APSS – Online classes

Activity 6

Description

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

Identifying your company	Identifying yourself	
Electronix, can I help you	• This is(name)	
Good morning, Hewlett Packard	• (name) speaking	
-	• It's (name).*	
	*(Just giving your name can sound abrupt in English)	
Asking for your connection	Explaining the purpose of a call	
I'd like to speak to	It's about / It's concerning	
Could you put me through to?	The reason I'm calling is	
Could I speak to someone in the department?	It's in connection with	
	I'm returning your call	
Making the connection	Excuses	
Just a moment	I'm afraid he / she's in a meeting (at the moment) out	
I'm putting you through	of the office.	
Could you hold on?	He / she won't be back until Monday	
	He / she's away for a week.	
Calling back	Structuring the call	
Could you ask her to call me back?	There are two things I wanted to mention	
Could you ask him to get back to me?	The first thing is	
This is returning your call	Just one more point	
I'll call you back	·	
Can I call you back?		
Asking for clarification	Closing the call	
I'm sorry, I didn't catch that	 So let me just go over that (confirmation) 	
Could you repeat that?	 I think that covers everything / Is there anything 	
	else? (closing signals)	
	Thank you for calling / for the information (thanking)	
Messages	Encouraging	
Can I take a message?	Of course	
Could I leave a message?	Go ahead	
Could you tell him / her I called?		
Repeating	Saying goodbye	
Could you just go over that again?	Nice talking to you.	
Let me just repeat that	I'll speak to you tomorrow.	
7	 Look forward to hearing from you again soon. 	
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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).

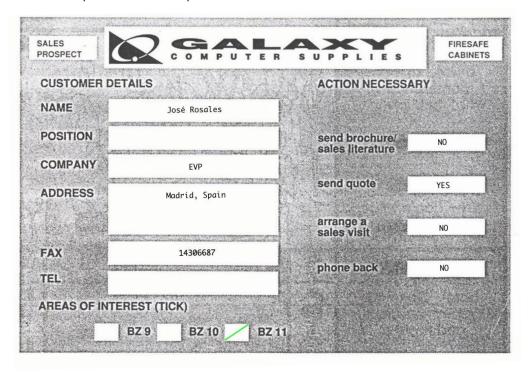
Exercise 1

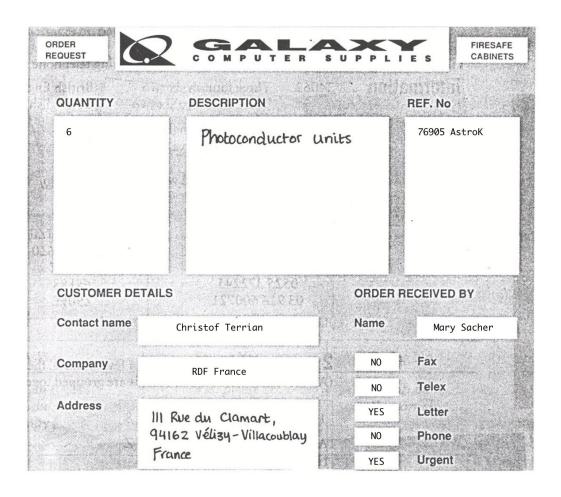
Supply the missing words in these conversations.

- 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.





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.

The line is busy

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.

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 $2 \leftarrow$ 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 piiiiiii]

Hello, this is Ismael de la Gracia. My secretary told me you wanted to talk with me. What is it about?

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.

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.

Could we make an appointment on September 17th for you to make a demonstration of the results of your current projects, please?

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 I I @ electronix.com

Perfect, I will contact you. Nice talking to you. Goodbye!

Thank you for your time. Goodbye!