

Course: Business English

Level 3

Day №2

UNIT 1 Getting in Touch

1.3 Dealing with unsolicited phone calls



- ***Have you ever received a phone call from a telemarketer?***
- ***How do you handle unsolicited phone calls?***

***Each of the telephone dialogs below has communication problems.
Match the problem to the dialog.***

- The caller doesn't give a reason for calling.
- The caller doesn't identify himself/herself.
- There's too much small talk.

A: Hello. Elizabeth Oakes speaking.

B: Hi Elizabeth. How are you?

A: Err...Fine, thanks.

B: Great. Hope I haven't called at a bad time.

A: No. It's OK.

B: Good.

A: Sorry, who is this?



***Each of the telephone dialogs below has communication problems.
Match the problem to the dialog.***

- The caller doesn't give a reason for calling.
- The caller doesn't identify himself/herself.
- There's too much small talk.

A: Hello. This is Huan.

B: Hi Mr. Huan. It's Teng.

A: Hi Teng. How are things?

B: Pretty good. Thanks. And you?

A: Not bad.

B: How was your weekend?

A: Relaxing. I just stayed at home.

B: Great. How's your family?

A: Fine, thanks. How can I help you Teng?

A: Hello.

B: Hi. Is this Joan?

A: Yes it is. Hi Lucy.

B: Hi. Busy?

A: Yeah. A little.

B: Yeah, me too. I've been rushing around all morning...

A: ...Er, Lucy, what can I do for you?

Read the beginning of four telephone conversations.

Decide if the conversations are fine(F) or have problems(P). If they have a problem, what is it?

☐

1

☐

2

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3

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4

1

Stuart: Hello Purchasing Department.

Mike: Hi Stuart. It's Mike. How are things?

Stuart: Hi Mike. Not bad.

Mike: I was just calling to see if you got the catalogs I sent you.

Stuart: Oh yeah. Thanks. They arrived yesterday.

2

Miguel: Hello. Miguel speaking.

Edward: Hi Miguel. How are you?

Miguel: Fine, thanks.

Edward: Good. I heard you were sick last week.

Miguel: I'm fine now, thanks. Who's calling, please?

Edward: Oh, this is Edward.

If the callers give a reason for calling, what is the reason? Check the reasons you hear.

- Called to check that you have received the catalogs I sent.
- Called to see if your order was received.
- Called to cancel a meeting.
- Called to see if we can meet next week.

Read the beginning of four telephone conversations.

Decide if the conversations are fine(F) or have problems(P). If they have a problem, what is it?

☐

1

☐

2

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3

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4

3

Ralph: Hi. Ralph Müller speaking.

Rahul: Hi Ralph.

Ralph: Oh, hi Rahul. How are you?

Rahul: Not bad, thanks. And yourself?

Ralph: Can't complain. Busy though.

Rahul: Yeah, it's that time of the year.

Ralph: Right.

Rahul: Vacation seems a long time ago now, doesn't it?

Ralph: Err...yeah it does.

Rahul: When are you planning your next vacation?

Ralph: I don't really know. What can I do for you Rahul?

4

Aoki: Hello. Aoki speaking.

Sarah: Hi Aoki-san. It's Sarah.

Aoki: Hello Sarah. Good to hear from you.

**If the callers give a reason for calling, what is the reason?
Check the reasons you hear.**

- Called to check that you have received the catalogs I sent.
- Called to see if your order was received.
- Called to cancel a meeting.
- Called to see if we can meet next week.

UNIT 1 Getting in Touch

1.4 Making small talk on the phone



•Is small talk a part of business telephone conversations in your country?

•Do you make small talk on the phone?

•What is the relevance of a small talk during a phone conversation?

Read the following dialogues. Identify the sentences that involve small talk.

Make a list of questions that can be asked to create small talk at the beginning of a telephone conversation.

1

Stuart: Hello Purchasing Department.

Mike: Hi Stuart. It's Mike. How are things?

Stuart: Hi Mike. Not bad.

Mike: I was just calling to see if you got the catalogs I sent you.

Stuart: Oh yeah. Thanks. They arrived yesterday.

2

Miguel: Hello. Miguel speaking.

Edward: Hi Miguel. How are you?

Miguel: Fine, thanks.

Edward: Good. I heard you were sick last week.

Miguel: I'm fine now, thanks. Who's calling, please?

Edward: Oh, this is Edward.

3

Ralph: Hi. Ralph Müller speaking.

Rahul: Hi Ralph.

Ralph: Oh, hi Rahul. How are you?

Rahul: Not bad thanks. And yourself?

Ralph: Can't complain. Busy though.

Rahul: Yeah, it's that time of the year.

Ralph: Right.

Rahul: Vacation seems a long time ago now, doesn't it?

Ralph: Err...yeah it does.

Rahul: When are you planning your next vacation?

Ralph: I don't really know. What can I do for you Rahul?

Communication activity

- **Make a phone call to someone using the information below.**

Prepare what you will say. Don't forget to make small talk.



Situation 1 Student

Call Mr. Ken Suzuki. Mr. Suzuki has been your customer for three years. You meet several times a year. Mr. Suzuki likes to play golf. His handicap was twelve the last time you asked, although he has been sick recently. You want to check that he will place a new order shortly.

Situation 1 Teacher

You are Ken Suzuki. Student _____ has been your supplier for three years. You meet Student _____ several times a year. You like playing golf but you haven't played for a while because you were sick. You are OK now though. However, your golf handicap has slipped from twelve to sixteen. You will have an order for Student _____ next week. It's a larger order than this time last year.

- **Now someone will call you.**

Situation 2 Student

You are Geoff Graham. You are the purchasing manager for your company. Teacher _____ is a regular supplier. You like Teacher _____ and find him/her friendly. However, you are very busy with urgent orders. You place an order with Teacher _____ next week when you have more time. You had a great weekend with your family. The family is fine.

Situation 2 Teacher

Call Geoff Graham. He is the purchasing manager for one of your biggest customers. He has two young children and likes to spend time with them. Call Geoff and ask him when he will place the next order.

***Thank you for
today!***

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