

Course: Business English

Level 1

Day №9



**Do you answer
the phone in your
office?**

Answering the Phone

1

Language focus

Fill in the blanks using the words or phrases from the box.



1

A: Hello, Mitchell Designs.

B: _____ Ms. Sampson please.

A: _____

B: Ah, hello. My name is Peter Rogers of...

| | | | |
|---------------------|------------------------|--------------------------------|------------------------------|
| Speaking | Just a moment, please. | My name is... | Who should I say is calling? |
| How can I help you? | Do you speak English? | I'll put you through. | |
| Can I help you? | Can I speak to...? | Could you repeat that, please? | |

Fill in the blanks using the words or phrases from the box

2

A: East Asia Credit Bank. _____?

B: Hello. Ms. Pitsamai Keree's office please.

A: _____?

B: Julianne Hunter.

A: Just a moment. _____.

| | | | |
|---------------------|------------------------|--------------------------------|------------------------------|
| Speaking | Just a moment, please. | My name is... | Who should I say is calling? |
| How can I help you? | Do you speak English? | I'll put you through. | |
| Can I help you? | Can I speak to...? | Could you repeat that, please? | |

Communication activity

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

Situation 1

You are Ms. Holly Kronfeld of the Far East Research Institute. Call the University of Michigan and ask to speak to Professor Harold Buchowski.

Situation 2

You are Mr. Hideo Takanashi of Yaamanaka Industries. Make a note of who called you.

Situation 3

You are Mr. Victor Stoltz from the government tax office. Call Chock-a-Block Toys Ltd., and ask to speak to Mr. Eric Lum.

Situation 4

You are Ms. Li-An Kim of the International Bank of Shanghai. You are in the office with two other people, Mr. David Barber and Ms. An-Li Wang. Take a call. Answer in your own language at first. Make a note of who called you.





What's going on?

Culture Focus

If the cell phone had a cord, you could almost strangle the user

During a recent performance of *Death Of a Salesman*, its star, Brian Dennehy, Was startled to hear a cell phone ring Near the end of the second act. Even More disturbing was to hear the phone



being answered and a woman in the audience clearly saying, 'It's almost finished,' and going on to make dinner plans.

1. *Do you have a cell phone?*
2. *How do you feel about this woman's behavior?*

Let us read

As if it isn't hard enough to get to sleep on overnight journeys, one group of unlucky passengers shared a carriage with a woman who talked loudly on her mobile phone for 16 hours. In the end, she was arrested.

Lakeysha Beard of Tigard, Oregon, was charged with disorderly conduct after police were called by Amtrak staff members following continued complaints from passengers.

Police said the 39-year-old became aggressive and was involved in a 'verbal altercation' when asked to be quiet during the journey from Oakland, California to Salem, Oregon.

Fellow travelers said Ms. Beard refused to put the phone down even after crew members made repeated announcements for passengers to not use mobile phones.

Ms. Beard told Portland's KATU News that she felt 'disrespected' by the incident.

The train pulled out of the station in Oakland at 10pm on Saturday night and came to a halt at a crossing about two miles from Salem station at 2pm on Sunday.

Speaking practice:

Let's talk about phone etiquette.

Make a set of guidelines for when it is not okay to use a cell phone.



***Thank you for
today!***

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