

Controlling the call

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3507X

LANGUAGE
English

lingoda

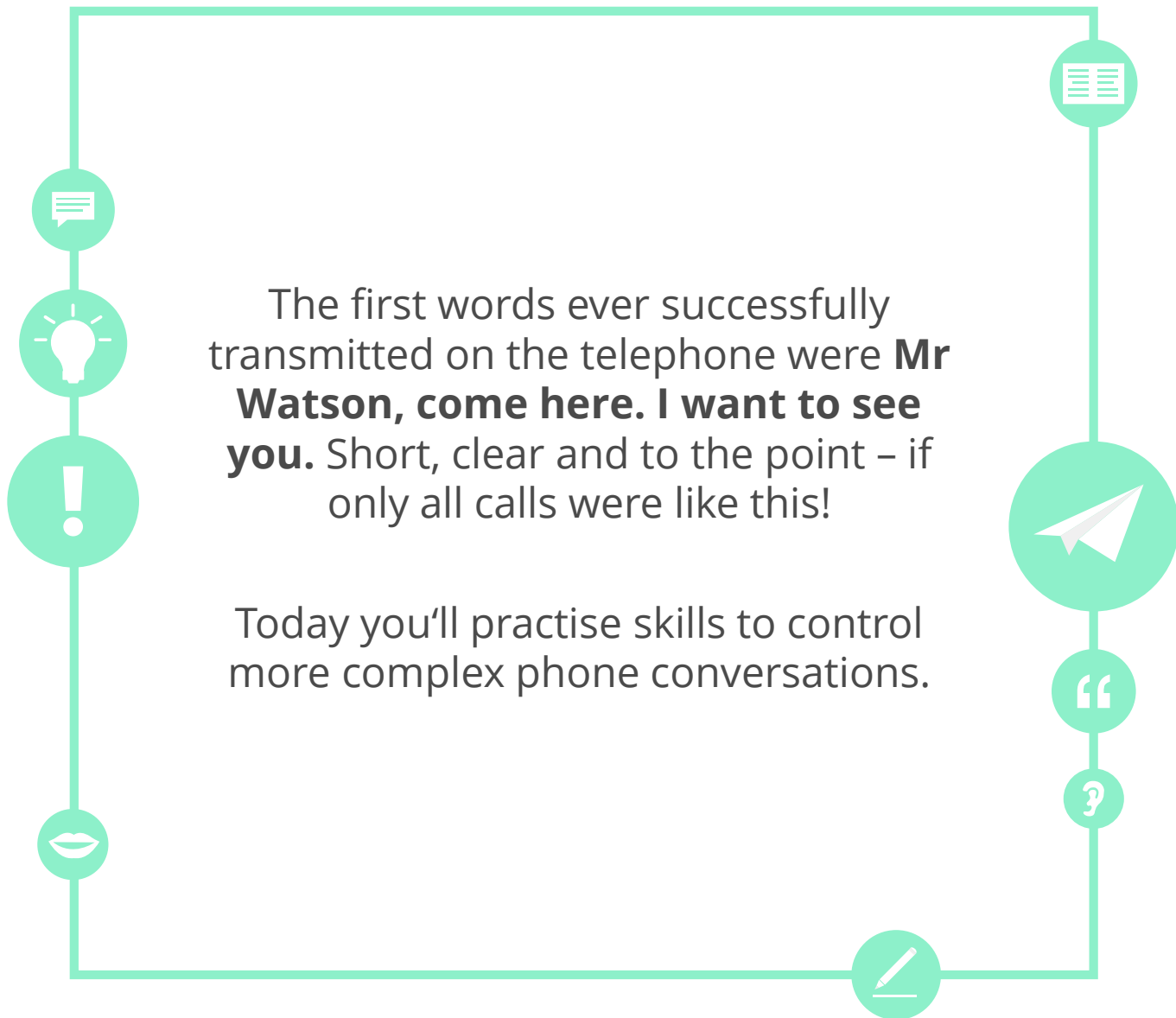




Goals

- Can understand phrases and strategies for taking notes during a phone call and double-checking information received
- Can successfully take notes during a phone call







Preview and warm-up

- Speaking on the phone can be a **balancing act**: speaking, listening, taking notes and confirming information.



How often do you speak on the phone? Some jobs involve a good amount of communication **over the phone**.



Phone calls at work

Think about your own job. Do you speak on the phone a lot as part of your job?



Hello there!

- Remember to keep telephone conversations at work **professional** in tone. Answer the phone with an **appropriate greeting**.

- Answering the phone typically means including a **greeting** and your name or company.
 - Hello, this is Johanna.
 - Good afternoon, Johanna speaking.
 - Good morning, this is Woodlawn & Smith law firm.

- Don't recognise who is calling you? Instead of saying **who's this**, try asking:
 - May I ask who I'm speaking with?
 - May I ask who is calling?
 - Who am I speaking with?



Confirming what you've heard

- During a telephone call you might receive lots of information: times, dates, email addresses, appointment requests, names, numbers, etc.
- The boxes below show how you can confirm information on a phone call. This helps you **avoid misunderstanding**.

■ Before you go, **there's something I'd like to double-check**: I've got your room number as 148b. **Is this correct?**

■ Okay, so **just to confirm**: your order was for 35 t-shirts.

■ **Can I read that back to you?** The address is 41 East Street.

- Don't be afraid to **confirm**, **read back** and **double-check** any important information.



Can you spell that?

- When **confirming** or **giving information**, you may need to spell words or repeat numbers.

Would you mind confirming the spelling of your last name? I've got D-a-v-i-e-s.



Let me get you the order number... it's AFG 102 058. Could you please read that back to me?



Complete the dialogue using the phrases you've learnt

**there's something I'd like
to double-check**

**could you please read
that back to me...?**



**would you mind
confirming the spelling...?**

just to confirm

Your interview will be on Monday at 9.30 a.m.
Our office is located at 52 Highland Street.

Highland – H-i-g-h-l-a-n-d. Once you're in the
building, go to the 4th floor. Ask at the reception
for me – Annika.

Yes, exactly, the 4th floor. Oh and _____:
is your mobile number 0503728?

Of course. 0-5-0-3-7-2-8.

Okay. _____ of the street name?

Great. _____, I go to the 4th floor,
right?

Sorry, I missed that. _____ a bit
slower?



Get ready to listen



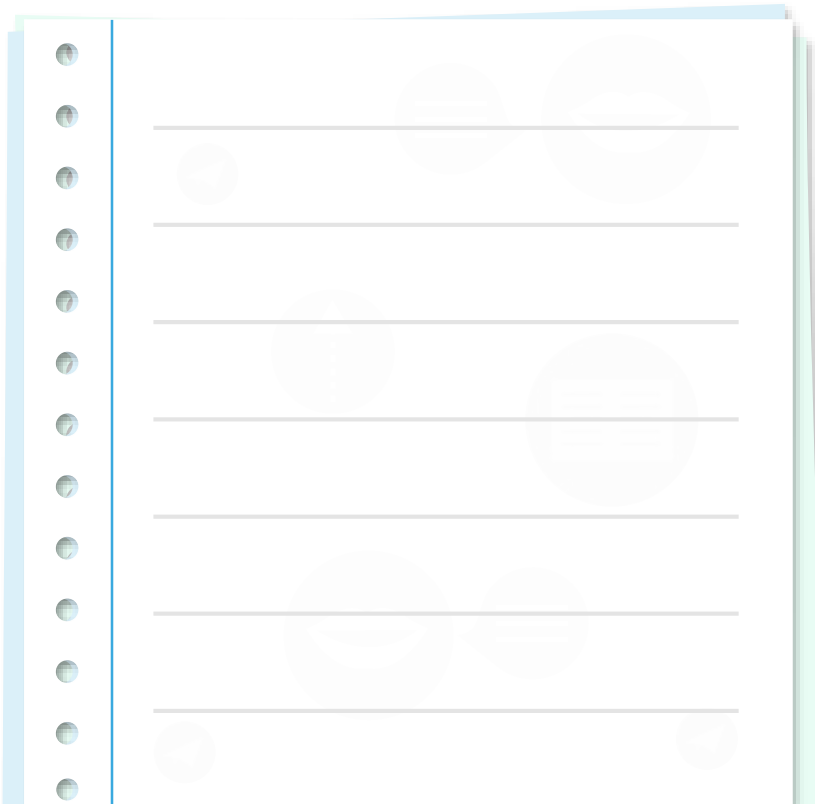
The next few pages will focus on your listening comprehension.



Listen and make notes

You are an HR assistant and your boss has called you. He or she is reading some names and tax numbers to you.

Write them down. Remember to double-check the information afterwards if you need to.





Role play

You have an upcoming business trip. Your company travel agent calls to confirm your travel information.



1

Make note of the most **important information**.

2

Ask for **clarification** if you don't hear something properly.

3

Confirm your travel plans at the end! You don't want to end up in the wrong place.



Check your notes – which of these statements are true and which are false?

1. Your flight number is BE 30 95.

2. You'll fly from Terminal 2.

3. Your flight is on Monday 19th October.

4. You land at 9.30a.m.

5. The hotel is 45 minutes away from the airport.

6. Your hotel booking confirmation is P 232 049.

question tags

Question tags are useful when you want to **confirm** that what you are saying is correct.

They are extremely useful during phone calls as you can **double-check** with the other person that you have the **right information**.



Your address is 64 Berlin Street, **isn't it?**



Question tags: quick review

- Normally, the **question tag** refers to the **subject** of the **main clause**.
 - **We** ordered the items last week, didn't **we**?
- See below for more rules about **question tags**.

auxiliary verbs, modal verbs and *to be*

The verb in the question tag matches the main clause.

- We have met each other before, **haven't we**?
- We can't take that day off, **can we**?
- The address is 64 Berlin Street, **isn't it**?

other verbs

With other verbs, use *do* in the question tag.

- I arrive at 8 o'clock, **don't I**?
- We scheduled the interview for tomorrow, **didn't we**?

positive vs negative

If the sentence is positive, the question tag is negative (and vice versa).

- The address is 64 Berlin Street, **isn't it**?
- You're not open tomorrow, **are you**?

- **Remember:** the question tag that goes with *I am* is actually *aren't I*?
 - **I'm** working reduced hours next week, **aren't I**?



Fill in the blanks with question tags



We really need a project manager soon, so it would be great if you could start ASAP.

Yes, exactly. You're currently living in the UK, _____?

Not yet, but you will need to find something within 3 months. You can manage that, _____?

As a matter of fact, we do!

I understand. The office is located in London, _____?

Yes, but I don't have a permanent address yet. That won't be a problem, _____?

I hope so. The company doesn't have any temporary accommodation owned by the company, _____?



Wrong number



Have you ever dialled a **wrong number**?

How did you deal with the situation?



Wrong number

- How do you respond when you **dial the wrong number**? You can quickly deal with the situation with a few simple phrases.

You've dialled the wrong number – now what?	You've answered a caller that dialled the wrong number – now what?
I wrote down the number incorrectly.	I think you've got the wrong number.
I must have the wrong number.	Who are you trying to reach?
I found this number online, but it must be wrong.	There's no one by that name here.
I may have dialled incorrectly.	They used to live here, but not anymore.
My mistake!	The new number is...
Sorry to have bothered you!	No problem.



A quick conversation about a wrong number

- Here you have a sample of how a wrong number telephone call might go.



Hello! This is Annalise Pritchard. I'm calling to arrange for a repairman to come to my house.

Oh! Hello. You must have the wrong number. This is Petra Jenkins.



My mistake! I must have written the number down incorrectly. Sorry to have bothered you.

No problem. Cheers!





Role play

Practise dealing with wrong numbers with either your teacher or one of your classmates.

**One of you dials the wrong number and the other one answers.
Try to use the phrases you've just learnt.**





Transferring a call

- In an office setting, you often have to **transfer a call** to someone else. This happens when there is someone else in the organisation who can better answer their question.
- The phrases below will help you **transfer calls**.

■ Mrs Fernandez is our expert on corporate donations. I'll **put you through to her**.

■ Let me check to see if she's in her office. Please **hold the line** for a moment.

■ **Thanks for your patience.** You'll be **transferred over to her** right away.



Transferring a call

- A **telephone transfer** may look something like this.



Hello! This is Thomas Avilla. I'm calling to set up a meeting with a designer.

Good afternoon, Thomas. Thanks for calling. I'm going to **put you through to** Tamara in our design department.



Great! Just in case we get disconnected, may I have her direct phone number?

Sure. Her number is 0477 8948. **Please hold the line** and I'll **transfer you over** directly.





Role play

Office Interiors calls about an overdue payment for some furniture. Your supervisor, Martina, handles all information about payments. Answer the phone and transfer the call to her.





Taking notes and passing on messages

You work in a small purchasing department for a boutique hotel with one supervisor.

You check the department voicemail on Monday morning. There are three messages.



1

Your teacher will read the voicemails aloud. Listen to the messages, repeating them if necessary.

2

Practise writing notes that **contain the most important information.**

3

Your supervisor handles all the questions about salaries and payments. Decide which messages you'll **pass on** to her.



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!





Answer key

Exercise p. 8

Would you mind confirming the spelling of the street name? Just to confirm, I go to the 4th floor, right? Oh and there's something I'd like to double-check; Could you please read that back to me a bit slower?

Exercise p. 13

True – 2, 4, 5, 6
False – 1, 3

Exercise p. 16

isn't it?; aren't you?; will it?; can't you?; does it?

Exercise p. 24

Message 2 and 3 should be passed on to the supervisor.



Transcription 1

Exercise p. 11

Hello. We have some new employees starting today and I need you to add them to the system. The first person is **Anna Jones** in the finance department. Her tax number is **5467A**. Then we have **James Harrison**, who is our new intern. His tax number is **6782C**. Finally, **Clare Winters** is joining as a marketing assistant. That's Clare spelt **C-L-A-R-E**, not **A-I-R-E**. Her tax number is **3320A**.



Transcription 2

Exercise p. 12

Teacher: Hello! This is Jane/John Smith from Mercury Travel. I'm calling to give you some details about your upcoming trip to London. Is now a good time?

[Pause.]

Teacher: You are booked onto **Flight BE 21 94** – that's a flight with **British Skies**. You'll be in **Terminal 2**. You **depart at 7.30 a.m. on Wednesday** – that's the **21st October** – and **arrive at London Gatwick at 9.30 a.m.** Is all of that clear?

[Pause.]

Teacher: We've arranged a **hire car** for you. There will be a driver **from Drive London** to pick you up and take you to the **Pierce Hotel**. It's about **45 minutes away from the airport**. Any questions so far?

[Pause.]

Teacher: Oh and, by the way, the **hotel confirmation number** is... one moment please... **P 232 049**. Everything clear? Do you need me to confirm anything?

[Pause. The student should ask you to confirm all the details. If not, ask them if they want you to confirm all the details one final time.]



Transcription 3

Exercise p. 23

Hello [student name]! This is John/Jane from Office Interiors. Last month, your company ordered some furniture for your office. We're still waiting on the payment and I just wanted to check up on it. Could you possibly help?

[Allow student to practise transferring the call.]



Transcription 4

Exercise p. 24

Message 1:

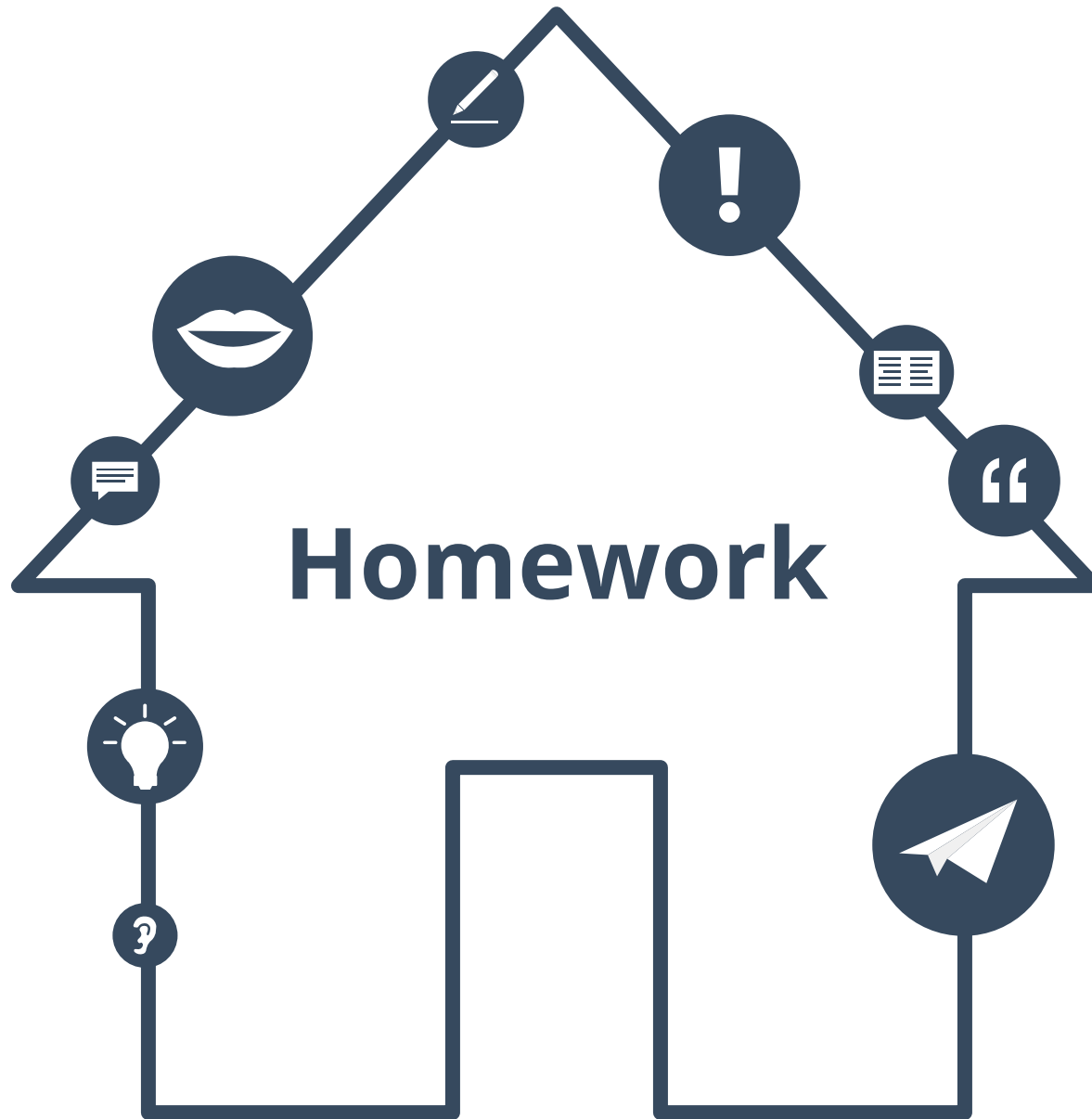
Hello [student name]! This is Emma Jones. We met last week at the Dining & Dreaming Conference. I loved hearing about the updates you made to your hotel, and wanted to see if we could meet to talk about some of the vendors and builders you used. My work number is 8958 6588, extension 244. Feel free to call anytime. Hope to hear from you soon!

Message 2:

Hello, this is William Smith from Princely Floors. We need you to complete your payment for the work we did last week. Have you received the bill yet? It was for 756 pounds. Please give us a ring back at 2343 9821.

Message 3:

Hello! Moira Bennett here to discuss next year's salary increase for kitchen staff. Call me back when you get this.





Put in order

Unscramble the phrases and organise them into a brief telephone conversation.



a. Hello! Is Jake available?

b. No problem! Have a nice day.

c. Oh, I'm sorry! I must have dialled the wrong number.

d. That's not a problem. He may have had this number before me.

e. There's nobody here by that name.

f. Goodbye!

g. Well, I'm sorry to bother you.



Just to confirm...

I'll transfer you
over to her.

Could you spell that?

There's something I'd like to double check.

I'll put you through.

Could I read
that back to
you?

lingoda



Homework answer key

Exercise p. 32
A, E, C, D, G, B, F



About this material

Find out more at
www.lingoda.com

This material is provided by

lingoda



lingoda Who are we?



Why learn English online?



What kinds of English classes do we offer?



Who are our English teachers?



How do our English certificates work?



We also have a language blog!