SPOKEN CORRESPONDENCE

Basic Phone Call & Online Meeting Conversation

bangk!t

Ground **Rules**

Observe the following rules to ensure a supportive, inclusive, and engaging classes

Give full attention in class
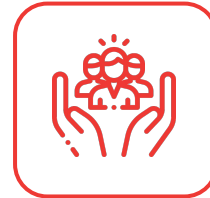
Mute your microphone when you're not talking

Keep your camera on

English, please!

Use raise hand or chat to ask questions

Make this room a safe place to learn and share

bangk!t

Learning Objectives

01. Able to correspond verbally in English on the phone and video conferencing platforms

02. Handle problems that occur through the use of the right expressions

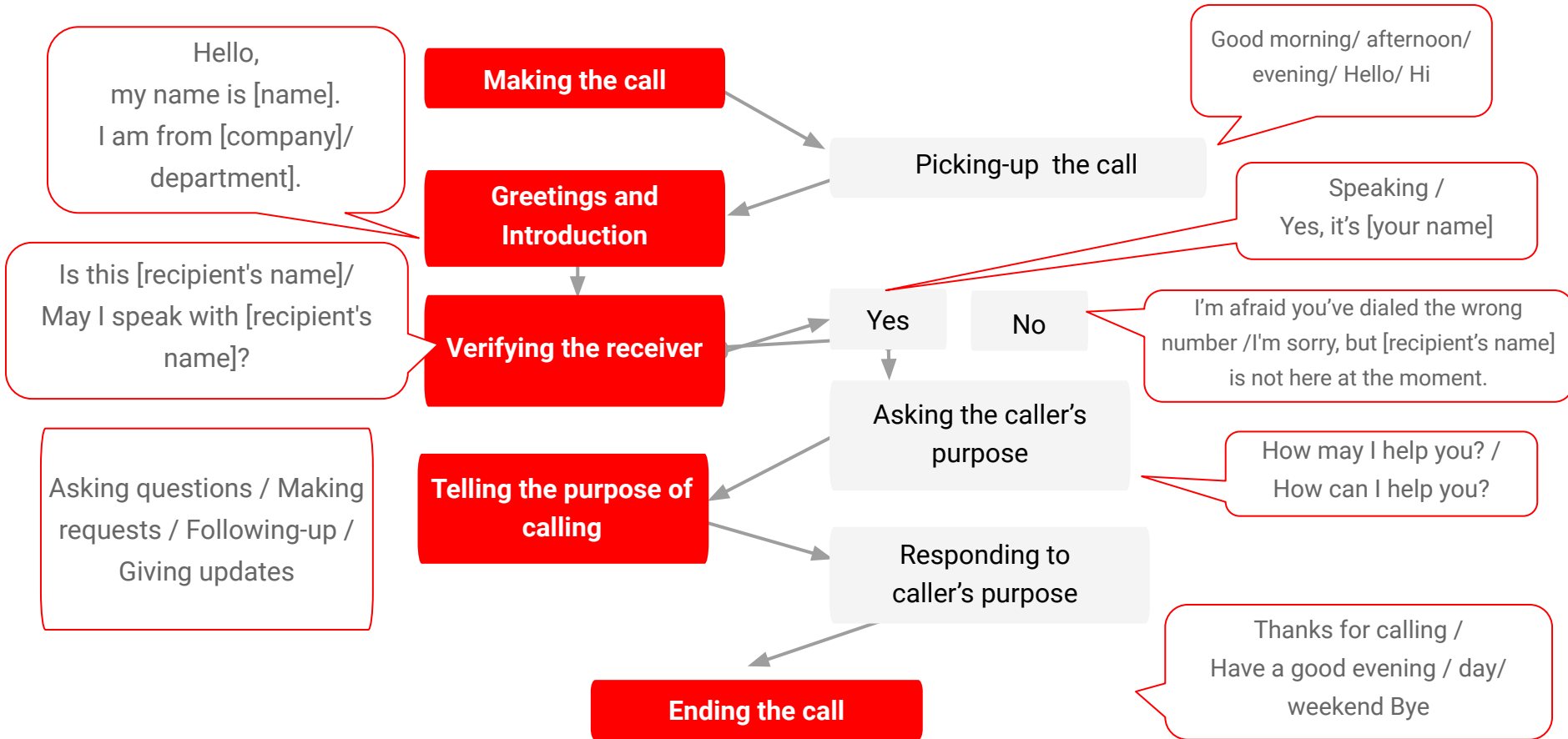**03.** Speak English in an appropriate and respectful manner

bangk!t
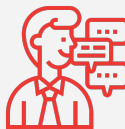
WARM-UP: LISTENING

Listen to a two-minute phone conversation between a business representative and a customer.

What are they talking about?
How do they resolve the problems?

bangk!t

Basic Call Flows And Key Phrases

Hello,
my name is [name].
I am from [company]/
department].

Making the call

Picking-up the call

Good morning/ afternoon/
evening/ Hello/ Hi

Greetings and Introduction

Speaking /
Yes, it's [your name]

Is this [recipient's name]/
May I speak with [recipient's name]?

Verifying the receiver

Yes

No

I'm afraid you've dialed the wrong
number /I'm sorry, but [recipient's name]
is not here at the moment.

Asking the caller's purpose

Asking questions / Making
requests / Following-up /
Giving updates

Telling the purpose of calling

How may I help you? /
How can I help you?

Responding to
caller's purpose

Thanks for calling /
Have a good evening / day/
weekend Bye

Ending the call

Asking **Questions**

Begin with a question:

- **How** may I help you, [recipient's name]?
- **What** can I do to help you with this project?

5W1H Formula

- **What** is your additional request?
- **Who** is involved in the programming team?
- **When** is the due date of the assignments?
- **Where** do you want to set up the meeting?
- **Why** is the project postponed?
- **How** will you design the layout of the website?
- **How** many hours do you need to build this feature?

Clarity: Make Sure The Information Is Correct

Asking for clarification:

"**Could you please clarify** how the set of data that you received was not defined?"

Summarize to clarify:

"**If I understood you correctly, did you mean** you want to change the user interface of the apps?"

Follow Up: Make Or Break The Relationship

Follow-up something you discussed in the past:

"Hi Rama, thank you for your time. **I would like to follow up our conversation about the annual data science project ideas you mentioned last week.** Any ideas?

Giving an update:

"My idea for the project is to create a data science competition. I've made a proposal **and it's expected to be reviewed by the Program Manager tomorrow, at 10am. I will keep you in the loop and send you an email every time I've got an update.**"

Permission, Requests, **And** Offers

Use **modal verbs** to make your requests or questions **to show respect and politeness**.

Type	Modal Verbs
Ability	Can, Could
Permission	Can, Could, May, Would
Advice	Should
Possibility	Might, May, Could, Can
Obligation	Must, Have to

"What's the model number?"

"**Can** you give me the model number, please?"

Practice: Make better sentences

Duration: 5 minutes

BEFORE	AFTER
Delete this product from the database *(Request)*	Can you delete this product from the database?
Revise it and send it to me by a specific deadline *(Request)*	Could you revise it and send it to me by EOD?
Add new feature to access our user's data *(Request)*	Can you add new feature to access our user's data?
I use this plugin to gain insight about website visitors *(Permission)*	May I use this plugin to gain insight about website visitors?
Use your charger *(Permission)*	May/ Can I use your charger?

Accepting/ Rejecting a Request

Accepting a request:

A: "Can you please create a new table in our database for the customers outside the greater Jakarta area?"
B: **"Sure, that's not a problem."**

Sorry

Declining a request:

A: "Can you add a new feature to access our users' data directly from this dashboard?"
B: **"I'm sorry, but I don't think I can do that.**
It is supposed to be confidential, even with our internal team."

Online Meeting Conversation

Can you identify the general rules in hosting a meeting?

Silvia

Good morning everyone, I am Silvia Annisa, but you may call me Silvi. I am the Senior Full-stack Developer and the Head of Project Sunshine. I'll be the host of today's meeting as we discuss this project. Firstly, thank you all for coming to the meeting and allowing me to introduce my teammates who are present with me. They are Bryan, the front-end developer, Rian, the back-end developer and Rusi, the UI & UX designer.

Hi everyone, nice to see you all

Rian　**Bryan**　**Rusi**

Thank you, Bryan, Rian, and Rusi for dialling in.
Before I start the meeting, perhaps Yogi, the Media & Marketing Division representative, could introduce his team. I know most of you from last year's project, but I see a few unfamiliar faces today.

Silvia

Yogi: Sure thing, Silvi. Thank you for introducing your team to us.
Hello everyone, my name is Yogi Rianto, or simply Yogi.
I am from the Media & Marketing Division.
Today, I came with Alia, the Head of Performance Marketing.

Alia: Hello everyone. I am Alia. I'm glad to meet you all.

Silvia: Thank you, Yogi and Alia, for coming.
Allow me to begin the meeting by stating today's agenda.

Today, our goal is to review the first draft of the project's website. At the end of our discussion today, we should have a decision on which area that we want to adjust, based on the goals that we have agreed to before the project. There are a few items to discuss:
- To begin, we can discuss the general overview of the website;
- Next, the important links and buttons that we want to embed;
- and finally, the front banner that we want to include.

Is everything clear? Perhaps, someone has a question or wants to add to the agenda?

Yogi

I think the agenda is pretty clear. We're good to go, Silvi.

Silvia

Noted, Yogi. Thank you for your confirmation.
I want to let you know that we will record the meeting, just in case any of our internal team members, who are unable to join today, want to know the details of our discussion.

As we have many details to cover, I would prefer if you have any questions during the meeting, please let me know by using the raised-hand emoji. If, by any chance, any of you need to leave early, just let us know by sending a quick message through the chatbox.
Rusi has agreed to take the minutes for today, and she'll send everyone a copy after the meeting.

All right, so... let us start with the first item on the agenda...

Hosting a Video Conference/Online Meeting

Introduction

Greetings

Good morning everyone, I am Silvia Annisa, but you may call me Silvi. I am the Senior Full-stack Developer and the Head of Project Sunshine. I'll be the host of today's meeting as we discuss this project. Firstly, thank you all for coming to the meeting and allowing me to introduce my teammates who are present with me. They are Bryan, the front-end developer, Rian, the back-end developer and Rusi, the UI & UX designer.

Silvia

- **Name**
- **Job Title**
- **Roles in the meeting**
- **Teammates**

Hi everyone, nice to see you all

Rian   **Bryan**   **Rusi**

Thank you, Bryan, Rian, and Rusi, for dialling in.
Before I start the meeting, perhaps Yogi, the Media & Marketing Division representative, could introduce his team. I know most of you from last year's project, but I see a few unfamiliar faces today.
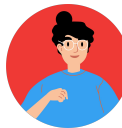
Silvia

Yogi: Sure thing, Silvi. Thank you for introducing your team to us.
Hello everyone, my name is Yogi Rianto, or simply Yogi.
I am from the Media & Marketing Division.
Today, I came with Alia, the Head of Performance Marketing.

Alia: Hello everyone. I am Alia. I'm glad to meet you all.

Silvia: Thank you, Yogi and Alia, for coming.
Allow me to begin the meeting by stating today's agenda.

Today, our goal is to review the first draft of the project's website. At the end of our discussion today, we should have a decision on which area that we want to adjust, based on the goals that we have agreed to before the project. There are a few items to discuss:
- To begin, we can discuss the general overview of the website;
- Next, the important links and buttons that we want to embed;
- and finally, the front banner that we want to include.

Is everything clear? Perhaps, someone has a question or wants to add to the agenda?

Conversation During Meeting:
Deferring/Agreeing To A Decision

Agreeing to a decision:

A: "This feature is no longer needed by our customers. Let's just remove it from our apps"

B: "I am with you. Our customer never use that anyway. Do you want me to remove it now?"

Deferring a decision:

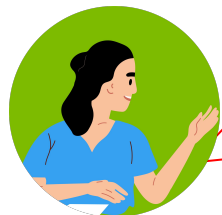A: "Due to budget constraints, we have decided to reduce the manpower for this project."

B: "I understand your consideration, but can you please give me some time to discuss this with my team to discuss?

Conversation During Meeting:

Giving Negative Information

The deliverables can not be completed based on the plan:

"We can all agree that this feature has more complexities than the ones before. This is reflected by the amount of time we need to complete it. We have discussed it with our team and **here's our plan to mitigate the issues**"

A project is caught in a bottleneck:

"We're halfway in the product roadmap, though it seems we require more manpower to be able to reach the next stage. **We have escalated this issue to our Head of HR and we are currently awaiting her confirmation.**"
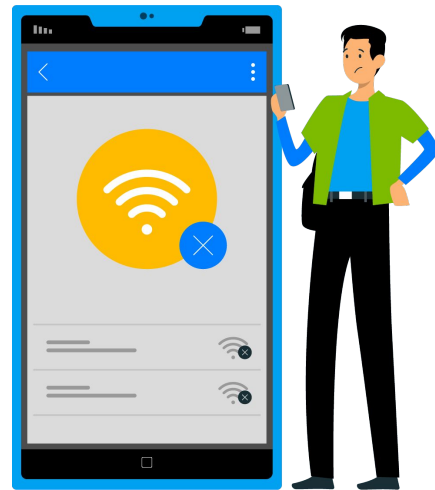
Common Issues When Speaking

On The Phone/ During An Online Meeting

Bad Network Connections:

- "I'm sorry I can't hear you. **Could you please repeat that?"**
- **"I'm sorry, (I think) you're breaking up.** Could you say that one more time?"

Request to Reconnect:

- **"Can I call you back** in five minutes?"
- "I'm on the train, and the reception is not great.
- We might lose the connection. If we do, **I'll call you right back**."

Common Issues When Speaking
On The Phone/ During An Online Meeting

Online Meeting Technical Difficulties:

- **"I am sorry, I think the internet reception is not really good in my place.**
  May I turn my camera off so you can hear my voice better?"

- "I apologize for the difficulties.
  May I leave the room first and then re-enter?"

- "I think the problem is with my headphone.
  Please give me five minutes to change the device."
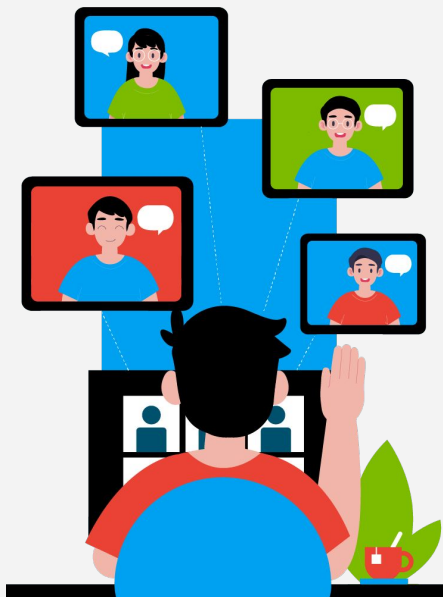
Let's **Practice!**

To speak effectively, you need to practice using these key phrases, so it becomes natural to you.

Let's get started! Choose 1 of the 3 scenarios in the next slides.

Speaking practice - Business Call Role-Play

Scenario 1:

Reggy: You would like to speak with Tria from ABC software development agency.
You call her because you know that she is working as a Web Developer and you are interested in how to build an interactive website for your own e-commerce.

Jamie: You are the Web Developer at ABC software development agency.
You knew Reggy from a networking event and think that he might be a potential client. You try to explain to Reggy about the details of the product and services, even though sometimes your connection is unstable.

Speaking practice - Business Call Role-Play

Scenario 2:

Livia: You are working as the Head of Marketing. You are calling to schedule a meeting with Kevin, the Head of the Business Intelligence department at your company. You want to meet on Tuesday morning to discuss about the customers insight and behavior related to the newly launched apps. The meeting is urgent because you need the data soon.

Kevin: You are the Head of the Business Intelligence department. You are going to be out of the office until next week. You try to meet halfway with Livia so she is able to get what she needs.

Speaking practice - Business Call Role-Play

Scenario 3:

Create your own scenario!

You may create a hypothetical scenario about two or three people having a business phone call or online meeting, either to ask about a product/services, to arrange a meeting, to follow-up a sales proposal, or any scenario that you see fit.

Don't forget to use important key phrases & grammar that we have learned, so you can practice and remember it.

Speaking **Practice**

Expressing Opinion Role-Play

Scenario 1

Scenario 2

Scenario 3

bangk!t

What Have You
Learned Today?

- What are the general rules when speaking on the phone or joining an online meeting?
- What are some examples and functions of modal verbs?
- Any questions?

bangk!t

Quiz

Pop-Up Quiz!

Duration: 10 minutes

Let's check your understanding of this module!

Please go to the provided quiz link to answer 5 questions related to the material you've just listened to.

The link will be shared in the Chat Box.

Thank You

See you in the next class

bangkit