

Telephone Skills

Discussion

What did you do today?

I woke up at 6 am, I took an English class. I took a dog for a walk. I had a breakfast.

What did you learned in your previous class?

I forgot.

How? It happened so recently, few hours ago?

It was too early.

Did you attend that class?

Yes, I did.

Did you talk to the teacher?

Yes, I did.

What is the point of that class?

What are telephone skills?

Vocabulary

New words

1. impression(noun) e.g. What is your impression of China?
2. professional(adj.) e.g. I am not professional person.
3. manner(noun) e.g. We need to learn dinner manners.
4. available(adj.) e.g. The room is available.
5. repeat(verb) e.g. Can you repeat, please?
6. acquisition(noun): process of acquiring, buying another business. e.g. Acquisition of this company went smoothly.