

# APSS – Online classes

## Activity 6

### Description

<b>Materials</b>	Workbook. Module 3. 3.2 Language functions Telephoning
<b>Learning objectives</b>	Using the correct kind of language for different communicative functions in English
<b>Method and objectives</b>	Answer Key / self- correcting + submission
<b>Assessment</b>	Self- assessment and teacher's assessment

### To-do

- Read the contents in the workbook (p.53-57).
- Do the exercises in 1.1 Starting the call: Exercise 1 and Exercise 2 (p.53-54).
  - These exercises are self-correcting (I'll post the key).
- Do the exercises in 1.2 Telephone manners and expressions: Exercise 3 (A, B, C) (p.54-55).
  - These exercises are self-correcting (I'll post the key).
- Submit the following task: Speaking Activity 1. Role Play (p.55).
  - Get to work with your partner (in pairs).
  - Choose a situation (Call 1 or Call 2).
  - Prepare a conversation and record it (no more than 2 minutes).

## Information - language functions

[to-do item] Read the contents in the workbook (p.53-57).

In this section we are going to deal with some of the commonest situations you may encounter in both the academic and professional world. You will learn the most appropriate expressions for each language function. Remember that you must bear in mind what you have learnt about levels of formality.

### Telephoning: Word file

Here are some useful expressions that are used on the telephone.

<b>Identifying your company</b> <ul style="list-style-type: none"> <li>• Electronix, can I help you</li> <li>• Good morning, Hewlett Packard</li> </ul>	<b>Identifying yourself</b> <ul style="list-style-type: none"> <li>• This is...(name)</li> <li>• (name)... speaking</li> <li>• It's... (name).*</li> </ul> <p>*(Just giving your name can sound abrupt in English)</p>
<b>Asking for your connection</b> <ul style="list-style-type: none"> <li>• I'd like to speak to...</li> <li>• Could you put me through to...?</li> <li>• Could I speak to someone in the ... department?</li> </ul>	<b>Explaining the purpose of a call</b> <ul style="list-style-type: none"> <li>• It's about... / It's concerning...</li> <li>• The reason I'm calling is...</li> <li>• It's in connection with...</li> <li>• I'm returning your call</li> </ul>
<b>Making the connection</b> <ul style="list-style-type: none"> <li>• Just a moment</li> <li>• I'm putting you through</li> <li>• Could you hold on?</li> </ul>	<b>Excuses</b> <ul style="list-style-type: none"> <li>• I'm afraid he / she's in a meeting (at the moment) out of the office.</li> <li>• He / she won't be back until Monday</li> <li>• He / she's away for a week.</li> </ul>
<b>Calling back</b> <ul style="list-style-type: none"> <li>• Could you ask her to call me back?</li> <li>• Could you ask him to get back to me?</li> <li>• This is... returning your call</li> <li>• I'll call you back</li> <li>• Can I call you back?</li> </ul>	<b>Structuring the call</b> <ul style="list-style-type: none"> <li>• There are two things I wanted to mention</li> <li>• The first thing is</li> <li>• Just one more point...</li> </ul>
<b>Asking for clarification</b> <ul style="list-style-type: none"> <li>• I'm sorry, I didn't catch that</li> <li>• Could you repeat that?</li> </ul>	<b>Closing the call</b> <ul style="list-style-type: none"> <li>• So let me just go over that (confirmation)</li> <li>• I think that covers everything / Is there anything else? (closing signals)</li> <li>• Thank you for calling / for the information (thanking)</li> </ul>
<b>Messages</b> <ul style="list-style-type: none"> <li>• Can I take a message?</li> <li>• Could I leave a message?</li> <li>• Could you tell him / her I called?</li> </ul>	<b>Encouraging</b> <ul style="list-style-type: none"> <li>• Of course</li> <li>• Go ahead</li> </ul>
<b>Repeating</b> <ul style="list-style-type: none"> <li>• Could you just go over that again?</li> <li>• Let me just repeat that...</li> </ul>	<b>Saying goodbye</b> <ul style="list-style-type: none"> <li>• Nice talking to you.</li> <li>• I'll speak to you tomorrow.</li> <li>• Look forward to hearing from you again soon.</li> </ul>

## **Structuring a phone call**

### **1. Opening:**

- Greeting / identifying oneself
- Asking for connection
- Stating the purpose of the call

### **2. Organising:**

- Explaining the purpose
- Structuring the message

### **3. Closing:**

- Getting / giving confirmation
- Rounding off and thanking
- Saying goodbye

## Exercises

[to-do item] Do the exercises in 1.1 Starting the call: Exercise 1 and Exercise 2 (p.53-54).


### Exercise 1

Supply the missing words in these conversations.

- **Ms Brunet** Sales Department, good morning.
- **Mr Keller** Could you put me through to Helena Steiner, please?
- **Ms Brunet** Hold on. I'll get her.
- **Ms Steiner** Hello, Sales.
- **Mr Keller** I'd like to speak to Helena Steiner, please.
- **Ms Steiner** Yes, this is Helena Steiner.
- **Switchboard** Curtis Holdings.
- **Mr Keller** Extension 2938, please.
- **Ms Delmont** Accounts Department.
- **Mr Keller** May I speak to Jean Delmont?
- **Ms Delmont** Yes, Ms Delmont speaking. How can I help you, Mr Keller?

### Exercise 2

Listen to two different telephone calls and complete the forms below.

SALES PROSPECT		 <b>GALAXY</b> COMPUTER SUPPLIES		FIRESAFE CABINETS	
<b>CUSTOMER DETAILS</b>			<b>ACTION NECESSARY</b>		
NAME	José Rosales		send brochure/ sales literature	<input type="text" value="NO"/>	
POSITION	<input type="text"/>		send quote	<input type="text" value="YES"/>	
COMPANY	EVP		arrange a sales visit	<input type="text" value="NO"/>	
ADDRESS	Madrid, Spain		phone back	<input type="text" value="NO"/>	
FAX	14306687				
TEL	<input type="text"/>				
<b>AREAS OF INTEREST (TICK)</b>					
<input type="checkbox"/> BZ 9		<input type="checkbox"/> BZ 10		<input checked="" type="checkbox"/> BZ 11	

ORDER REQUEST		 <b>GALAXY</b> COMPUTER SUPPLIES		FIRESAFE CABINETS	
QUANTITY	DESCRIPTION	REF. No			
6	Photoconductor units	76905 AstroK			
CUSTOMER DETAILS		ORDER RECEIVED BY			
Contact name	Christof Terrian	Name	Mary Sacher		
Company	RDF France	<input type="checkbox"/> NO	Fax		
Address	111 Rue du Clamart, 94162 Vélizy-Villacoublay France	<input type="checkbox"/> NO	Telex		
		<input type="checkbox"/> YES	Letter		
		<input type="checkbox"/> NO	Phone		
		<input type="checkbox"/> YES	Urgent		

## Exercises

[to-do item] Do the exercises in 1.2 Telephone manners and expressions: Exercise 3 (A, B, C) (p.54-55).

### Exercise 3

- A. Look at dialogue One. It sounds impolite. Why?

We think it's not impolite, but very direct, without greetings nor goodbyes.

- B. Dialogue Two is a more polite way of saying the same thing. With a partner, fill in the gaps in Dialogue Two.

#### Dialogue One

A: I want to speak to Fred Jones.  
B: He isn't here.  
A: So when will he be there?  
B: I don't know.  
A: OK. Take a message.  
B: Who are you?  
A: I'm Mike Lam  
B: And what do you want me to tell him?  
A: Tell him to call me back before 5:30

#### Dialogue Two

A: Good morning. I would like to speak with Fred Jones, is he available?  
B: I'm afraid not. He isn't in the office at the moment.  
A: Could you please tell me when he'll be unoccupied?  
B: I'm sorry to tell you that I don't know.  
A: Could I leave him a message, please?  
B: Of course. May I ask for your name, please?  
A: Definitely. My name is Mike Lam.  
B: Thank you. And what is the message you want me to give him?  
A: Could you please tell him to call me before 5:30, if possible?

- C. On the left are some expressions you are likely to hear on the telephone. Match them with the explanations on the right.

The line is busy  
It's for you  
Will you hold?  
He's on another line  
I'm returning your call  
There's no answer  
I'm calling on behalf of Tom Stark  
I'll put you through.  
Who shall I say is calling?  
This is...

He's talking to someone else  
The person phoning wants to talk to you  
Would you like to wait until the line is free?  
He's talking on another telephone  
You called me earlier; now I'm calling you back  
He isn't answering his phone  
Tom Stark asked me to call you  
I'll connect you  
What is your name, please?  
... speaking

## Speaking activity

[to-do item] Submit the following task: Speaking Activity 1. Role Play (p.55).

- Get to work with your partner (in pairs).
- Choose a situation (Call 1 or Call 2).
- Prepare a conversation and record it (no more than 2 minutes).

Organise the conversation according to this pattern:

1. Greet the other person/ say who you are
2. Ask for connection / introduce some warming up if appropriate
3. Explain the purpose of the call
4. Give the message and interact with the other person according to the purpose
5. Get or give confirmation /round off
6. Say goodbye

### CALL 1

- Student A
  - Your company's new leaflets are still at the printers. You expect them to arrive today. A customer calls with a request. Write down the details.
- Student B
  - Phone the sales department of the company and ask them to send you an up-to-date leaflet of the company's new products and prices.
  - Plan the conversation:
    - i. Name of company
    - ii. New products
    - iii. Solution...

### CALL 2 ← the one we chose

- Student A
  - Phone one of your partners in another branch of your company and ask him/her to give a demonstration in your department about the results of their current projects.
- Student B
  - Your partner in another branch of your company phones you with a request to give a demonstration on the results of your current projects. Say yes and write down the details.
- Plan the conversation:
  - Date
  - Details: timing, approach...

[Audio attached] Script:

Electronix Albacete, can I help you?
Hello, my name is Júlia Gasull, I am the Chief Consultant of the Marketing branch here in Madrid. Could you put me through to Ismael de la Gracia?
Hello Ms Gasull. I will try to contact him. Could you hold on?
Yes, thank you.
I'm connecting you to him now. Hold on a moment.
[phone piiiii]
Hello, this is Ismael de la Gracia. My secretary told me you wanted to talk with me. What is it about?
<p>Hello Mr. de la Gracia, the reason I'm calling is because here in Spain we are trying to improve the way we advertise our companies products to our customers and I have noticed you got very good results in your last campaign.</p> <p>I would like you to come to our branch and explain the strategies that you applied in your marketing campaign and the results you got out of it so that we can learn and apply them in our own ones.</p> <p>Could we make an appointment on September 17th for you to make a demonstration of the results of your current projects, please?</p>
Definitely, but I am sorry to inform you that I will be busy that day, since I have to attend a convention. Could it be possible to arrange the appointment for another date? Would you be available, for example, on September 24th?
I have some things to take care of on that day, but there is a gap in my agenda of two hours from 9 to 11 in the morning. I wonder if it will be enough time to have our meeting.
In fact, I think with an hour and a half we will have more than enough. Do you agree to start the meeting at 9.30?
Perfect, then see you on September 24th by videoconference at 9:30, right?
Definitely. May I have your contact information, please?
Of course. You can contact me by email. It is jgasull@electronix.com
Could you just go over that again? Maybe spelling the email?
Naturally. It is: j g a s u l l @ e l e c t r o n i x . c o m
Perfect, I will contact you. Nice talking to you. Goodbye!
Thank you for your time. Goodbye!