

■ Ergänzen Sie diesen Lückentext mit einem Wort je 1 Pkte.

- a) You: Rapide Communications. Good morning.
 CALLER: Good morning. Could I speak to Mr Davidson, please?
 You: could I have your name please?
 CALLER: Manfred Schwarz from Hamburg.
 You: Hold the line, Mr Schwarz.
- b) You: Mr Davidson's secretary. How can I help you?
 CALLER: I'd like to speak to Mr Davidson, please.
 You: I'm , Mr Davidson is holiday this week. Would you like to leave a message?
 CALLER: Yes, could you ask him to give me a ring when he gets back. My name is Sussman.
 You: Could you spell that, please?
 CALLER: It's S.U. S. S.M.A.N.
 You: Thank you, Mr Sussman, I'll leave a note for him.
- c) You: Extension 230.
 CALLER: Oh, I'm sorry. I asked for extension 320.
 You: Hold, please. I'll you back to the

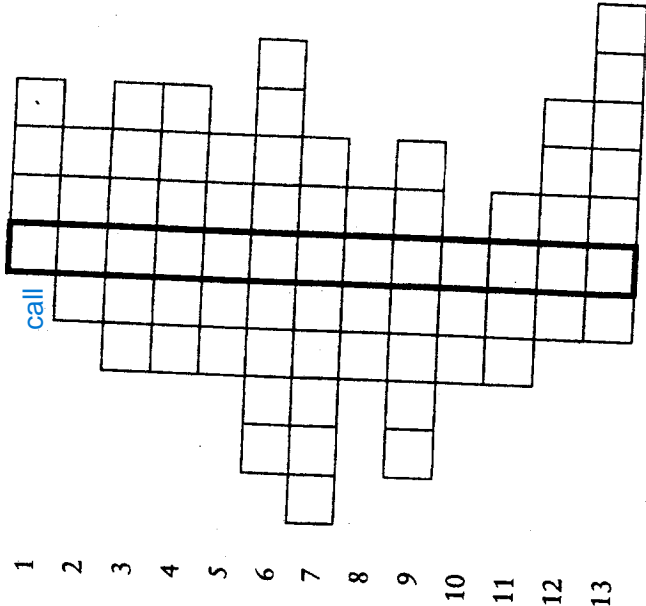
■ Die Ausdrücke der linken und rechten Spalte haben die gleiche Bedeutung. Welche Paare passen zusammen?

1	Hold on.	A	Goodbye.
2	I'd like to...	B	Pardon?
3	I'll put you through.	C	Connect
4	Yes.	D	Call
5	I'm sorry...	E	Who's calling?
6	Bye.	F	Can I...
7	Sorry?	G	Hold the line.
8	Ring	H	I'm afraid...
9	Who's speaking?	I	I'll connect you.
10	Put through	J	Certainly.

4 Wordcheck

Complete the puzzle and find the key word in 14 down.

14



- Across
- I'll back later.
 - The line's busy. Will you?
 - Could you hold on a and I'll get a pen.
 - My new will be 071 335 2378.
 - I leave a message?
 - May I have 3285, please?
 - Good afternoon. Paul Moran
 - I'll ask Mr Travers to call you as soon as possible
 - Would you like me to take a?
 - Could you me through to Miss Nixon, please?
 - Good morning, is Richard Bowers.
 - I'm, but Mr Laws is away all week.
 - The line is Can I ask her to call you back?
- Down
- One of the keys to successful management.



BUSINESS SKILLS

SUCCESSFUL TELEPHONING

In English on the Move (page 93) we look at the vocabulary for making international phone calls while on a business trip. You can practise the language here and, at the same time, revise some of the common telephoning expressions we've covered in past issues of the magazine.

1. The basics

Make sure you know the key vocabulary for international telephoning. Complete each sentence with the correct word from the box below.

extension ■ voicemail ■ directory ■ switchboard ■ direct ■ code

- a) What's the country _____ for the US?
b) The company _____ is staffed from 7 a.m. until midnight.
c) Is there a _____ line to my hotel room?
d) I checked my _____, but Tom hadn't called me back.
e) Is Bob's _____ 207 or 208?
f) What number do I dial in the UK for _____ enquiries?

2. Two ways are best

Match the expressions that have similar meanings. Write the numbers in the boxes next to the right letters.

- | | |
|-----------------------------------|------------------------------|
| a) I'll get back to you. | 1. It's engaged. |
| b) I can hardly hear you. | 2. I'll let you know. |
| c) I'll put you through. | 3. Nobody's answering. |
| d) The line's busy. | 4. Pardon? |
| e) There's no reply. | 5. I'll be on my cell phone. |
| f) Could you repeat that? | 6. You're very faint. |
| g) You can reach me on my mobile. | 7. I'll connect you. |

a -	b -	c -	d -	e -	f -	g -
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3. You're the caller

For each of the following telephoning situations we give you a sentence. However, there's a mistake or unusual phrasing in each example. Write the correct version of the sentence.

a) First contact

I want to speak to Mr Roberts, please.

b) Introducing yourself

Here is Charlie Baker speaking.

c) Giving a reason for your call

I call about your e-mail.

d) Ending the call

I am going to be in touch tomorrow.

4. Answer the phone

For each sentence, choose the best response from the three options.

- a) I'll give you my number and e-mail address. c) Could I read that back to you?
1. Hold on, I'll get a pen. 1. Go ahead!
2. Hold up, I get a pen. 2. Sure, it's 345 898.
3. Hold it, I'm going to get a pen. 3. Yes, thanks.
- b) I'm sorry I didn't call you back yesterday. d) Would you mind repeating that?
1. Really! 1. No way.
2. Fine, no problem. 2. Of course.
3. That's OK, really. 3. Not at all.

5. Useful adjectives

Choose the correct adjective to complete each sentence.

- a) Oh, I'm sorry — I must have dialled the **wrong/false** number.
b) You can find all the local restaurants in the **Yellow/Blue** Pages.
c) This line is **weak/terrible**. Can I call you back?
d) I need to talk to Sandra. It's **necessary/urgent**.

