

## 1. Start up

- Discuss with your neighbour on the basis of the video: which adjectives describe the character/nature of Roy and Moss best.
- Questionnaire: what sort of person are you?
- Discuss the following questions with your partner.
  - Have you ever worked in support? What was your experience?
  - Would your partner be a good support employee? Why? Why not?
  - Why is it important to have good relations with customers?

⇒ Give a short summary to the class

**Please take care of the time provided for each exercise!**

## 2. A customer calls (Listening Comprehension)

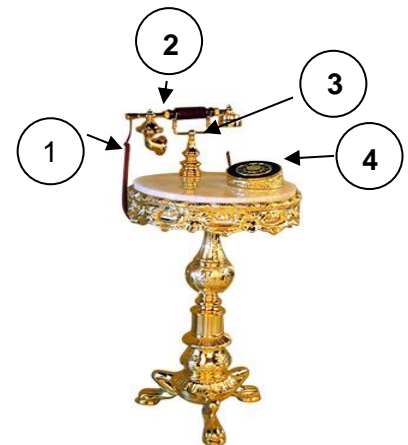
Listen as Sara Knight from AX Design phones Flektek, a company which sets up IT systems.

**Task 1:** Work with a partner. Put the scraps of paper into the correct order.

**Task 2:** Decide which statement (a – d) best summarizes the reason for her call.

- to find out who is responsible for selling IT systems at Flektek.
- to let Flektek know that AX Design now have an office in Berlin.
- to discuss what sort of computer systems AX Design will need in its Berlin office.
- to ask, if she can have a job in Flektek' Berlin office.

- Parts of a Telephone:**
- ① cord / cable .....
  - ② reciever / handset .....
  - ③ cradle / rest .....
  - ④ dial .....



**Find the English words:**



cordless phone  
wireless phone



cellphone / mobile phone



telephone outlet / socket



plug / jack

Schröder Flektek, Schröder. Guten Tag.  
 Knight Oh ... sorry. My German's not very good. Do you speak English?  
 Schröder Yes, no problem. How can I help you?  
 Knight My name's Sara Knight from AX Design. We're based in London and we're setting up a new office in Berlin. I've been given the job of organizing everything. I'd like to talk to someone about our IT requirements.  
 Schröder OK. The best person for you to speak to would be Gunnar Stiller. He's our head of sales. Can you hold, please? I'll put you through to him.  
 Knight Thank you.  
 ...  
 Schröder Hello. I'm sorry, Ms Knight. I'm afraid Herr Stiller's extension is busy. Can I take a message for him? Or can I get him to call you back?  
 Knight Yes, please. Could you ask him to call me back?  
 Schröder Fine. Could you spell your surname for me, please?  
 Knight Yes, sure. It's K-N-I-G-H-T.  
 Schröder Right, thanks. What telephone number can you be reached on?  
 Knight It's 0044 for the UK, then 20 649 838. My extension is 493.  
 Schröder OK. Can I just repeat that? So ... country code 0044, then 20 649 838, extension 493.  
 Knight That's right.  
 Schröder OK, Ms Knight. I'll let Herr Stiller know that you called. I'm sure he'll return your call soon.  
 Knight That's great. Thank you very much. Bye now.  
 Schröder My pleasure. Goodbye.

*A few minutes later Gunnar Stiller calls Sara Knight.*

Knight AX Design. Sara Knight here.  
 Stiller Hello, Ms Knight. This is Gunnar Stiller from Flektek.  
 Knight Hello, Mr Stiller. Thanks for returning my call.  
 Stiller No problem. I understand you need a new IT system for your Berlin office.  
 Knight Exactly.  
 Stiller I think it's best if we meet in person to discuss this. Can we arrange an appointment?  
 Knight Absolutely. When could you ...

### 3. Telephone phrases

a. Find the English equivalents of the following phrases in the dialogue above.

German	English
Können wir einen Termin vereinbaren?	Can we arrange an appointment?
Ich denke, es ist das Beste, wenn wir uns treffen und dies besprechen.	I think it's best if we meet in person to discuss this
Können Sie mir bitte Ihren Nachnamen buchstabieren?	Could you spell your spell your surname for me please?
Ich bin mir sicher, dass er bald zurückrufen wird.	I'm sure he'll return your call soon
Ich gebe Herrn Stiller Bescheid, dass Sie angerufen haben.	I wil tell let Herr Stiller know that you called
Könnten Sie ihn bitten, mich zurück zu rufen?	Could you ask him to call me back?

- b. Complete the table with phrases from the dialogue and the exercise above.**  
**If necessary, think about a suitable phrase.**

	Phrase 1	Phrase 2
Saying why you are calling		
Asking the caller to wait		
Asking what you can do for the caller		
Offering to take a message		
Offering to take further action for the caller		
Saying somebody is not available		
Thanking the caller for phoning back		

#### 4. Speaking

You work in an office with Bob, Jean and Chris. Look at the Time Out sheet on the right, which shows where your colleagues will be during the day.

Listen to the callers who want to speak to your colleagues and respond accordingly.

Do the task twice. The first time it is 11.30 am.

The second time it is 3 pm.

TIME OUT		Wednesday 5 August	
	Bob	Jean	Chris
9 - 10	May be in late today – have		Visiting
10 - 11	to take car to garage	Working at home, Tel. 854712	Essex Computers Ltd. Should be back 10.45-ish
11 - 12	Sales meeting part 1		Will be at warehouse
12 - 1	LUNCH		
1 - 2	Sales meeting part 2	Afternoon off – do not disturb	LUNCH
2 - 3	If I'm not around I'll have gone home. Can be contacted there if urgent, Tel. 342982		Meeting with Pat
3 - 4			

**5. Jeff Norman from Pharmafix tries to reach Carsten Bammel from Bostron Tech.  
Put the phone conversation into the correct order.**

- ☐ a Yes, sure. It's N-O-R-M-A-N.
- ☐ b Yes, please. Could you ask him to call me back?
- ☐ c My name's Jeff Norman, from Pharmafix. We're based in Nottingham and we're setting up a new office in Berlin. I've been given the job of organizing everything. I'd like to talk to someone about our IT requirements.
- ☐ d OK, Mr Norman. I'll let Herr Bammel know that you called. I'm sure he'll return your call soon.
- ☐ e Thank you.
- ☐ f Hello. I'm sorry, Mr Norman. I'm afraid Herr Bammel's extension is busy. Can I take a message for him? Or can I get him to call you back?
- ☐ g That's right.
- ☐ h Fine. Could you spell your surname for me, please?
- ☐ i You're welcome. Bye now.
- ☐ j OK. The best person for you to speak to would be Carsten Bammel. He's our head of sales. Can you hold, please? I'll put you through to him.
- ☐ k That's great. Thank you very much. Bye now.
- ☐ l Bostron Tech, Braun am Apparat. Guten Tag.
- ☐ m Right, thanks. And which telephone number can you be reached on?
- ☐ n Yes, of course. How can I help you?
- ☐ o OK. Can I just repeat that? So ... country code 0044, then 20 649 838, extension 493.
- ☐ p Oh ... sorry. My German's not so good. Do you speak English?
- ☐ q It's 0044 for the UK, then 20 649 838. My extension is 493.



12. How to be Polite

**6. Role – play: Telephoning**

(kinky)

**Kandidat A**

Sie arbeiten bei Flektek. Sie telefonieren mit Frau Knight von AX Design, die bezgl. Notebooks in Ihrer neuen Filiale in Berlin beraten werden möchte.

**Kandidat B**

Sie sind Frau Knight von AX Design und möchten Beratung über Notebooks für ihre neue Filiale in Berlin. Dafür rufen Sie bei Flektek an.

1. Begrüßung	
	2. Sagen Sie, dass Sie Mr. Smith sprechen wollen.
3. Bitten Sie Ms Knight zu warten, Sie stellen durch.	
4. Mr. Smith nicht erreichbar. Bieten Sie Ihre Hilfe an.	
	5. Interesse an Notebooks / Sie brauchen Beratung
6. Welche Verwendung?	
	7. Office-Anwendungen und Bildbearbeitung
8. Welche Eigenschaften?	
	9. Leicht, schnell, großer Bildschirm, viel Speicherplatz
10. Bedenken bzgl. der Kundenwünsche (Grund für die Bedenken)	
	11. Alternativen?
12. Desktop, Tablet oder Ultrabook (Vor-, Nachteile der einzelnen Kategorien kurz beschreiben)	
	13. Mobilität wichtig (Grund)
14. Empfehlung von XXX Ultrabook (Grund)	
	15. Gewicht? Preis? Garantie?
16. Angaben zu Preis, Gewicht, Garantie	
	17. Mengenrabatt? Lieferung?
18. Bzgl. Lieferung und Rabatten müssen Sie Mr. Smith fragen. Rückruf?	
	19. Ja, bitte. Geben Sie Ihre Kontaktdaten für Mr. Smith.
20. Verabschiedung	
	21. Verabschiedung

**Be polite! Don't only say the most necessary! Be creative!**

## 7. Making and confirming appointments (Listening Comprehension)

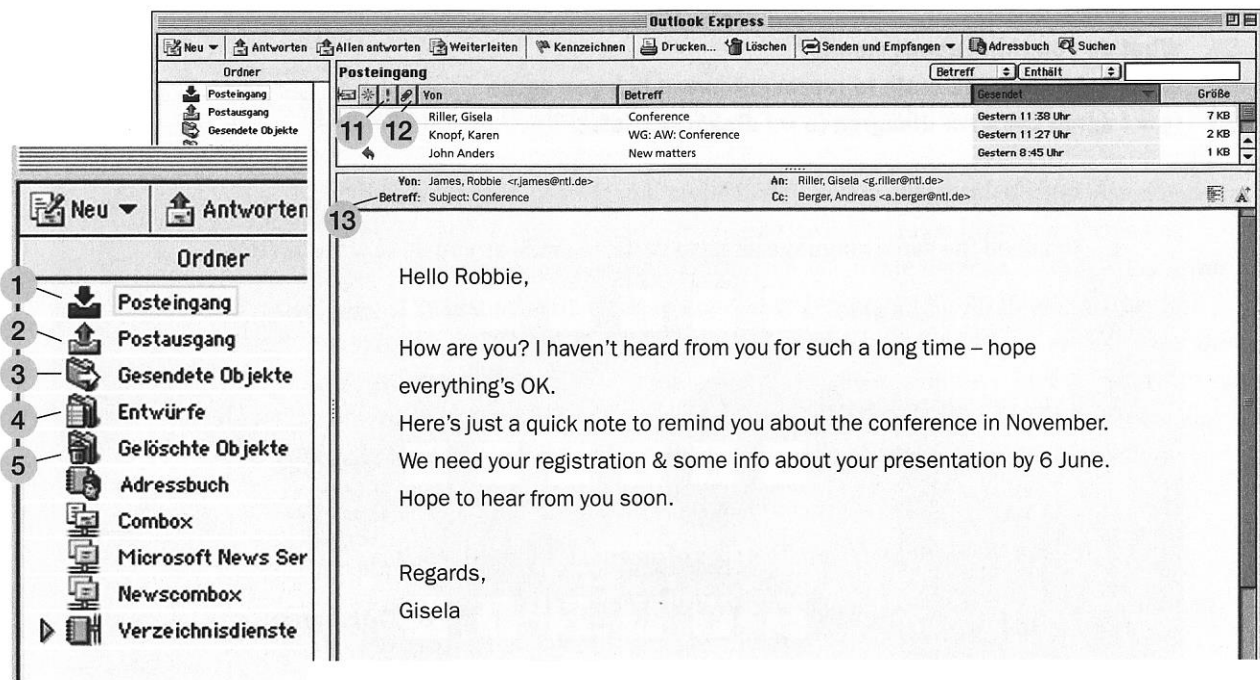
- a. Listen to Gunnar Stiller arranging an appointment with Sara Knight. Complete the diary with Sara's appointments.

	am	pm
<b>Monday</b>	no info	free
<b>Tuesday</b>	Meeting with advertising	Interviewing new staff
<b>Wednesday</b>	Meetings in London (whole day)	
<b>Thursday</b>	Meeting new customers all day	
<b>Friday</b>	Telecon until 10am, then free	

- b. When will the appointment finally take place? Friday at 10am

- c. Label the screen with the following English equivalents.

12 attachment      10 contacts      5 deleted items      4 drafts      8 forward      11 high priority  
 inbox      outbox      reply      subject      send/receive      reply to all      sent items  
 1      2      6      13      9      7      3





**d. Put the phrases from the previous exercise into the mail below.**

- ① Dear Sarah, \_\_\_\_\_
- ② Thank you for your E-Mail \_\_\_\_\_ . ③ I am writing to confirm \_\_\_\_\_  
 \_\_\_\_\_ that the order will be dispatched on Friday 8<sup>th</sup>.
- ④ I would also like to \_\_\_\_\_ inform you that I have included our latest catalogue including prices, discounts and terms of payment and delivery.
- ⑤ I'm looking forward to hearing from you. \_\_\_\_\_

Best regards

Emma

**e. Mr Stiller is going to visit Sara Knight in London. Ms Knight has already arranged a hotel room in London. Write an E-Mail to Mr Stiller with the following content:**

- Bestätigen Sie den Termin Freitag 10 Uhr morgens.
- Teilen Sie Herrn Stiller mit, dass Sie für ihn ein Zimmer für die Nacht von Freitag auf Samstag im Hotel Sheraton gebucht haben, da es am Freitag keine Rückflugmöglichkeit nach Berlin mehr gibt.
- Laden Sie Herrn Stiller für Freitagmittag zum Essen ein.
- Bitten Sie Herrn Stiller, Informationsmaterial inklusive Preise, Zahlungs- und Lieferbedingungen mitzubringen.
- Bieten Sie Herrn Stiller an, am Samstag etwas gemeinsam unternehmen zu wollen. Überlegen Sie sich dazu zwei Unternehmungen.
- Sagen Sie, dass Sie sich sehr auf das Treffen freuen.

**f. Schreiben Sie eine angemessene Antwortmail.****8. At AX Design** (Listening Comprehension)

**Gunnar Stiller is now at AX Design for his appointment with Sara Knight. Listen and decide if the statements are true or false. Correct the false statements.**

	True	False
Sara is a computer designer.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Five of the staff at the new office are administrators.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Three of the designers will be concentrating on print media.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Five of the designers will be specializing in animated design.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gunnar suggests keeping the cost of the administrators' PCs down by using standard computer packages.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Both the print and animation designers will require customized PCs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gunnar says that he and his technical team will work out how much the new system will cost.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**9. See how much you have learned about writing emails in English. Use the clues to complete the puzzle.**

**Across**

- 2 A word meaning 'the latest date to finish something, like a report'.  
 5 'to make clear': *I'm writing to ... the terms of the agreement.*  
 7 An abbreviated expression for 'as fast as you can'.  
 10 electronic junk mail  
 12 To give sb the most recent information: *Just writing to ... you on the changes.*  
 13 You do this when you send an email you've received to a third person.  
 15 'to make contact': *This is to ... base before the conference.*  
 17 'bestätigen': *This is to ... the date of our meeting.*  
 20 You do this when you want to remove a message from your inbox.  
 21 A way to start an email: ... *a quick note to say hi.*  
 22 Another word for 'answer': *Looking forward to your ...*  
 23 Another word for 'happy': *We would be ... if you could send us ...*  
 27 Complete the phrase: *Sorry I can't ... Thursday. How about Monday?*  
 28 The eleventh character in this email address: info@trans-com.at  
 29 The fifteenth character in the above address.

**Down**

- 1 An informal email salutation.  
 3 Another way to say 'inform me' (3 words): *Please ... if you need anything else.*  
 4 A preposition used to talk about deadlines: *I need the report ... Monday.*  
 6 A polite way to say something unpleasant: *I'm ... I haven't done the report yet.*  
 7 A document you send using email.  
 8 The missing word: *We are having a few problems ... the moment.*  
 9 The sixth character in this email address: carol\_banks@gt.ch  
 11 You do this to an appointment when you move it to a later date.  
 13 You can write this in your subject line or at the beginning of an email to show you just want to give information and don't expect a reply.  
 14 Another, more formal word for 'help'.  
 16 If you delay a project or a decision, you 'put it on ...'.  
 18 Two letters used to introduce the subject of an email.  
 19 The full form of 'pls'.  
 24 A standard close to a more formal email.  
 25 'dringend': *I would appreciate a reply asap as the matter is quite ...*  
 26 A way to end an email when you want a reply: *Looking forward to ... from you.*

**Now fill in the letters from the puzzle to find a final tip for writing a good, accurate email.**

