

Telephoning III

In this course you will make a cold call, take part in a teleconference, and be interviewed over the phone.

Vocabulary

Vocabulary	Phonetic spelling	Part of speech	Translation / definition
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
connection	[UK]kəˈnekʃn [US]kəˈnekʃn	noun	something that connects two facts, ideas, etc.
microphone	[UK]ˈmaɪkrəfəʊn [US]ˈmaɪkrəfəʊn	noun	a device that is used for recording sounds or for making your voice louder when you are speaking or singing to an audience
admirer	[UK]ədˈmaɪərə(r) [US]ədˈmaɪərə	noun	a person who admires sb/sth, especially a well-known person or thing
service	[UK]ˈsɜːvɪs [US]ˈsɜːrvɪs	noun	a business whose work involves doing sth for customers but not producing goods; the work that such a business does
application	[UK]ˌæplɪˈkeɪʃn [US]ˌæplɪˈkeɪʃn	noun	a formal (often written) request for sth, such as a job, permission to do sth or a place at a college or university
position	[UK]pəˈzɪʃn [US]pəˈzɪʃn	noun	a job
convenient	[UK]kənˈviːniənt [US]kənˈviːniənt	adj.	useful, easy or quick to do; not causing problems
available	[UK]əˈveɪləbl [US]əˈveɪləbl	adj.	free to see or talk to people
experience	[UK]ɪkˈspɪəriəns [US]ɪkˈspɪəriəns	noun	the knowledge and skill that you have gained through doing sth for a period of time; the process of gaining this
scope	[UK]skəʊp [US]skəʊp	noun	the range of things that a subject, an organization, an activity, etc. deals with
creative	[UK]kriˈeɪtɪv [US]kriˈeɪtɪv	adj.	involving the use of skill and the imagination to produce sth new or a work of art
flexible	[UK]ˈfleksəbl [US]ˈfleksəbl	adj.	able to change to suit new conditions or situations
asset	[UK]ˈæset [US]ˈæset	noun	a thing of value, especially property, that a person or company owns, which can be used or sold to pay debts

conference call		noun	a telephone call in which three or more people take part
agenda	[UK]əˈdʒendə [US] əˈdʒendə	noun	a list of items to be discussed at a meeting
market research		noun	the work of collecting information about what people buy and why
approval	[UK]əˈpruːvl [US] əˈpruːvl	noun	agreement to, or permission for sth, especially a plan or request
guarantee	[UK]ˌgærənˈtiː [US] ˌgærənˈtiː	noun	a written promise given by a company that sth you buy will be replaced or repaired without payment if it goes wrong within a particular period
competitive	[UK]kəmˈpetətɪv [US] kəmˈpetətɪv	adj.	used to describe a situation in which people or organizations compete against each other
appointment	[UK]əˈpɔɪntmənt [US] əˈpɔɪntmənt	noun	a formal arrangement to meet or visit sb at a particular time, especially for a reason connected with their work
reliable	[UK]rɪˈlaɪəbl [US] rɪˈlaɪəbl	adj.	that can be trusted to do sth well; that you can rely on
demonstration	[UK]ˌdemənˈstreɪʃn [US]ˌdemənˈstreɪʃn	noun	an act of showing or explaining how sth works or is done
hard sell		noun	a method of selling that puts a lot of pressure on the customer to buy