for me, please?
- c) Sorry, I didn't catch the last number.
- d) Could you repeat the name of the company, please?
- e) Sorry, it's a bad line. Could you speak up, please?

Telephone phrase jumble

Make good telephone phrases from the words below.

- How can I help you
- 1 I can how you help
- ... May I have your name
- 2 name May have I your
- ... Sorry please speak up
- 3 speak please Sorry up
- ... I'm afraid I didn't catch your name
- 4 I'm catch didn't name your
afraid I
- ... Please just hold a moment
- 5 hold just moment a please
- ... Let me put you through
- 6 put me Let through you
- ... Would you like to leave a message
- 7 Would a message like you leave to
- ... Could you speak a bit slower
- 8 a bit Could slower speak you
- ...

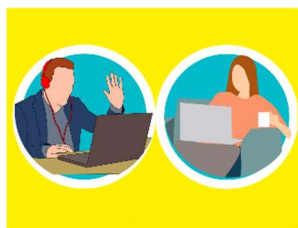
He's not there



Find the missing word(s), using the German words in the brackets as a guide.

- a) I'm afraid he's not **available / in** (*am Platz*) at the moment.
- b) You can **reach** (*erreichen*) him on his mobile phone.
- c) I'm afraid he's **unavailable** (*im Urlaub*) this week.
- d) Maybe his colleague can help you if it is **urgent** (*dringend*).
- e) Shall I give you his **extension** (*Durchwahl*)?

Being understood on the phone or online



A Choose words from the box to complete the phone phrases.

middle	get	over	up	more	softer	hardly	follow
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- a Sorry, I didn't quite**get**..... that.
- b I really don't ...**follow**....you.
- c Could you go**over**.....that again?
- d Would you mind speaking**up**....?
- e Could you speak**more**.... slowly?
- f Please speak a bit**softer**.....
- g I'm in the**middle**..... of something right now.
- h I can**hardly**..... hear you.

B Match a phrase from A that means

- 1**f**.....someone is speaking too loudly
- 2**d**.....a person is talking too softly
- 3**b**.....you'd like clarification
- 4**a**.....you don't understand someone
- 5**e**.....a person is speaking too fast
- 6**c**.....asking to check the information again with the caller
- 7**g**... you're too busy to take the phone call
- 8**h**... you can't hear the caller because of noise or the way the person is speaking