

Telephoning II

In this course you will deal with an angry caller, resolve a complaint over the phone, and deal with technical difficulties during a call.

Vocabulary

Vocabulary	Phonetic spelling	Part of speech	Translation / definition
frustrating	[UK]frʌˈstreɪtɪŋ [US]ˈfrʌstreɪtɪŋ	adj.	causing you to feel annoyed and impatient because you cannot do or achieve what you want
terrible	[UK]ˈterəbl [US]ˈterəbl	adj.	very unpleasant; making you feel very unhappy, upset or frightened
priority	[UK]praɪˈɒrəti [US]praɪˈɔːrəti	noun	something that you think is more important than other things and should be dealt with first
assure	[UK]əˈʃʊə(r) [US]əˈʃʊr	verb	to tell sb that sth is definitely true or is definitely going to happen, especially when they have doubts about it
outsource	[UK]ˈaʊtsɔːs [US]ˈaʊtsɔːrs	verb	to arrange for sb outside a company to do work or provide goods for that company
oversee	[UK]ˌəʊvəˈsiː [US]ˌoʊvərˈsiː	verb	to watch sb/sth and make sure that a job or an activity is done correctly
fulfill		verb	to do or have what is required or necessary
promise	[UK]ˈprɒmɪs [US]ˈprɑːmɪs	verb	to tell sb that you will definitely do or not do sth, or that sth will definitely happen
suggest	[UK]səˈdʒest [US]səˈdʒest	verb	to put forward an idea or a plan for other people to think about
suggestion	[UK]səˈdʒestʃən [US]səˈdʒestʃən	noun	an idea or a plan that you mention for sb else to think about
understand	[UK]ˌʌndəˈstænd [US]ˌʌndərˈstænd	verb	to know or realize the meaning of words, a language, what sb says, etc
clarify	[UK]ˈklærəfaɪ [US]ˈklærəfaɪ	verb	to make sth clearer or easier to understand
assistance	[UK]əˈsɪstəns [US]əˈsɪstəns	noun	help or support
clear	[UK]klɪə(r) [US]klɪr	adj.	easy to understand and not causing any confusion
static	[UK]ˈstætɪk [US]ˈstætɪk	noun	noise or other effects that disturb radio or television signals and are caused by particular conditions in the atmosphere
delay	[UK]dɪˈleɪ [US]dɪˈleɪ	noun	a gap in time between when the speaker on one end of the telephone speaks, and the listener on the other end hears it, caused by the long distance between them
