**Exercise 3 + 4: Student A**

**Exercise 3**

You work for a company called Ihold. You are going to answer a phone call from a client. Follow the prompts below. You are the first person to speak.

* Answer the phone appropriately
* Ask the caller to spell name and company
* Tell the caller that the person wanted is not available (give a reason)
* Take a message
* Check all the details
* End the conversation

**Exercise 4**

You are Ben Dowers (Ben.Dowers@Wessex.co.uk); you are deputising for George Hanwell, General Manager of Wessex Computers, a British computing company. Mr Hanwell is away on holiday. He has left you a list of a number of calls which need making, and also a few which you might expect to receive:

(Deputising: temporarily act or speak on behalf of someone else)

1. Phone Mr Robert Shell (Bath College of Higher Education) and confirm factory tour for Monday 5 February at 10 a.m.
2. Phone Mr Richard King (Royal United Inc., Bath) and cancel appointment on Tuesday 6th February. Try to rearrange for Wednesday morning.
3. If Kieran Donald phones, just take a message and tell him I’ll call back next week.
4. Any other calls, just take a message.

**Exercise 3 + 4: Student B**

**Exercise 3**

Your name is Aislene Wethertone and you work for a company called Brucefield. You are going to phone a company called Ihold. You want to speak to Orlagh Hewson who has requested the email address of our Sales Manager Katheryn Blythe ([*k.blythe@gmail.com*](mailto:k.blythe@gmail.com)) and her mobile phone number (00498 5689744). Follow the steps below. Student B will begin the phone call.

* Say who you are and why you are calling.
* Give the email address and phone number.
* Conclude the conversation.

**Exercise 4**

Prepare to receive and make the following calls:

1. You are Laurence Tall; you work at Bath College of Higher Education. Your colleague, Robert Shell, is out of the office. Take a message.

2. You work for Royal United Inc. and you have telephone duty today. Your boss, Mr King, is not available. You are not able to make new appointments. Take the details and say you will mail with a new date.

3. You are Kieran Donald. You need to speak to George Hanwell of Wessex Computers. He promised you a job interview.

4. You are Roberto DiMare. George Hanwell commissioned you to do some research for Wessex Computers. You sent in your report and invoice two months ago. You still haven’t been paid… Call Mr Hanwell to sort this out.

### Wrong number

**Some useful expressions:**

You must have the wrong number. Nobody by that name works here.

What number are you calling?

No, I’m not a forwarding company. This is Mr Thompson speaking.

Forwarding: company that accepts goods for international shipment + arranges transport)

Sorry, the number’s changed.

Well, this is the number I was asked to ring.

Sorry. I must have the wrong area code.

But I found this number in the yellow pages!

**Exercise 1 + 2:**  **Student A**

**Exercise 1**

Use your own name. You will RECEIVE a call, but you don’t know the person the caller wants to speak to. Has he got the right number?

Your number is 75 40 25.

**Exercise 2**

You are Peter Chan. Your wife is away on business in Tokyo for three days.

Find out what the caller wants. You think the arrangement is OK, but tell the caller that you will get your wife to ring him when she gets back.

**Exercise 1 + 2: Student B**

**Exercise 1**

You are William Tegetmeier, Megasystems Inc. Call Susan Chan in Hong Kong (number: 75 40 52). You would like her to confirm that she can meet you at 10 a.m. on Monday 14 May in your office.

**Exercise 2**

Try the same call as in exercise 1.

Your number is 222 97 81.

### Complaining and apologizing

**Some useful expressions:**

**About expectations**

We expected delivery…

We were led to believe …

You promised …

**About quality**

It’s below standard.

The goods are damaged.

There’s a fault with …

We can’t accept these …

**About time**

There’s a (serious) delay.

The schedule has slipped a bit.

It’s a matter of some urgency.

**Apologizing / Reassuring**

I’m sorry about the delay. Don’t worry, Mr Gordon, we’ll …

(NOT I’m sorry for…) You have my word. We’ll …

I’m afraid there’s been a mistake. I’ll see to it right away.

I can assure you, it’ll never happen again.

**Handling complaints**

Your complaint is perfectly justified, but may I explain the matter from our point of view ?

Yes, I do understand your question. It’s not easy for me to answer it right now, but I’ll certainly try.

You see, when you asked us to make immediate delivery, we did all we could to meet your request.

We did our best to help you, but I do understand your point of view.

**Establishing a good company image**

Yes, there does seem to have been a mistake at our end. Thanks for telling me about it.

Something has obviously gone wrong. Please excuse us for the mistake.

I’ll tell you what I’ll do. I’ll find out as much as I can and ring you back this afternoon.

**Exercise 1 + 2: Student A**

**Exercise** **1**

You are the Technical Service Manager at the Bristol Hotel. Apologise to the customer for the mistakes and explain that you are short of staff and that the mistakes are because of this. Tell the customer you’ll have things fixed as soon as possible.

**Exercise** **2**

You asked Brown Trading Ltd. for information about their F12 photocopier.

They have sent you information about the F13. The information is in German and not, as you requested, in English. Ring and complain.

**Exercise 1 + 2: Student B**

**Exercise 1**

You are staying at the Bristol Hotel. You explicitly ordered a room with an internet connection, but the connection in your room is not working. Ring Technical Service, ask for the manager and complain. You really are very upset, because the connection is crucial for your job.

**Exercise 2**

You are the Customer Liaison Manager for Brown Trading Ltd. Explain to the caller that the F13 is the deluxe version of the F12 and that it has all the features of the F12. Also explain that your publicity material in English is being reprinted. You thought it was better to send something in German than nothing at all. Say that you will send what is required as soon as you can.

### And remember…

Try to be positive at all times. Use positive words and phrases rather than negative ones and make your customer feel important. You will sound all the more positive and friendly if you smile while you are on the phone!

Here are some positive words and phrases.

- *We can do that for you.*

- *We will post it today.*

- *I shall look into it for you.*

- *Certainly, Mrs Rose*.

Sometimes it is impossible to avoid being unhelpful. You can make your unhelpful reply more acceptable by starting with **hedges**, such as ‘I’m afraid …’ or ‘Unfortunately…’.

Compare the following:

- *(caller) I’d like to speak to Mr Peters, please.*

- *(receptionist) He’s in a meeting.*

- *(caller) I’d like to speak to Mr Peters, please.*

- *(receptionist) I’m afraid he’s in a meeting, sir. Can I take a message?*

The first sounds unfriendly and rude. The second reply is apologetic and shows that you are aware that you are being unhelpful.

### Extra exercises

**Exercise 1**

You are an employee of VARTAX bv in Aalst. You call STRUTS Ltd in Bristol and you ask for Henry Bates, the Sales Manager.

Operator Good morning, Struts Ltd. Can I help you?

You (zeg wie je bent en wie je wil spreken)

Operator Hold on, please.

(after some moments) I’m afraid Mr Bates is on another line. Do you want to wait?

You (dat wil je niet: vraag of je een boodschap voor hem kan achterlaten)

Operator Certainly, sir/madam.

You (vraag de telefoniste of ze Bates wil laten terugbellen)

Operator I’ll give him the message, sir/madam. Could you give me your number?

You (0032 38 673701)

Operator Thank you. Could you give me your name once again, please?

You (naam + spellen)

Operator Thank you. Goodbye.

You (…)

**Exercise 2**

You are a management assistant of SANO bv in Luik. You call Aroja SA (sociedad anonima) in Barcelona and you ask for Juana Cortez, who you met at a trade fair in Madrid last month.

Operator Aroja. Buenos dias.

You (groet / zeg wie je bent/ Kan het gesprek in Engels? Je spreekt geen Spaans.)

Operator Certainly, sir/madam. How can I help you?

You (vraag naar mevrouw Cortez)

Operator Who shall I say is calling?

You (geef je naam/functie/firma)

Operator One moment, please. I’ll put you through.

Cortez Good morning, Juana Cortez speaking.

You (begroet / hoe gaat het met haar?)

Cortez Quite well, thank you. How about you?

You (druk, zoals gewoonlijk)

Cortez How can I help you?

You (beloofde brochure nog niet aangekomen / iets fout gegaan?)

Cortez Oh, yes, I remember. I think I sent it to you about two weeks ago, but I’ll check

with my secretary for you.

You (dank / kan dat nu meteen?)

Cortez Well, that would be a little bit difficult. I’m about to leave to the airport, you

see. Can I call you back tomorrow?

You (reageer instemmend / bedank nogmaals / sluit af)

Cortez It has been nice hearing from you. Goodbye!

**Exercise 3 + 4: Student A**

**Exercise 3**

You are Mr DeWit, head of Com-p-arts sales department. A customer is calling to inform you about a wrong delivery.

**Exercise 4**

You are Ms Wesson. You are a Junior Assistant in a large company. Next Tuesday you have an appointment with the Human Resources Manager, Ms Davies, (02 / 288 7590) at 10 a.m. to discuss your performance. You have to cancel the appointment because an important customer has phoned to say he will be visiting on the same day.

**Exercise 3 + 4: Student B**

**Exercise 3**

You are Mr Tomlin. You make an angry phone call to Com-p-arts. They sent you a consignment of software, but the order has gone completely wrong. First of all the order was late, but now it turns out two out of three boxes have different types from the ones you’ve ordered. You really are very upset. Don’t forget to mention that delays are very inconvenient for your business.

**Exercise 4**

You are Mr/Ms Schuman, Financial Controller (02 / 288 75 98). (You don’t know Ms Davies.)