

This is Olivia Turner speaking – listening to telephone conversations

M 1



dialogue: _____



dialogue: _____



dialogue: _____



dialogue: _____ 1



dialogue: _____



dialogue: _____

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CD 19;
Tracks
8–10

Tasks

1. Match the photos to the three telephone conversations. Write the number of the dialogue (1, 2 or 3) on the lines. One example is done for you.
2. Which calls are formal and which are informal? How can you tell?

M 2 Formal or informal? – Answering a business call

When you answer the phone and talk to a business partner at your company, it's important to find the right tone.



	Talking to a business partner (formal)	Talking to a business partner you know very well (informal)
1. Asking why the person is calling	<i>How can I help you?</i>	
2. Transferring a call		
3. Asking the caller to wait		
4. Saying a person is not in		
5. Say that the person is on the phone right now		
6. Asking if the caller would like to wait		

- Hang on a minute. • Would you like to wait till she gets off the phone? • Hold the line, please.
- I'm afraid¹ there is no answer. • Just a moment, please. • Sorry, it looks like she's on the phone.
- Stay on the line, please. • I'm sorry, but her line is busy² right now. • She's not picking up³.
- Don't hang up⁴. • One moment. I'll put you through. • Would you like to hold?
- Hold on. I'll get him/her. • Hold on a second. • ~~How can I help you?~~ • What's up?

Tasks

- Match the phrases in the box to the categories in the table by writing them on the lines.
- Work with a partner. Write a formal or informal telephone conversation using some of the phrases above. Be prepared to present your dialogue to the class.

Vocabulary

1 **I'm afraid**: Ich fürchte, dass ...; leider — 2 **to be busy**: belegt/besetzt sein — 3 **to pick up**: abheben, drangehen
 — 4 **to hang up**: auflegen

M 3 May I please have your name again? – Practise spelling

Practise spelling names and revise the international alphabet.



CD 19;
Track 11

Susan: Good morning, this is *Blackbird Ltd*, my name is Susan Lindstrom. How can I help you?

Christopher: Good morning. This is Christopher Peabody speaking. Could I speak to Claire Baxter in the sales department, please? I'm calling about a delayed order¹.

Susan: One moment, please. I'll try to put you through.

A moment later

Susan: I'm sorry but Ms Baxter is in a meeting at the moment. Would you like to leave a message?

Christopher: Yes, I would. Could you please tell her to call me back as soon as possible?

Susan: Sure. May I please have your name again?

Christopher: Yes, it's Christopher Peabody.

Susan: Sorry, could you spell² your surname³, please?

Christopher: It's Peabody. P-E-A-B-O-D-Y.

Susan: May I repeat that? So it's B-E-E-B-O-D-Y.

Christopher: No, I'm afraid that's not correct. It's P for Papa, E for Echo, A for Alpha, B for Bravo, O for Oscar, D for Delta and Y for Yankee.

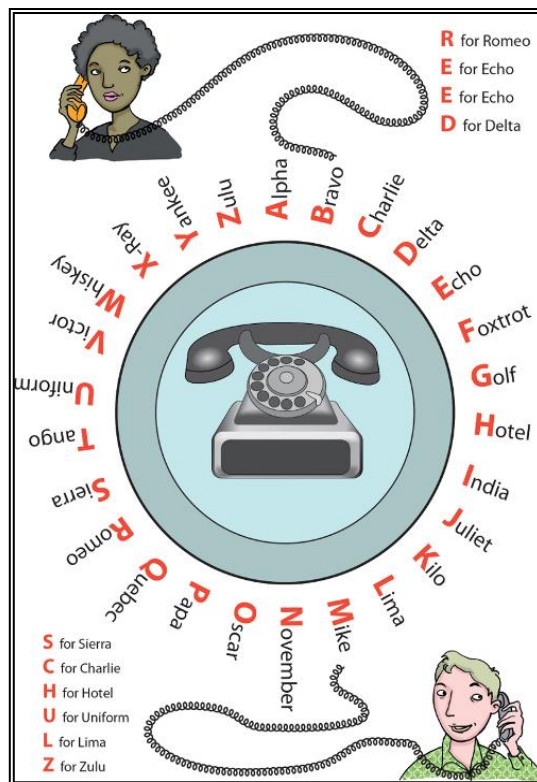
Susan: OK, Mr Peabody. I've got⁴ that. I'll tell Ms Baxter to call you back.

Christopher: Thanks a lot for your help.

Susan: Bye

Christopher: Goodbye.

The international telephone alphabet



CD 19;
Track 12

Tasks



CD 19;
Track 13

1. Read the telephone conversation with the CD. Then sum up what happens.
2. Look at the box on the right and read the international telephone alphabet with the CD.
3. Listen to different people using the international alphabet to spell their names. Write them down while listening:
1 _____ 2 _____ 3 _____ 4 _____
4. Work with a partner. One is the caller and one is the receptionist. Make similar dialogues as the one above. The caller should spell his/her name and use the international alphabet. Then change roles.

Vocabulary

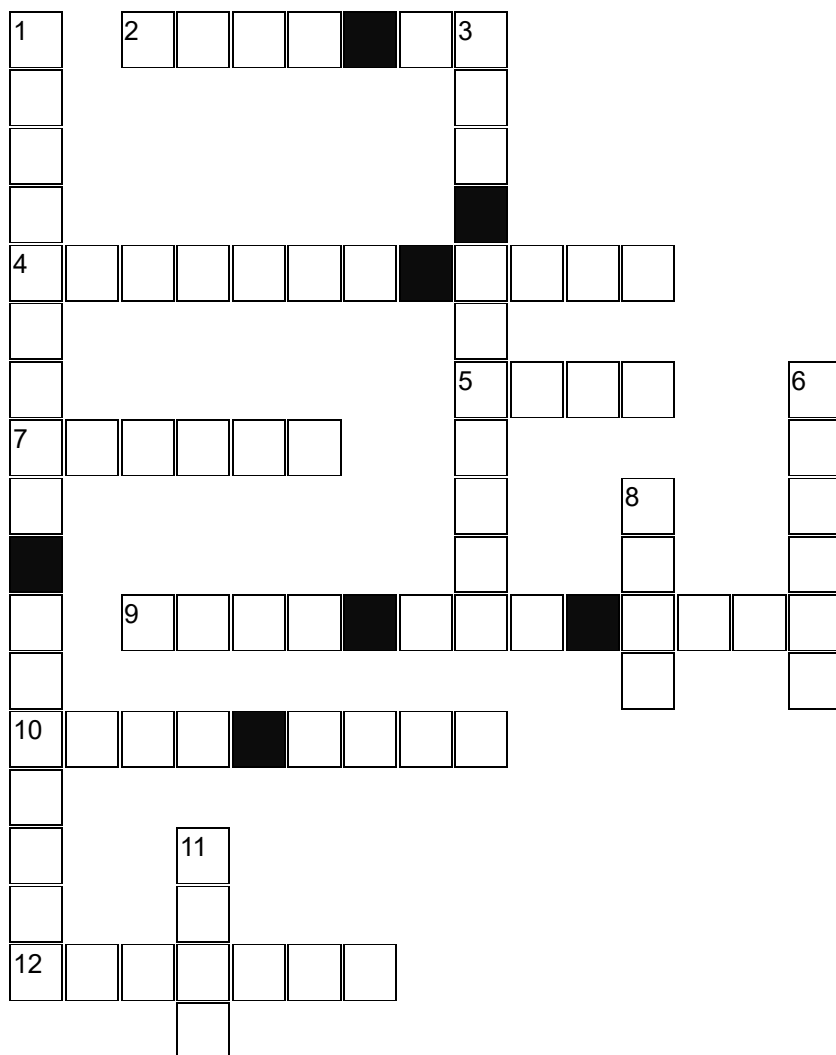
1 **delayed order**: die verspätete Lieferung – 2 **to spell sth.**: etw. buchstabieren – 3 **surname**: der Nachname – 4 **to get sth.**: hier: etw. verstehen

M 4 Telephone words – a crossword

Certain words are especially useful for telephoning. Here you can practice them.

Task

Fill in the crossword with the correct words.



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ACROSS →

2. After a phone call, you
4. You hear it when someone is already on the phone.
5. Another word for "to call".
7. "Can you give me your ..., please?"
9. "Please I'll put you through."
10. "Mr Watts isn't available. Can he ... you ...?"
12. "I wonder who he's talking to. The line is always ..."

DOWN ↓

1. You can leave a message on the ... when someone is not at home.
3. "One moment please, I will ... you"
6. "Could someone please ... the phone? It's ringing!"
8. "I'm sorry, I'm busy. Could you ... me later?"
11. To press the numbers on a phone.

M 5 Useful phrases for dealing with complaints on the phone

Here are some *polite*¹ phrases that are used very often when dealing with complaints².

Task 1: The following sentences can be used to make complaints. Translate them into German.

a) I'm afraid I have to make a complaint.

b) I'm calling about our last order³.

c) This is Jana Riedel from *FMA Tech* speaking.

d) Could you please inform us by this afternoon?

e) Could you please tell me when you'll send the goods⁴?

f) Could I please speak to someone from the sales department⁵?

g) Could you please give me an explanation for the delay⁶?

Task 2: Here are some sentences you can use when responding to a complaint. Match the corresponding parts on the left and on the right.

- | | |
|------------------|------------------------------------|
| a) Can I take | you back in an hour? |
| b) How can I | the order number, please? |
| c) May I ask | this out for you? |
| d) I'm very | who is calling? |
| e) I'll call | to this immediately ⁷ . |
| f) I'll sort | a voucher ⁸ for €100. |
| g) I'll get | help you? |
| h) I'll send you | sorry about this. |



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Task 3: Rewrite the phrases below to make them more polite. The phrases in task 1 and in task 2 will help you.

- a) We want an explanation for the delay. _____
- b) Sorry about what happened. _____
- c) I want to talk to your sales department. _____
- d) Who is calling? _____

Vocabulary

1 **polite**: höflich, freundlich – 2 **complaint**: die Beschwerde, die Reklamation – 3 **order**: die Bestellung – 4 **goods**: die Ware – 5 **sales department**: der Vertrieb – 6 **delay**: die Verzögerung, die Verspätung – 7 **immediately**: sofort – 8 **voucher**: der Gutschein