

DAILY ASSESSMENT FORMAT

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Course:	Coursera	USN:	4AL17EC073
Topic:	<i>Speak English Professionally: In Person, Online & On the Phone</i>	Semester & Section:	6 & B
Github Repository:	https://github.com/alvas-education-foundation/Prajwal-Kamagethi.git		

SESSION DETAILS**Session images**

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Practice with Dialogues | Coursera

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Telephone Language

- Video: Let's Learn Telephone Language 6 min
- Reading: Practice with Dialogues 10 min
- Practice Quiz: Check Your Knowledge 3 questions

Understand and Be Understood on the Phone

Phone Role Play

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.

Complete Go to next item

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Let's Learn Telephone Language - Georgia Institute of Technology | Coursera

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Understand and Be Understood on the Phone

Phone Role Play

Let's Learn Telephone Language

Speak English Professionally

Powerful Phone Talk

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English Help Us Translate

0:00 [MUSIC] Welcome to Module Three of Speak English Professionally. In person, online, and on the phone. [SOUND] Wait a minute. I've got to see who this is.

0:15 Okay, good, it's not my boss. And you probably have a phone like this, too. You may even be using your phone to take this class, right? But how often do you actually talk on the phone?

0:28 While you may not use your phones for talking as much as you do for texting, surfing the web, and listening to music, phone conversations still play a vital role in today's work world.

Notes

Click the "Save Note" button when you want to capture a screen. You can also highlight and save lines from the transcript below. Add your own notes to anything you've captured.

Report:

Reasons for Learning Professional English

- You will have more job opportunities. Many large businesses now require that you speak English, especially if they deal with any international customers or partners. Knowing English will open doors for you to better careers and make you stand out as an applicant.
- You will be able to communicate better. No matter where you are in the world, since so many people know at least a little bit of English, you can use the language to communicate.
- You will have an easier time getting promotions. Even if you start at the bottom of a company where knowing English is not that important, you will have an easier time getting promoted if you know English. Many managers, executives and other important company members must know English.
- You will have the chance to work abroad. If you've been hoping to move someplace that speaks English, getting a job there will be important. Knowing English will give you an important advantage when you are applying.

As you can see, learning professional English has many benefits!

The Difference Between Professional and Casual English

Do not worry if you've been learning "regular" English all this time—you need to know basic English reading, writing and speaking skills to learn business English well. The basics of English are the same whether you are talking about [the great movie you saw yesterday](#) or the important meeting you have coming up.

The differences are found in the vocabulary and topics of conversation. Professional English is focused on communicating clearly in a business setting, with co-workers, customers, your boss or anyone else related to work.

Knowing professional English really means knowing how to make phone calls, write reports, engage during meetings and be a part of the everyday office routine.

You will also need to know how to speak about the area of expertise of your company in English. In other words, if you work in a law company, you might need to speak about law in English.

There are ways to make professional English part of your everyday life, so you can be ready to apply your skills to your career.

