

# **Course: Business English**

## **Level 1**

Day №10

Brainstorm a list of questions for Mai and Wajan to ask.



Mai Kurihara is calling Jupiter Printing Company. She wants to receive this year's price list by fax.

**Can you...**  
**Could you....**  
**Can I have your...**

Wajan Sukcharoen of Jupiter Printing Company receives a call from Mai Kurihara.



# Asking for details and checking for information.

## Asking for details

Can I  
Could I  
May I

have your

Name?  
Fax number?  
Telephone number?  
Address?

## Checking for information

Can I  
Could I  
May I

Read that back to you?  
Just check that please?

Could you  
Can you

Spell that please?  
Spell that for me please?  
Repeat that please?



a. Read the two telephone conversations below. Fill in the forms with necessary information.

1  
 Name:.....  
 Company:.....  
 Fax:.....

Request:    print brochure                      price list                      visit  
                   quotation                                      other (specify)

Notes .....

2  
 Name:.....  
 Address:.....

Request:    office/A/C brochure                      price list  
                   factory A/C brochure                      visit  
                   other (specify)

Notes:.....

b. Read again. Finish the questions asked in each conversation.

1. Could you send me \_\_\_\_\_ by \_\_\_\_\_, please?
2. Could I have your \_\_\_\_\_ and \_\_\_\_\_ please?
3. \_\_\_\_\_ spell \_\_\_\_\_ please?
4. could you send me \_\_\_\_\_ for \_\_\_\_\_ please?
5. Can I have your \_\_\_\_\_ and \_\_\_\_\_ please?

1

A: Hello. Jupiter Printing Company. Can I help you?

B: Hello. My name is Mai Kurihara. I'm calling from Marketing Services in Japan.

I have your new print brochure, but it doesn't have prices in it. Could you send me this year's price list by fax please?

A: Sure. Could I have your name and fax number please?

B: Yes. My name is Mai Kurihara..

A:..Uh.. Could you spell that please?

B: Yes. The code for Japan is 81 and the number is 6...8644..3900

A: 6..8644...3900

B: Uh.. Can you fax it to me today please?

A: Certainly. I'll do it immediately.

B: Thank you.

A: Bye.

B: Bye.

2

A: (In Japanese) IAC de gozaimasu

B: uh.. Do you speak English

A: Yes. This is Industrial Air Conditioning. Junko Takahashi speaking. How can I help you?

B: Uh.. Could you send me this year's brochure for air conditioners please?

A: Certainly. Are you interested in office or factory air conditioners?

B: Office.

A: Ok. Can I have your name and address please?

B: yes. It's John Rees of Heiwa Life Insurance. The address is 2-5-15 Ogikubo, Suginami-ku, Tokyo.

B: That's right.

A: I'll get the brochure in the mail to you.

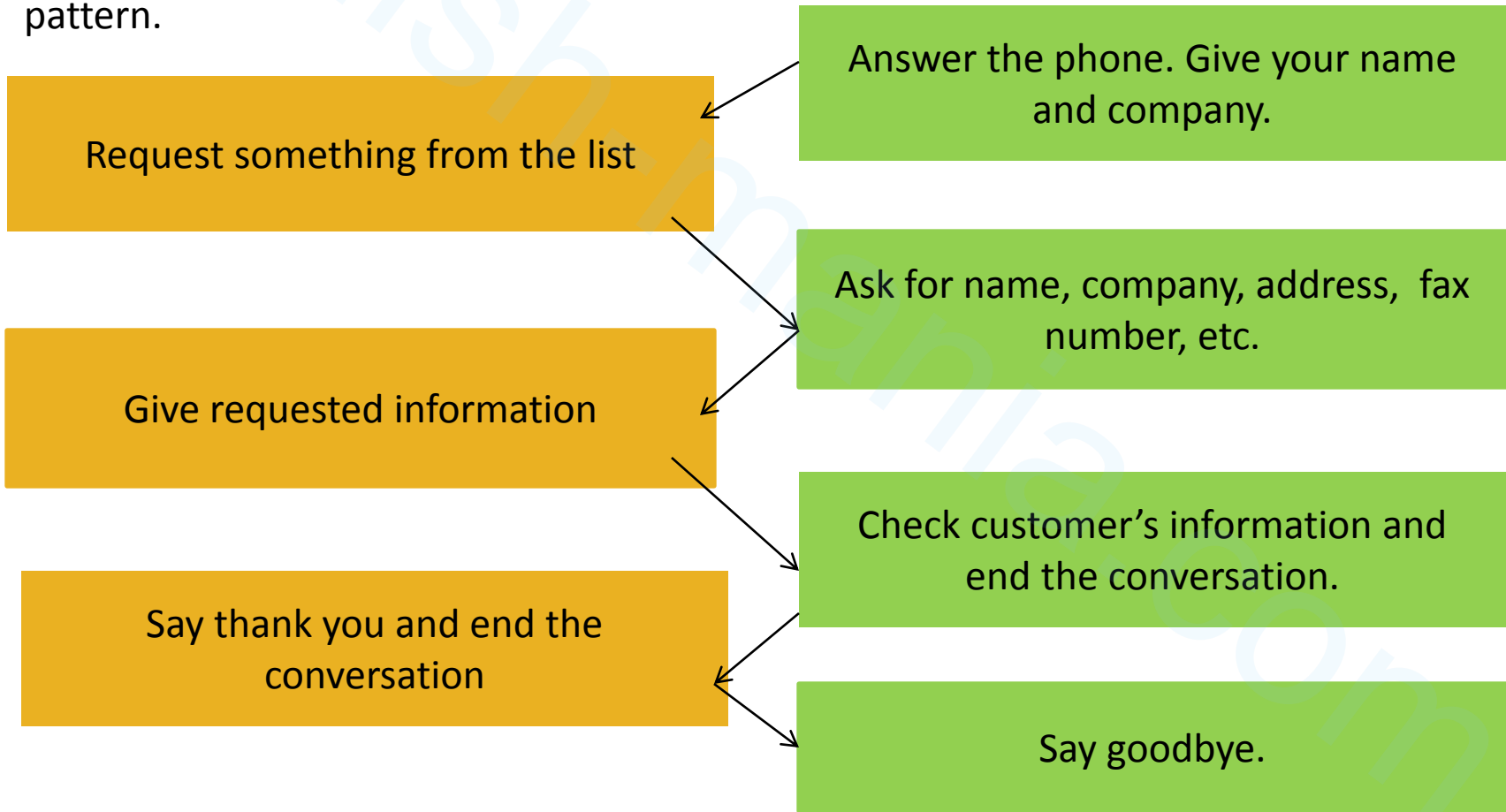
B: Thank you.

A: Bye.

B: Bye.

# Communication activity

Practice making and receiving phone calls. Take turns asking for information and getting customer details. Use the information on the following page. Follow the conversation pattern.



## Learn by Listening Limited

- English language learning cassettes: catalog  
price list
- French language learning cassettes: catalog  
price list
- Cantonese language learning cassettes: catalog  
price list
- Mandarin language learning cassettes: catalog  
price list
- Japanese language learning cassettes catalog

# Phone conversation



At work, which of these do you do in English?

	You	Your colleagues
Make business calls		
Receive business calls		
Make appointments		
Place orders		
Receive orders		



## Asking for details

Can I		name?
Could I	have your	fax number?
May I		telephone number? address?

## Checking

Can I	read that back to you?
Could I	just check that please?
May I	

Could you	spell that please?
Can you?	spell that for me please? repeat that please?

## Offering help

How can I help you?
What can I do for you?

## Starting reasons for calling

I'm calling to	request a brochure
I'd like to	arrange a meeting

## Complete the dialogue.

A: KBK, \_\_\_\_\_ help \_\_\_\_\_?

B: Hello. Can I speak to John Dwyer please?

A: Who \_\_\_\_\_?

B: Madeline Xiang.

A: \_\_\_\_\_ spell \_\_\_\_\_?

B: X-I-A-N-G.

A: Just \_\_\_\_\_  
through.

B: Thank you

## Put this conversation in order

- a. I'm just putting you through, Ms. Simpson.
- b. Just a moment please. Who should I say is calling?
- c. Linda Simpson of Samsung, UK.
- d. Hello, Bradley's. Can I help you?
- e. Can I speak to Feliz Mendez please?



# Communication activity

- Person A: Look at page 78
- Person B: Look at the information below.



## Situation 1

You are Mr. Jun Takahashi of Industrial Air Conditioning.

A customer calls. Fill in the form.

### **Customer request form**

Request for

Air conditioner brochures	__office	__factory
Air conditioner price information	__office	__factory
Installation information	__office	__factory

Name:

Address:

Tel.:

Fax:

Email:

Notes:

## Situation 2

You are Mai Kurihara. Call Jupiter Printing Company and ask them to fax you a price list for this year.

### **Marketing services Japan**

#### **MAI KURIHARA**

Sales Manager

3-20-15 Shin Osaka, Osaka fu, Japan

[Tel:\(06\) 8644n3976](tel:0686443976) Fax: (06) 8644=3900

Email: [jurihara-m@msj.co.jp](mailto:jurihara-m@msj.co.jp)

***Thank you for  
today!***

***I'm looking forward to  
seeing you again!***