

Державний вищий навчальний заклад  
“Українська академія банківської справи  
Національного банку України”  
Кафедра іноземних мов

## **EFFECTIVE PHONE CALLS**

Навчальний посібник  
для аудиторної та самостійної роботи

Для студентів економічних спеціальностей  
усіх форм навчання

Суми  
ДВНЗ “УАБС НБУ”  
2008

**УДК 811.111(075.8)**

**E90**

Рекомендовано до видання методичною радою факультету банківських технологій Державного вищого навчального закладу “Українська академія банківської справи Національного банку України”, протокол № 2 від 29.11.2007.

Розглянуто та схвалено на засіданні кафедри іноземних мов, протокол № 6 від 26.11.2007.

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**E90 Effective Phone Calls (Ефективне спілкування по телефону):** навчальний посібник для аудиторної та самостійної роботи / Уклад. О.І. Лещенко, А.О. Ходцева. – Суми: ДВНЗ “УАБС НБУ”, 2008. – 98 с.

Загальною метою посібника є формування у студентів професійних мовних компетенцій у сфері спілкування по телефону англійською мовою. Посібник підготовлений з урахуванням вимог Болонської декларації, Загальноєвропейських рекомендацій з мовної освіти та програми з англійської мови для професійного спілкування для вищих навчальних закладів України.

Посібник складається з теоретичної частини, де розглядаються методичні аспекти набуття навичок ефективного спілкування по телефону; основної частини, яка містить матеріали для практичних занять та самостійної роботи студентів, та додатка, де подані зразки ділових документів і наведені приклади функціональних експонентів, якими студенти повинні оперувати по закінченні вивчення модуля.

Призначений для студентів економічних спеціальностей усіх форм навчання.

**УДК 811.111(075.8)**

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## **CONTENTS**

|   |    |
|---|----|
| PREFACE .....   | 4  |
| METHODOLOGY OF TELEPHONING.....   | 5  |
| UNIT 1. STARTING A CALL .....   | 8  |
| UNIT 2. AN UNEXPECTED CALL: TAKING/LEAVING<br>MESSAGES .....            | 17 |
| UNIT 3. GOING ON A BUSINESS TRIP .....                                  | 29 |
| UNIT 4. MAKING AND CHANGING ARRANGEMENTS.....                           | 45 |
| UNIT 5. INFORMATION HANDLING: PRODUCTS<br>AND SERVICES .....            | 58 |
| UNIT 6. DEALING WITH PROBLEMS.....                                      | 70 |
| BIBLIOGRAPHY .....  | 80 |
| APPENDIX A. FUNCTIONAL EXPONENTS:<br>USEFUL TELEPHONE EXPRESSIONS ..... | 82 |
| APPENDIX B. BUSINESS DOCUMENTS .....                                    | 84 |
| APPENDIX C. LETTERS AND FAXES LAYOUT .....                              | 85 |
| APPENDIX D. TAPESCRIPTS .....   | 87 |

## PREFACE

Dear learner!

You might know that 19 May 2005 our country joined the Bologna process, which will lead us to radical changes in education. The creation of the European Higher Education Area by 2010 (Bologna, 1999) sets challenging tasks in terms of greater mobility for students, more effective international communication, better access to information and deeper mutual understanding.

Practically all learners of Business English need to make and receive telephone calls. They need to be equipped with a range of skills and language to give them confidence to deal with any difficulties they may encounter over the phone.

“Effective Phone Calls” is a practical and accessible course specifically designed to develop these essential communication and language skills. It is divided into six units, which contain face-to-face with teacher and self-study materials. The course aims to develop both competence and confidence in a variety of situations, so that by the end of the period of study you will have acquired the necessary skills to handle almost any kind of call in business setting. As a result a higher level of your language proficiency in this particular area will facilitate your individual mobility and competitiveness in the job market.

Good luck!

## METHODOLOGY OF TELEPHONING

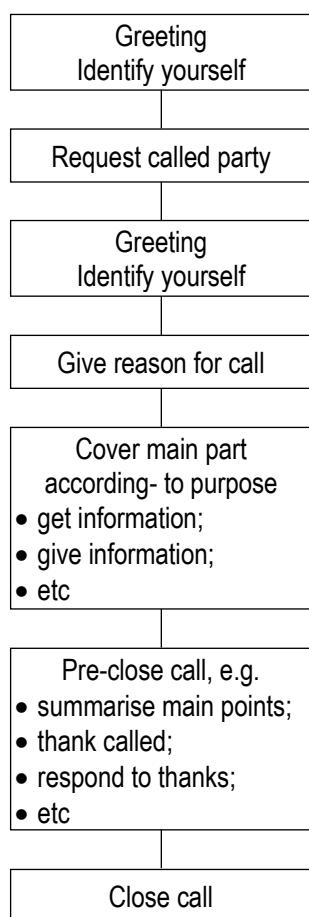
Much of the day-to-day work of business people is carried out over the phone.

A business phone call can be defined according to its purpose. These include:

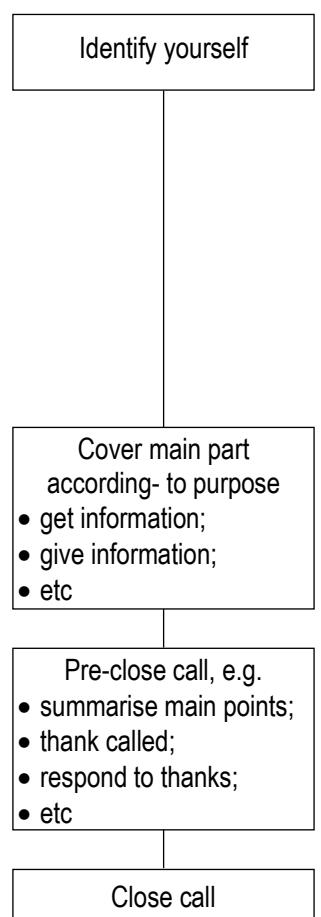
- giving information;
- requesting information;
- confirming information;
- making arrangements;
- persuading the called party, as in telephone selling;
- negotiating with the called party;
- complaining to the called party.

There are two parallel structures for telephone calls, depending on whether one is the caller or the called party. These structures can be broken down into the following building blocks:

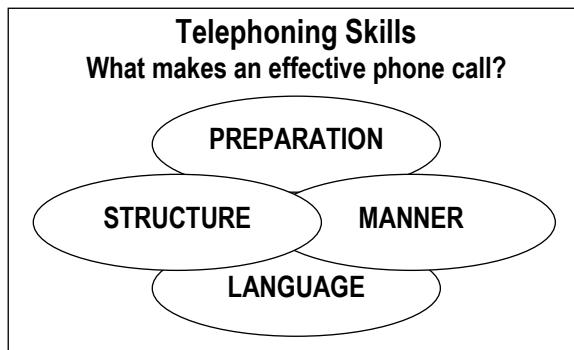
Telephone building blocks – caller



Telephone building blocks – called



These building blocks give us a starting framework for the steps or procedures involved in a phone call. There's a template for evaluating performance, which could be based around the following model:



**Preparation** refers to the state of “mental readiness” to implement the clearly-defined purpose of the call. This may be to:

- give information;
- request information;
- confirm information;
- make arrangements;
- persuade the called party;
- negotiate with the called party;
- complain to the called party.

Has the caller carried out the necessary preparation for an effective call? Is he/she prepared for the foreseeable range of scenarios, once he/she has dialled the number of the person being called?

**Structure** refers to the stages of the call. These are shown above under “telephone building blocks”. Does the caller have an awareness of the steps to be taken to manage the call effectively, according to his/her purpose? Does the caller have the necessary skills (organisational and linguistic) to advance the call effectively through its various stages?

**Manner** refers to the techniques used by the parties to achieve the purpose of the call effectively. As there is no visual contact between the parties, the message relies heavily on the voice for its effective transmission. To be effective, there should be:

- clear and comprehensible speech, i.e. the speakers must avoid mumbling, jargon, complicated sentence structure, etc.;
- regular and appropriate feedback, e.g. I see, I understand, uh-huh, etc.;
- appropriate vocal tone for the purpose of the call, e.g. polite, helpful, persuasive, etc.;
- an appropriate action during the call, i.e. don't leave the caller or the called hanging on for more than ten seconds without warning;
- offers of appropriate follow-up action, where necessary.

**Language** refers to the traditional categories of language forms:

- grammar;
- vocabulary;
- pronunciation.

Are these used correctly?

As with other oral communication skills, the key to improved performance is to:

- agree on the elements of effective phone calls;
- practise phone calls to integrate the elements into performance;
- share feedback on strengths and weaknesses.

# UNIT 1. STARTING A CALL

## FIRST CONTACTS

### **Discussion**

1. What do you do before you make a telephone call to someone you have never called before? How do you prepare for it? Do you feel completely at ease on the telephone? Do you need much preparation? Will you want to make notes or imagine the call in your mind(s)?
2. Think of telephone calls that you have received. What are the types of behavior that irritate you?
3. What is the effect of good telephone manner?
4. Patterns of communication vary between cultures. What problems do you think you might face while telephoning to people from different national cultures?

### **Language focus Telephone terms**

| <b>People</b>                 | <b>Numbers</b>                             | <b>Problems</b>                                       |
|-------------------------------|--|---|
| <i>caller / called party</i>  | <i>subscriber number</i>                   | <i>bad line</i>                                       |
| <i>switchboard (operator)</i> | <i>local/ national/ international code</i> | <i>engaged (busy)</i>                                 |
| <i>telephonist</i>            |  | <i>cut off</i>  |
| <i>operator</i>               | <i>ex-directory</i>                        | <i>crosstalk (interference, somebody on the line)</i> |
| <i>subscriber</i>             | <i>freephone (0800)</i>                    | <i>off the hook</i>                                   |
|                               | <i>office / work number</i>                | <i>number unobtainable</i>                            |
|                               | <i>extension</i>                           |   |
|                               | <i>direct line</i>                         |   |
|                               | <i>home number</i>                         |   |
| <b>Types of phone</b>         | <b>Services</b>                            | <b>Actions</b>  |
| <i>fixed</i>                  | <i>operator</i>                            | <i>pick up</i>  |
| <i>desk / desktop phone</i>   | <i>directory enquiries</i>                 | <i>put down</i>                                       |
| <i>mobile</i>                 | <i>call diversion</i>                      | <i>hold on</i>  |
| <i>hands-free (in a car)</i>  | <i>call waiting</i>                        | <i>hang up</i>  |
| <i>push-button</i>            | <i>call hunting</i>                        | <i>dial / redial</i>                                  |
| <b>Parts of phone</b>         | <b>Calls</b>                               |   |
| <i>handset</i>                | <i>long distance</i>                       |   |
| <i>dial</i>                   | <i>international</i>                       |   |
| <i>keypad</i>                 | <i>local</i>                               |   |
| <i>earpiece</i>               | <i>collect (US)/ reverse</i>               |   |
| <i>mouthpiece</i>             | <i>charge (UK)</i>                         |   |

## **Practice**

1. Match the words to their definitions.

|                          |                              |                          |                              |
|--------------------------|------------------------------|--------------------------|------------------------------|
| <input type="checkbox"/> | <b>a</b> telephone directory | <input type="checkbox"/> | <b>g</b> wrong number        |
| <input type="checkbox"/> | <b>b</b> engaged             | <input type="checkbox"/> | <b>h</b> switchboard         |
| <b>1</b>                 | <b>c</b> dialling tone       | <input type="checkbox"/> | <b>i</b> extension number    |
| <input type="checkbox"/> | <b>d</b> reverse charge call | <input type="checkbox"/> | <b>j</b> cell phone          |
| <input type="checkbox"/> | <b>e</b> national call       | <input type="checkbox"/> | <b>k</b> directory enquiries |
| <input type="checkbox"/> | <b>f</b> off-peak call       | <input type="checkbox"/> | <b>l</b> operator            |

1. A continuous sound that means you can dial the number you want.
  2. The equipment which distributes calls to the different departments and offices in a company.
  3. A phone number you dial by mistake.
  4. Busy – someone is using the line you want.
  5. The number of each different phone in a company.
  6. A call which is paid for by the person you are calling.
  7. Also called a mobile phone.
  8. A book with a list of telephone numbers.
  9. A service you phone if you want to find a number.
  10. A call to a different part of the country.
  11. A person who helps you to make a call.
  12. A call made in the evening or at the weekend which has a lower charge.
2. Complete the following operator messages with an appropriate word or expression from the *Language focus*.
- a This number has been changed. Please replace the \_\_\_\_\_ and \_\_\_\_\_ the following number.
  - b The telephone is permanently \_\_\_\_\_. It must have been left \_\_\_\_\_.
  - c I'm sorry, I can't give you that number. It's \_\_\_\_\_.
  - d The \_\_\_\_\_ for Leeds has been changed. Please\_\_\_\_\_, inserting 0113 before the subscriber number.
  - e All the lines to Paris are \_\_\_\_\_. Please try later.
3. What would you say to the operator in these situations?
- a You have no change or phone card and you must phone home urgently.
  - b You have tried a number several times and you always get a "number unobtainable" tone.
  - c You have got through to the wrong number. You need to find the right number.
  - d Your line suffers frequently from interference from other calls.
  - e You would like to know what you dial to reach a subscriber in China.

## PERSONAL IDENTIFICATION

1. The language we use on the telephone is not always the same as when we are face to face with a person. Do you know any typical telephone phrases? What do you say when you:
  - give your name?
  - ask to speak to someone?

2. Read the telephone conversation. We do not use the underlined phrases on the telephone. What do we say?

|              |   |
|--------------|---|
| Receptionist | Good morning. L. S. Communications.             |
| Mario        | Good morning. <u>I want</u> Anna Pilon, please. |
| Receptionist | <u>Wait</u> , please...                         |
| Anna         | Hello.  |
| Mario        | Hello. <u>Are you</u> Anna Pilon?               |
| Anna         | <u>Yes, I am.</u>                               |
| Mario        | Hello. I'm Mario Bardo. <u>I call</u> about...  |

3. Number the lines of the telephone conversation to show the right order.

- Yes, speaking.
- 1 Good morning. L. S. Communications. How can I help you?
- Hello. Is that Anna Pilon?
- This is Mario Bardo. I'm calling about...
- Good morning. Can I speak to Anna Pilon, please?
- Hello.
- Just a moment, please.

4. Write the typical telephone phrases from the conversation in 3 for:

- |                                 |                     |
|---------------------------------|---------------------|
| 1. I want <u>Can I speak to</u> | 4. Yes, I am. _____ |
| 2. Wait _____                   | 5. I'm _____        |
| 3. Are you _____                | 6. I call _____     |

5. Write the telephone expressions which mean the same as the expressions on the left. (The first one is done for you.)

| <i>Face to face</i>  | <i>On the telephone</i>               |
|--|---------------------------------------|
| a What's your name?  | Could I have your name, please?       |
| b I'm John Davis.  | T ..... .... John Davis.              |
| c – Are you Mrs Dimbleby?<br>– Yes, I am.  | I ..... .... Mrs Dimbleby?<br>S ..... |
| d Could you wait a moment?   | H ..... the I ..... , please.         |
| 6. Are there special telephone expressions in your language? Does everyone use them? |                                       |

## **Language work**

1. Study these phrases for starting calls.

| IDENTIFYING WHO IS SPEAKING   | SAYING WHO YOU WANT TO SPEAK TO |                      |
|-------------------------------|---------------------------------|----------------------|
| <i>This is Paul Henig.</i>    | <i>Could I</i>                  | <i>speak to... ?</i> |
| <i>Paul Henig speaking.</i>   | <i>Can I</i>                    |                      |
| <i>Is that Julia Gardini?</i> | <i>I'd like to speak to...</i>  |                      |
|                               | <i>Extension 596, please.</i>   |                      |

2. Supply the missing words in these conversations.

- |                |  |
|----------------|--|
| 1) Ms Brunet   | Sales Department, good morning.            |
| Mr Keller      | _____ Helena Steiner, please?              |
| Ms Brunet      | Hold on. I'll get her.                     |
| 2) Mrs Steiner | Hello, Sales.                              |
| Mr Keller      | _____ Helena Steiner, please.              |
| Mrs Steiner    | _____.                                     |
| 3) Switchboard | Curtis Holdings.                           |
| Mr Keller      | _____ 293, please.                         |
| Miss Delmont   | Accounts Department.                       |
| Mr Keller      | _____ Jean Delmont?                        |
| Miss Delmont   | Yes, _____. How can I help you, Mr Keller? |

### **Listening**

Mr Pym of Technos wants to speak to Mr Jones from Lakefield's. He has three conversations with the switchboard operator. Listen to the three conversations. After each conversation, answer these questions.

- a Does Mr Pym speak to Mr Jones? If not, why not?
- b Does Mr Pym leave a message? What does he say?

### **Listening and speaking**

The flowchart below shows Mr Pym's three conversations. Each path represents a different conversation.

The path on the **left** shows Conversation One.

The path on the **right** shows Conversation Two.

The path in the **middle** shows Conversation Three.

1. Listen to the three conversations again, and fill in the spaces (1-9) in the flowchart.
2. Practise the different conversations with a partner.

**3.** Sentences **a-e** all have mistakes. Can you correct them?

**a** I'm afraid but he's not here.

.....  
**b** I call you about the contract.

.....  
**c** Can I to take a message?

.....  
**d** Can you tell him to me call back?

.....  
**e** I call back later.

### **Pair work**

You and your partner are going to have four telephone conversations (A-D). Use the flowchart opposite to help you prepare what you are going to say.

#### **Conversation A**

**Person A:** You want to speak to Mr Harmer in the Personnel Department of Lakefield's. Call Lakefield's. Don't leave a message. Say you'll call back later.

**Person B:** You are the switchboard operator at Lakefield's. Mr Harmer's line is engaged. Ask the caller if he or she wants to hold on.

#### **Conversation B**

**Person A:** You are the switchboard operator at Lakefield's. Mrs Walters is having lunch. Take a message if necessary.

**Person B:** You want to speak to Mrs Walters in the Sales Department of Lakefield's. Leave her a message to say you will call again at 2 p.m.

#### **Conversation C**

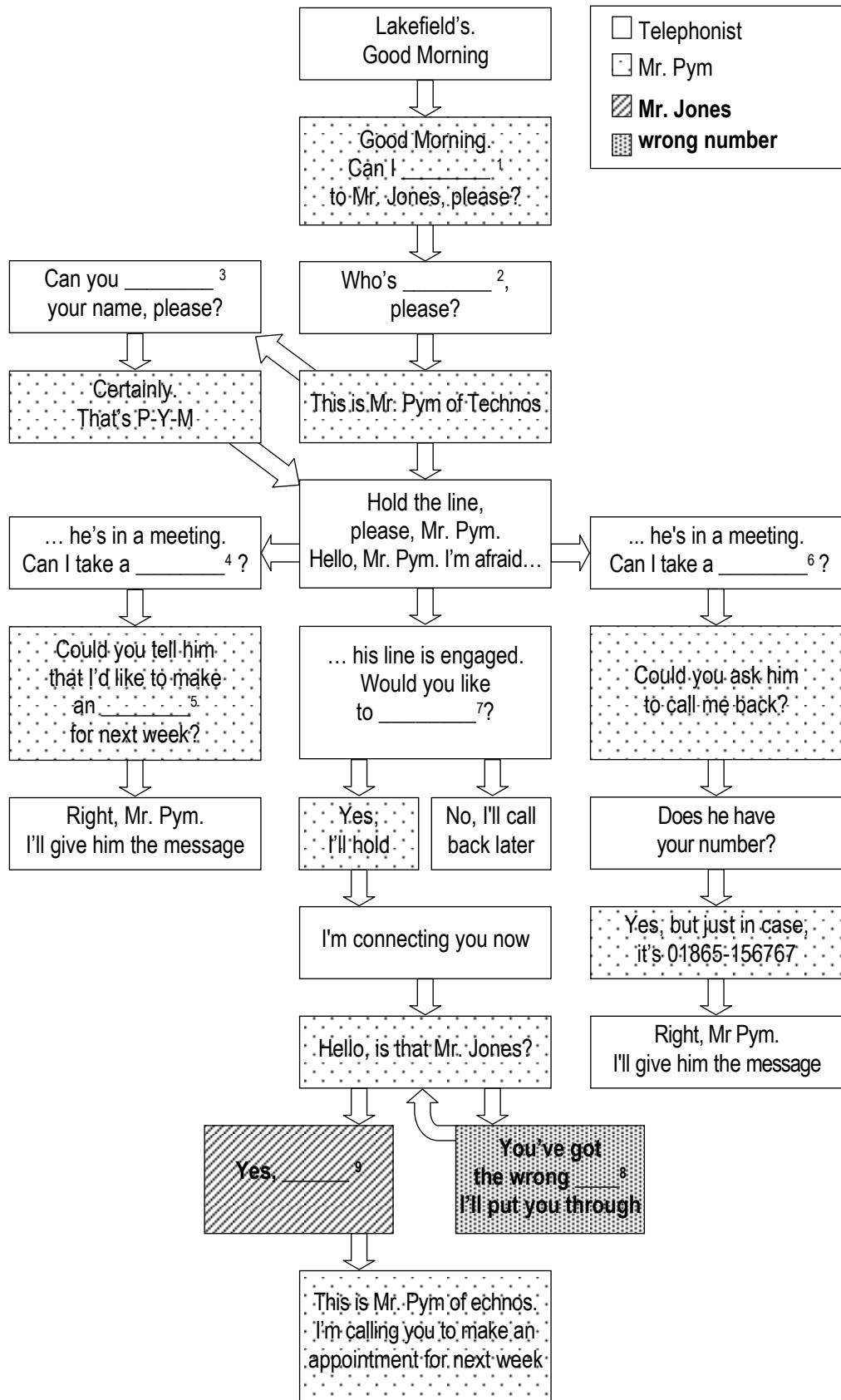
**Person A:** You want to speak to Mr Harmer in the Personnel Department of Lakefield's. If he's not there, leave a message to ask him to call you back.

**Person B:** You are the switchboard operator at Lakefield's. Mr. Harmer is on another line. Ask the caller if he wants to hold on.

#### **Conversation D**

**Person A:** You are Mr Harmer. Call back Person A to see what he or she wants.

**Person B:** Mr Harmer calls you. Tell him his car is parked in front of your garage. Can he move it, please?



## SELF-STUDY

### UNIT 1

- A** It's ...
- B** Could I speak to ...?
- C** I'm phoning about...
- D** How can I help you?
- E** Who's calling, please?
- F** Hold on, please.

1. Read the telephone conversation below. The missing phrases are in the box on the left. Write the letter in the space.

*Receptionist* Good morning. AMC Design. d<sup>1</sup>?

*Pete* Oh, hello. \_\_\_\_\_<sup>2</sup> Jon Dunn, please?

*Receptionist* \_\_\_\_\_<sup>3</sup>

*Pete* \_\_\_\_\_<sup>4</sup> Pete May from Novae.

*Receptionist* \_\_\_\_\_<sup>5</sup>

*Jon* Hello, Pete. It's Jon. How are you?

*Pete* Fine, thanks, Jon. \_\_\_\_\_<sup>6</sup> our next meeting. Are you free on Thursday afternoon, at 4 o'clock?

2. Write the phrases with the same meaning from 1.

Can I speak to...? Just a moment, please. I'm calling about...

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. There are three people in the dialogue: the receptionist, Mr Bond, and Mr Davos. Decide what each person says, and write the numbers in the boxes in the correct order. The first number for each person is given.

1. Yes, speaking.
2. Yes, that's right.
3. Yes, certainly. Who's calling, please?
4. Hold the line, please... I'm putting you through now.
5. Goodbye.
6. Hello, is that Mr Davos?
7. OK. I'll call you back. Goodbye.
8. Yes, of course. Do you have my number?
9. This is Mr Bond of AXA. I'm calling you about Friday's meeting.
10. This is Mr Bond of AXA.
11. Good morning. I'd like to speak to George Davos, please.

12. Hello, Mr Bond. I'm afraid I can't speak to you just now. Can I call you back in five or ten minutes?
13. GNS Electronics.
14. Yes, it's 325 689, isn't it?

|              |    |  |  |  |  |  |
|--------------|----|--|--|--|--|--|
| Mr Bond      | 11 |  |  |  |  |  |
| Receptionist | 13 |  |  |  |  |  |
| Mr Davos     | 1  |  |  |  |  |  |

4. Match the sentences on the left with the responses on the right.
- |                                       |  |
|---------------------------------------|--|
| 1. Would you like to leave a message? | a Yes, but I didn't have time to call you back.        |
| 2. Can I leave a message?             | b No. Nobody called all morning.                       |
| 3. Are there any messages for me?     | c Yes. I'll pass on the message as soon as I see him.  |
| 4. Can you tell her I called?         | d Yes, of course. I'll just get a pen... Go ahead.     |
| 5. Could you ask him to call me back? | e Yes, please. Could you tell him I'm coming tomorrow? |
| 6. I'll call back later.              | f Yes. I'll tell her when I see her this afternoon.    |
| 7. Did you get my message?            | g OK. Goodbye.   |
5. You are phoning a company in the UK to speak to a business contact. How would you respond to the following sentences?
1. Who's calling, please?  
.....
  2. Will you hold, or call back?  
.....
  3. I'm afraid he's in a meeting.  
.....
  4. Does she have your number?  
.....
- Someone telephones your office from the UK. How would you respond to the following questions?
5. Is that the Marketing Department?  
.....
  6. Can I speak to (*your name*), please?  
.....

7. Can I leave a message?

.....

8. Hello. May I speak to (*your colleague's name*)?

.....

6. Complete the telephone conversation. Write ONE word in each gap.

A Good morning. Radfords. How \_\_\_\_\_ <sup>1</sup> you?

B Good morning. \_\_\_\_\_ <sup>2</sup> to Matt Hudson, please?

A Who's \_\_\_\_\_ <sup>3</sup>, please?

B Emma Hite, from Infosystems.

A \_\_\_\_\_ <sup>4</sup> on, please?

C Hello.

B Hello. Is \_\_\_\_\_ <sup>5</sup> Matt Hudson?

C Yes, \_\_\_\_\_ <sup>6</sup>.

B \_\_\_\_\_ <sup>7</sup> Emma Hite. I'm \_\_\_\_\_ <sup>8</sup> about your computer ...

## UNIT 2. AN UNEXPECTED CALL: TAKING/LEAVING MESSAGES

### ***Listening***

1. Jordi Marrero wants to visit Diana Wong in Hong Kong. He telephones her four times. Listen to the four conversations. What is the problem each time?

Dialogue 1 .....

Dialogue 2 .....

Dialogue 3 .....

Dialogue 4 .....

2. Listen again and answer the following questions.

Who does Diana work for? When is she due back in the office?

What is her mobile number? When does Jordi want to meet?

Which department is she in? What is his direct line?

3. Listen again. Which dialogues do these lines come from?

a Speaking....4... g Thanks for calling. ....

b How can I help? ..... h Would you like to hold? .....

c I'm sorry, sir, but there is no i I'll put you through.....  
reply from her office.

d You've got the wrong j Can I take a message? .....

extension. ....

e No thanks. I'll call later. k Could you transfer me to her? ....

f Hold the line. I'll transfer l Is that Diana?.....  
you. ....

4. Match sentences 1-9 with responses a-i.

1. Could I speak to Diana Wong,  
please? \_\_\_\_\_ a G-I-N-S.

2. Can I take a message? b My name is Phillip Nevill.  
c Yes I'm here all day.

3. I'm afraid you've got  
the wrong number.

4. Can she call you back?

5. Could you spell that, please?

6. Would you like to hold the line?

7. When are you expecting her back?

8. Who's calling?

9. I'm sorry, the line is busy.

d About 4 o'clock.  
e No thanks. I'll call back.

f Speaking.

g Yes, please. Tell her Tom  
called.  
h That's OK. I'll hold.  
i Oh, no. Sorry.

### ***Deciding what to do***

1. Sometimes we meet new situations or problems and we have to say what action we'll take.

- A The line's busy.  
B I'll call back later.  
  
A Could you take a message?  
B Hold on. I'll get a pencil.

Decide what to do in these situations.

- A I'm afraid your train is delayed.  
B I'll take a taxi.

1. I'm afraid your train is delayed. (taxi)
2. The President is busy just now. (later)
3. We need some more paper. (order)
4. They don't speak English. (translator)
5. This quotation is very high. (another supplier)
6. I have to go to head office tomorrow. (a lift)
7. They want written confirmation of the order. (fax)

2. Sometimes the person we phone is not available. Here are some reasons:
- a I'm afraid she's on the other line.
  - b I'm afraid she's off sick.
  - c I'm afraid she's tied up at the moment.
  - d I'm afraid he's in a meeting.
  - e I'm afraid he's not here just now.

Can you think of any more reasons?

3. Work with a partner. Make up conversations deciding what to do when someone is not available.
- A Could I speak to Barbara Morey, please?  
B I'm afraid she's on holiday this week.  
A Can you ask her to ring me next week?

These phrases will help you:

|  |  |
|--|--|
| I'll hold                                | I'll call back later...                |
| Could you                                | take a message?<br>give her a message? |
| Can you put me through to her secretary? |  |

## **Listening**

1. Monique Dumont works for Execo in France. She wants to speak to David Payton, a customer in Sydney. Listen and complete the message below.

*Monique Dumont called  
re\* .....  
Can you .....  
on 33 - 2 .....*

re\* = “regarding” or “about”

2. Match the sentences in column A with the correct response from column B.

| A   | B  |
|---|--|
| 1. Could I speak to David Payton, please? | a Thank you for your help. Good-bye.                         |
| 2. Who's calling, please?                 | b Certainly. Hold on one moment, please.                     |
| 3. Can I take a message?                  | c This is Monique Dumont from Execo.                         |
| 4. Could you tell me your number?         | d Yes, could you ask him to call me back?                    |
| 5. I'll give him the message.             | e It's 33 – that's the code for France – then 2 51 25 89 74. |

3. Now listen again to check.

| Language note   | <i>Like and would like</i> |
|---|----------------------------|
| 1. To talk about your interests in general, use <i>like + ing</i> .<br><i>I like going to the cinema.</i> <i>He likes watching sport on TV.</i><br><i>Do you like playing squash?</i> <i>Does she like walking?</i>   |                            |
| 2. To talk about what you want to do at a specific time, and to make invitations, use <i>would like to + verb</i> .<br><i>I'd like (I would like) to go to the cinema this weekend.</i><br><i>They'd like to come to the football match on Saturday.</i><br><i>Would you like to play squash this evening?</i><br><i>Would your colleague like to come with us?</i> |                            |

## **Speaking**

1. Look at this dialogue. Which question asks about general interests? And which question is an invitation?  
**A** Do you like volleyball?  
**B** Yes, I do.  
**A** Would you like to play this evening?  
**B** That would be very nice. / Thank you, but I'm afraid I'm not free.
2. Now have similar conversations with a partner. You can accept or refuse your partner's invitations. Use these prompts: *opera, films, football, sightseeing*.

## **LEAVING A MESSAGE**

1. Number the lines of the telephone conversation to show the right order.  
( ) One moment, please. I'm sorry, the line's busy. Will you hold?  
( ) Good morning. Sava Electronics.  
( ) Er, no, I'll call again later. Thank you. Goodbye.  
( ) Goodbye.  
( ) Good morning. Can I have extension 473, please?
2. Write the phrases from the conversation in 1 which mean:  
1. I'm afraid the line's engaged. \_\_\_\_\_  
2. Will you hold on? \_\_\_\_\_  
3. I'll ring back later. \_\_\_\_\_
3. Work in pairs. Practise the conversation in 1 Use the phrases from 2.
4. Read the telephone conversation. The missing phrases are in the box below. Write the letter in the correct space.  
**A** Good morning. Sava Electronics.  
**B** Good morning. d<sup>1</sup> 473, please?  
**A** Yes. One moment, please.  
**B** Hello.       <sup>2</sup> Carla Mann?  
**C** No, it's her PA. I'm sorry, but she's in a meeting.       <sup>3</sup>?  
**B** Yes, please.       <sup>4</sup>? My name's Ron Basca and the number is 01483 675 9982.  
**C**       <sup>5</sup>?  
**B** Yes, 01483 675 9982.  
**C** Thank you.       <sup>6</sup>?  
**B** Yes. Ron, that's R-O-N, Basca, B-A-S-C-A.  
**C** Thank you, Mr Basca       <sup>7</sup>.  
**B** Thanks a lot. Goodbye.

- |                                       |   |
|---------------------------------------|---|
| <b>a</b> Sorry, could you that again? | <b>e</b> Could you ask her to call me?      |
| <b>b</b> Can I take a message?        | <b>f</b> I'll give her your message.        |
| <b>c</b> Is that...?                  | <b>g</b> Could you spell your name, please? |
| <b>d</b> Can I have extension...? ↗   |   |

5. Practise the conversation in pairs. Change roles and practice again.

### **ANSWERPHONE MESSAGES**

1. Listen to five answerphone messages. The sentences express the main idea of the message. Write the number of the call next to the message.

- |  |                            |
|--|----------------------------|
| <b>a</b> Please dial a different number.               | <input type="checkbox"/>   |
| <b>b</b> All the telephone lines are busy.             | <input type="checkbox"/> 1 |
| <b>c</b> Please call when the office is open.          | <input type="checkbox"/>   |
| <b>d</b> Please leave your name, address and postcode. | <input type="checkbox"/>   |
| <b>e</b> Please leave your name and telephone number.  | <input type="checkbox"/>   |

2. Listen again and complete the answerphone messages.

**CALL 1.** Thank you for \_\_\_\_\_ Airline Network. All our agents are \_\_\_\_\_ at the moment. Please \_\_\_\_\_ and an agent \_\_\_\_\_ your call as soon as possible.

**CALL 2.** The office is closed now. We are open from \_\_\_\_\_ to \_\_\_\_\_ Monday to Saturday. Please \_\_\_\_\_ during these times. In an emergency, please call 0118 956 \_\_\_\_\_.

**CALL 5.** This is the Office World catalogue line. To \_\_\_\_\_ our catalogue, please leave your name, \_\_\_\_\_ and postcode, spelling any difficult \_\_\_\_\_. Thank you for \_\_\_\_\_.

**CALL 3.** The number you are dialling \_\_\_\_\_. Please dial again, putting \_\_\_\_\_ before the last \_\_\_\_\_ digits.

**CALL 4.** This is Bob Steele's office. I'm sorry I can't take \_\_\_\_\_ right now but please leave your \_\_\_\_\_ and \_\_\_\_\_ and I'll \_\_\_\_\_ to you as possible.

**3.** Listen again and check your answers.

**Transferring information**  
**Telephone numbers**

**Telephoning tips**

1. Say telephone numbers separately. For 613875 say *six one three eight seven five*.
2. For 0 say *oh* or *zero*.
3. For 77 say *double seven*.
4. For Ext. 651 say *extension 651*.
5. Pause after every two, three or four numbers. For 0173-80744 say *zero one seven three... eight zero seven ... double four*.
6. Notice these different ways of saying telephone and fax numbers. 91430 – *nine one four three zero* (American English); *nine one four three oh* (British English). 6687 – *six six eight seven* (American English); *double six eight seven* (British English)

1. Work in pairs. Say the numbers.

- a** 0207-668350  
**b** 0269-330594  
**c** 022-094576  
**d** 0044-851255

2. There is one mistake in each telephone number. Listen and correct the mistake.

- a** 0208-553-9075  
**b** 0143-4285711  
**c** 75-30-6629  
**d** 01212-5315808

3. Now write three telephone numbers. Dictate them to your partner. Check your partner's answers.

**Pronunciation**

1. Can you spell English words over the phone? Listen to the English alphabet and look at the chart. All the letters with similar sounds are grouped together.

| 1<br>page | 2<br><u>see</u> | 3<br><u>ten</u> | 4<br><u>five</u> | 5<br><u>home</u> | 6<br><u>too</u> | 7<br><u>arm</u> |
|-----------|-----------------|-----------------|------------------|------------------|-----------------|-----------------|
| A         | B               | F               | I                | O                | Q               | R               |
| H         | C               | L               | Y                |                  | U               |                 |
| J         | D               | M               |                  |                  | W               |                 |
| K         | E               | N               |                  |                  |                 |                 |
|           | G               | S               |                  |                  |                 |                 |
|           | P               | X               |                  |                  |                 |                 |
|           | T               |                 |                  |                  |                 |                 |
|           | V               |                 |                  |                  |                 |                 |

Z is pronounced /zed/ in British English and /zi:/ in American English.

2. Work in pairs. Write the names of three countries. Spell them to your partner. Check your partner's answers.
3. When you transfer information by phone, try not to leave long silences or pauses. These phrases will help you.

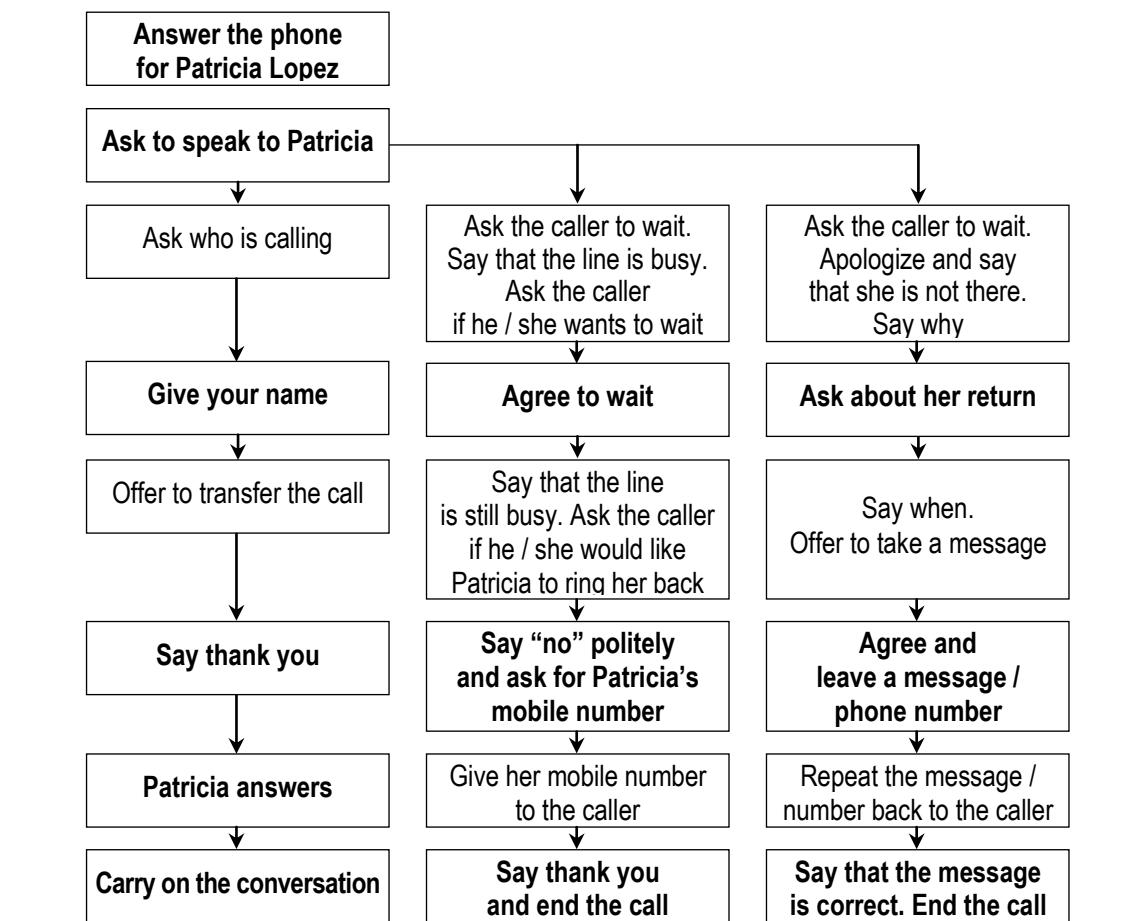
|            |                                 |                                |
|------------|---------------------------------|--------------------------------|
| STARTING   | Ready?                          | Go ahead                       |
| CONTINUING | Have you got that?              | Got that                       |
| FINISHING  | Anything else?                  | That's all                     |
| CHECKING   | Could you read that back to me? | Could I read that back to you? |

Work with a partner. Take it in turns to give each other messages and write them down.

|  |  |  |
|--|--|--|
| Phone Paul Carter<br>tomorrow morning -<br>(03) 408-441932 | Send 200 pieces,<br>ref. no. 306/AJ,<br>to the Siena Factory | Fax exhibition dates<br>to Vera in São Paulo,<br>00 55 11 223-3181 |
|--|--|--|

### Speaking

Work in pairs. Make up a dialogue using these prompts. Take one route through the flow chart. Then change roles and choose another route.



## Pronunciation

1. In spoken English many words are contracted. Look at the sentences below and decide which words to contract.

1. I am arriving in Hong Kong on Friday.

I'm arriving in Hong Kong on Friday

2. Where is he staying?

3. When is she due back?

4. You are welcome.

5. No thanks. I will call back later.

6. I am afraid she is out this afternoon.

7. He is in a meeting this morning.

8. He has got a meeting this morning.

2. Listen and check your answers. Repeat the sentences.

## Writing

Diana Wong receives a lot of messages. Listen to her voice mail and write down as much information as you can for each message. Use the message pads below.

| HK Oil and Gas |  | .....<br>.....<br>.....<br>.....<br>.....<br>.....<br>.....<br>.....<br>..... |  |
|----------------|--|---|--|
| MESSAGE PAD    |  |   |  |
| Date           |  |   |  |
| Time           |  |   |  |
| From           |  |   |  |
| To             |  |   |  |
|                |  |   |  |
|                |  |   |  |
|                |  |   |  |

## **Mobile Phones**

1. Read two different opinions of mobile phones. What's your opinion of mobile phones?
  1. *"Well, I hate them. They're everywhere – in shops, restaurants, trains, in the street. You just can't get away from them. I hate listening to other people's conversations".*
  2. *"I don't work in an office. My office is my car, or an airport lounge or a hotel room. I couldn't do my job without my mobile phone. For me it's an absolute necessity".*
2. Listen to the telephone conversation. Answer the questions.
  1. Who are the speakers?
  2. Are the speakers on mobile phones? How do you know?
3. Listen again. Complete the conversation.

**H** Hello, Don, it's Hans. Am I disturbing you?

**D** Er... I'm in a restaurant with a customer at the moment, but we're getting ready to leave. \_\_\_\_\_<sup>1</sup> in about five minutes?

**H** Yes, of course. (Later)

**H** Don, Hans again. \_\_\_\_\_<sup>2</sup>?

**D** Yeah, \_\_\_\_\_<sup>3</sup> before. So you've arrived?

**H** At last! It's a long trip. Oh, Don, \_\_\_\_\_<sup>4</sup> ... \_\_\_\_\_<sup>5</sup> Don, the taxi driver wanted to check the address. Right, can we fix a time to meet?

**D** Sure. Tomorrow's best for me. \_\_\_\_\_<sup>6</sup> to my office around twelve, then we have lunch together after?

**H** Good idea. \_\_\_\_\_<sup>7</sup> tomorrow then.

**D** Yeah. Enjoy your first day in Chicago, Hans. Bye.

4. Which of the telephone phrases below do you say
  - a at the beginning of the conversation?
  - b when you can't hear the person you're calling?
    1. Am I disturbing you?
    2. Sorry, we lost the connection.
    3. Am I interrupting anything?
    4. Is this a good time to call?
    5. The line's breaking up. I'll call you again.
    6. I think my mobile needs recharging.

- 5.** What do you say when you call a person on their mobile phone:
- 1) again, because you lost the connection?
  - 2) to check you're not phoning at a bad time?
  - 3) and the line becomes very weak?
  - 4) and the battery in your mobile phone is low?
- 6.** Work in pairs. Prepare what to say in these mobile telephone conversations. Then role-play the conversations.

|                  |   |                  |   |
|------------------|---|------------------|---|
| <b>Student A</b> | <b>Conversation 1</b><br><br>You are staying in Milan. You are there for a furniture fair. Telephone a business contact to find out if he/she is going to the same fair. (You lose the connection at the beginning of the conversation so you have to call again) | <b>Student B</b> | <b>Conversation 1</b><br><br>You are at a furniture fair in Milan. A business contact calls you on your mobile phone. You are discussing an order with a customer and don't want to talk to him/her now                                       |
| <b>Student B</b> | <b>Conversation 2</b><br><br>Call a friend of yours who is at the furniture fair. Ask if he/she would like to join you for dinner this evening  | <b>Student A</b> | <b>Conversation 2</b><br><br>You are at the furniture fair. A friend calls you on your mobile. You have invited an important customer to dinner at a restaurant this evening. (You can't hear. Ask your friend to hang up and call you again) |

## SELF-STUDY

### UNIT 2

- 1.** Complete the conversation using the words and phrases in the box

Could I speak to \_\_\_\_ hold \_\_\_\_ put me through \_\_\_\_ Can I take a message?  
 call me \_\_\_\_ bad line \_\_\_\_ This is \_\_\_\_ engaged \_\_\_\_ You're through dialled  
 the wrong number

**A** Sales Department. Can I help you?

**B** Oh! I must have

(a) \_\_\_\_\_. Can you

(b) \_\_\_\_\_ to Customer Services, please?

**A** I'm sorry, it's a (c) \_\_\_\_\_. Did you say Customer Services?

**B** Yes, that's right.

**A** Just one moment. I'm sorry, but the line is

(d) \_\_\_\_\_. Do you want to

(e) \_\_\_\_\_?

**B** All right.

**A** (f) \_\_\_\_\_ now.

**B** Hello, (g) \_\_\_\_\_ the department manager, please?

**C** I'm afraid he's not in the office this morning.

(h) \_\_\_\_\_?

**B** Yes, please, (i) \_\_\_\_\_ George Smith. Could you ask him to  
(j) \_\_\_\_\_?

**C** Yes, of course. Goodbye.

**B** Bye.

**2.** Match the parts of the sentences below.

- a** Tell her it's Mr Jenkins. I'm returning...
- b** Typical! I got cut...
- c** I hate it when they put you...
- d** I keep getting an engaged...
- e** Could you say...
- f** Can you read that...
  - 1. ... on hold, and then forget about you.
  - 2. ... back to me, just to check?
  - 3. ... tone. Maybe his phone is off the hook.
  - 4. ... her call this morning.
  - 5. ... that again, please? I didn't understand.
  - 6. ... off in the middle of the call.

|          |   |   |   |   |   |
|----------|---|---|---|---|---|
| a        | b | c | d | e | f |
| <b>4</b> |   |   |   |   |   |

**3.** Practise reading these abbreviations

IBM

FOB

OPEC

VIP

EU

VDU

EDP

CIF

JAL

AGM

FBI

IT

Do you know what the letters stand for?

Consult Business English Dictionary if necessary.

**4.** Rewrite the following conversation to make it sound more polite.

**Galaxy Computers** Galaxy Computers. What do you want?

**a** Galaxy Computers. Can I help you?

**Michael Jones** I want to speak to Harris.

**b**

**Galaxy Computers** Who are you?

**c**

|                         |   |
|-------------------------|---|
| <b>Michael Jones</b>    | Jones. ABC Industries.                              |
| <b>d</b>                | _____   |
| <b>Galaxy Computers</b> | Who? What's your name again?                        |
| <b>e</b>                | _____   |
| <b>Michael Jones</b>    | Michael Jones.                                      |
| <b>Galaxy Computers</b> | He's speaking to someone on his line. Want to wait? |
| <b>f</b>                | _____   |
| <b>Michael Jones</b>    | No. Tell him I called, right?                       |
| <b>g</b>                | _____   |
| <b>Galaxy Computers</b> | No problem. Bye.                                    |
| <b>h</b>                | _____   |

5. Complete the telephone conversations. Write *one* word in each gap.

### Conversation 1

A Good morning. CRT Services.  
 B Good morning. Can I have \_\_\_\_\_<sup>1</sup> 213, \_\_\_\_\_<sup>2</sup>?  
 A One \_\_\_\_\_<sup>3</sup>, please. I'm \_\_\_\_\_<sup>4</sup>, but the line's \_\_\_\_\_<sup>5</sup>. Will you \_\_\_\_\_<sup>6</sup>?  
 B No, I'll \_\_\_\_\_<sup>7</sup> \_\_\_\_\_<sup>8</sup> later. Thank you \_\_\_\_\_<sup>9</sup>.  
 A \_\_\_\_\_

### Conversation 2

B Hello. Is that Carla Mann?  
 A No, it's her secretary. I'm \_\_\_\_\_<sup>1</sup>, but she's in a meeting. Can I \_\_\_\_\_<sup>2</sup> a \_\_\_\_\_<sup>3</sup>?  
 B Yes, please. \_\_\_\_\_<sup>4</sup> you ask her to \_\_\_\_\_<sup>5</sup> me? My \_\_\_\_\_<sup>6</sup> \_\_\_\_\_<sup>7</sup> Joanna Burns and my \_\_\_\_\_<sup>8</sup> is 020 8755 8331.  
 A Sorry, \_\_\_\_\_<sup>9</sup> you \_\_\_\_\_<sup>10</sup> that again?  
 B Yes, 020 8755 8331.  
 C Thank you. Could you \_\_\_\_\_<sup>11</sup> your \_\_\_\_\_<sup>12</sup>, please?  
 B Yes. Joanna, that's J-O-A-N-N-A, Burns, that's B-U-R-N-S.  
 C Thank you, Ms Burns. I'll \_\_\_\_\_<sup>13</sup> her your \_\_\_\_\_<sup>14</sup>.  
 B Thanks a lot. Goodbye.

## **UNIT 3. GOING ON A BUSINESS TRIP**

### **Discussion**

Discuss the following questions in pairs or groups.

- a** Why do people visit your country: for business, pleasure, or both?
- b** Where do business people stay when they visit your country?
- c** What kind of hotels are there?
- d** Are hotels in your country expensive?
- e** What is important when you choose a hotel?
- f** You are travelling to New York on business. What questions do you ask the travel agent?

### **HOTEL FACILITIES**

- 1.** Match a word from A with a word from B.

| A        | B        |
|----------|----------|
| Shuttle  | Pool     |
| Car      | Centre   |
| Swimming | Bus      |
| Business | Park     |
| Express  | Facility |
| Exercise | Checkout |

Now match the facilities and the definitions.

- 1) swimming-pool;
  - 2) business centre;
  - 3) airport shuttle;
  - 4) car park;
  - 5) express checkout;
  - 6) exercise facility
- A** a room equipped with PCs, faxes, etc.  
**B** a place to swim.  
**C** a place to leave your car.  
**D** a place to work out; a gym.  
**E** a way of paying your bill early.  
**F** a private bus to the airport.

## 2. What other hotel services can you think of?

Read this fax and Sylvie Dutertre's note to her secretary. Then answer the questions below.

To:

Date: 5 September

Subject: HOTEL INFORMATION

Dear Sir or Madam,

I would be grateful if you could send me some information about your hotel facilities. Could you also let me know the price for a single room with a bath for four nights at the beginning of November. I look forward to hearing from you.

Nathalie - for my trip to Bangkok  
Please send copies of this to:

CENTURY PARK  
(fax: 00 61 23445566)

ROYAL PRINCESS  
(fax: 00 61 67894779)

Yours faithfully

Sylvie Dutertre

1. Who does Sylvie Dutertre want her secretary to send this fax to?
  2. Why is she sending the fax? What does she want?
    - a to ask for information;
    - b to reserve a room;
    - c to change a reservation.
  3. What type of room does she want?
3. You need information about Century Park Hotel. What questions can you ask about its facilities? Use the Language Note below to help you.

### Language note

#### ***There is and there are***

##### 1. Singular

*Is there a swimming pool in the hotel?* Yes, there is.

*Is there a health club?* No, there isn't.

##### 2. Plural

*Are there any restaurants?* Yes, there are.

*Are there any conference rooms?* No, there aren't.

*How many rooms are there?* (There are) 200

| Century Park Hotel   |   |   |
|--|---|---|
| <b>Guestrooms</b><br>338 rooms all with:<br>• refrigerator and mini bar;<br>• radio;<br>• television with satellite channels;<br>• IDD (International Direct Dial) telephone;<br>• safe;<br>• separate bath / shower | • hairdryer;<br>• shaver outlet 110/220 V;<br><b>Other facilities</b><br>• two restaurants and a coffee shop;<br>• 24-hour room service;<br>• health club;<br>• outdoor swimming pool | • fitness centre;<br>• sauna;<br>• beauty salon;<br>• florist shop;<br>• business centre;<br>• internet and email service;<br>• conference rooms;<br>• shuttle bus to airport |

## BOOKING A HOTEL

### Listening

Isabelle Dussart phones the Radisson Empire Hotel to reserve a room.

1. Before you listen, match the questions with the answers.

- |                                    |  |
|------------------------------------|--|
| 1. Could I have your name, please? | <b>a</b> Yes. It's 315 0349.                 |
| 2. Could you send me a fax to con- | <b>b</b> Dussart.<br>firm?                   |
| 3. Could you spell that?           | <b>c</b> OK.                                 |
| 4. Can you give me your fax num-   | <b>d</b> Of course. What's your num-<br>ber? |
| 5. Can you hold the line?          | <b>e</b> D-U-S-S-A-R-T.                      |

2. Listen and write down the information that Isabelle gives the receptionist.

|                              |
|------------------------------|
| <b>RADISSON EMPIRE HOTEL</b> |
| -----BOOKING FORM-----       |
| Name: .....                  |
| Room: Single/Double          |
| Dates: From:..... To:.....   |
| Price: \$ .....              |

3. Listen again and fill in the spaces.

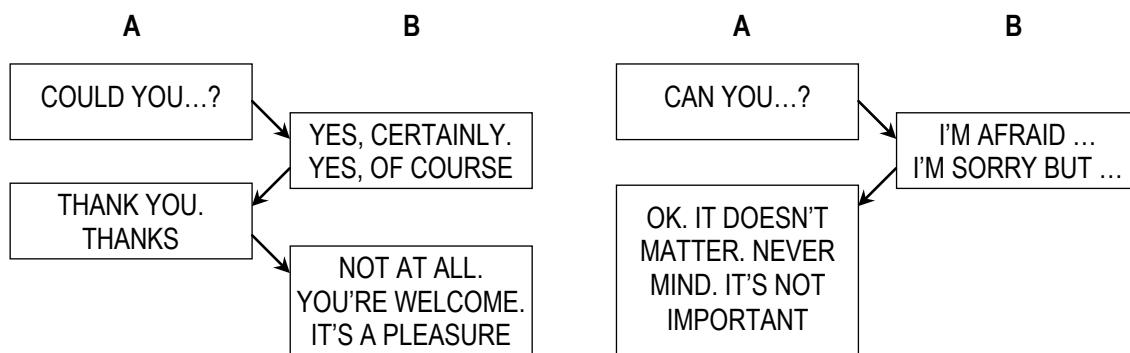
- |          |   |
|----------|---|
| <b>a</b> | Good morning, Radisson Empire ..... help you? |
|          | – Yes, ..... to book a room, please.          |
| <b>b</b> | ..... your name, please?                      |
|          | – Dussart. Isabelle Dussart.                  |
|          | ..... name, please?                           |
|          | – D-U-S-S-A-R-T.                              |
| <b>c</b> | ..... a fax to confirm your booking?          |
|          | – Of course ..... your fax number?            |

## Language Note

### MAKING REQUESTS

| You want to do something   | Positive Responses                               | Negative Responses            |
|--|--|-------------------------------|
| <i>Can I.. ?</i>   | <i>Certainly.</i>                                | <i>I'm sorry...</i>           |
| <i>Could I...?</i>   | <i>Yes, of course.</i>                           | <i>I'm afraid not.</i>        |
| <i>May I...?</i>   | <i>Yes, go ahead.</i><br><i>Yes, please, do.</i> | <i>I'd rather you didn't.</i> |
| You want someone to do something   | Positive Responses                               | Negative Responses            |
| <i>Could you...?</i>   |  |                               |
| <i>Can you...?</i>   | <i>Certainly.</i>                                | <i>I'm afraid I can't.</i>    |
| <i>Would you...?</i>   | <i>Yes, of course.</i>                           |                               |
| Notice the polite expressions used for negative responses:<br><i>I'm sorry..., I'm afraid..., I'd rather....</i> |  |                               |
| Direct expressions like <i>No, don't</i> and <i>No, you can't</i> sound impolite                                 |  |                               |

4. You're on the phone. What do you say in these situations? Use language note to help you.
- You can't hear the other person.
  - You want them to repeat something.
  - They are speaking too fast.
  - You want them to spell a word.
  - You want them to transfer you to the Finance Department.
5. We can reply to requests like this.



Practise these expressions with a colleague.

- A Ask them to:
- spell their surname for you;
  - tell you the time;
  - tell you their computer password;

- d** give you a lift home tonight;
- e** lend you their dictionary;
- f** lend you some money.

**B** Now you are in their office, you want to:

- 1) use their phone;
- 2) smoke;
- 3) look at their copy of the production plan;
- 4) copy a file on their computer;
- 5) borrow their copy of the *Economist*;
- 6) borrow their car.

### VOCABULARY NOTE

Put *lend* or *borrow* in these questions.

Could I..... some money?

Could you.....me some money?

Notice we lend to someone and we borrow from someone.

So when we lend, we give; and when we borrow, we take

### Pair work

**Person A:** You are the receptionist at The Plaza Hotel, New York.

Note the name of the caller (Person B) and the reservation dates.

Prices: Single \$250; Double \$315

Ask caller to confirm booking by fax.

Your fax number is: 212-759 3167.

**Person B:** Telephone the Plaza Hotel (Person A) and book a double room for yourself.

|                       |                          |
|-----------------------|--------------------------|
| Your name:            | Hans Loeffner            |
| Dates:                | From April 23rd to 25th. |
| Check the price:      | <i>How much...?</i>      |
| Check the fax number: | <i>Could you...?</i>     |

### Writing

Isabelle sends a fax to confirm her booking. These are the details she needs to confirm.

|                             |                         |
|-----------------------------|-------------------------|
| Dates:                      | 8-11 March.             |
| Type of room:               | <i>Single with bath</i> |
| Price:                      | \$ 165 per night        |
| Time of arrival at a hotel: | <i>about 9 p.m.</i>     |

**1.** Fill in the spaces in the fax.

FROM HACHETTE (LONDON)

FEB. 3 1995 02:06 PM P01

**FAX**

---

|            |  |
|------------|--|
| Attention: | Reservations<br>Radisson Empire Hotel,<br>New York |
| From:      | Isabelle Dussart, Hachette (London) 3/2/95         |

---

Dear Sirs,

This fax is to confirm my .....<sup>(1)</sup> at your hotel for three .....<sup>(2)</sup>  
from .....<sup>(3)</sup> to .....<sup>(4)</sup>, at a .....<sup>(5)</sup> of .....<sup>(6)</sup> per night.  
I would like a .....<sup>(7)</sup> room with .....<sup>(8)</sup>  
I expect to .....<sup>(9)</sup> at the hotel at about .....<sup>(10)</sup> o'clock.

Yours faithfully

**Isabelle Dussart**

- 2.** Later, Isabelle decides to stay an extra night. Write another fax to the hotel to ask if this is possible.

**FLYING OUT**

**Indirect questions.** We use indirect questions to sound more polite.

- 1.** Complete the dialogue below. Then listen to see if you are correct.
- A InterAir, can I help you?  
B Yes, please. I'd like some information about a flight arriving from Munich.  
A Yes. Do you \_\_\_\_\_  
B The flight number? I'm not sure. I know it leaves Munich at 1730.  
A Oh, yes, that's IA 345.  
B Yes, that's it. Could \_\_\_\_\_ gets in?  
A Yes, the arrival time is 1910.  
B 1910. Do you \_\_\_\_\_ any delay?  
A No, the flight is on time.  
B Right, thank you very much.  
A You're welcome. Goodbye.

2. Look at the chart below. Then rephrase the questions using *Do you know...?* or *Could you tell me...?*

|                      |   |
|----------------------|---|
| Do you know...       | how long it takes?  |
|                      | where the airport is?   |
| Could you tell me... | if she got my message?<br>if you'll finish the order on time? |

a What time does the flight leave?

b Which terminal does it leave from?

c How far is the factory from the airport?

d Which car hire company is it?

e Which models do they have available?

f Do I need an international driving licence?

g Where are we staying?

h Is it a nice place?

i Have they booked a meeting room?

## **Language note**

### **TELLING THE TIME**

1. In conversation, we use past (Am. English: after) and to (Am. English: of).
    - 5.20 twenty past five (Am. English: twenty after five)
    - 5.50 ten to six (Am. English: ten of six)
    - For 30 minutes past the hour, we say half past.
    - 5.30 half past five
    - For 15 and 45 minutes, we use a quarter.
    - 5.15 a quarter past five (Am. English: a quarter after five)
    - 5.45 a quarter to six (Am. English: a quarter of six)
  2. More formally, we use figures only (without past and to, half and quarter).
 

|                   |                      |
|-------------------|----------------------|
| 5.05 five oh five | 5.15 five fifteen    |
| 5.20 five twenty  | 5.45 five forty-five |
| 5.50 fit          |                      |

With this 12-hour form, we use a.m. for morning and p.m. for afternoon.

Breakfast is served between 7.00 a.m. and 9.00 a.m.

The office closes at 5.30 p.m.
  3. For itineraries and timetables, we often use the 24-hour clock.
- 5.20 p.m. = 17.20 (seventeen twenty)  
 5.45 a.m. = 05.45 (five forty-five)

### **Listening**

Isabelle Dussart is waiting for her plane. Listen and complete the missing details.

| TIME  | DESTINATION | FLIGHT NO | INFORMATION         | GATE NO |
|-------|-------------|-----------|---------------------|---------|
| ..... | ATHENS      | BA 651    | BOARDING            | .....   |
| 12.30 | NEW YORK    | .....     | BOARDING            | 51      |
| ..... | STOCKHOLM   | SK 444    | BOARDING            | .....   |
| ..... |             | IB 414    | BOARDING            | 40      |
| ..... |             | JL 519    | DELAYED             | —       |
| ..... |             |           | DELAYED UNTIL 15.00 | 16      |

## **Speaking**

### **Work in pairs**

**Student A:** You want to fly to Warsaw. You want to arrive there in the early afternoon or late evening. Phone your travel agent (Student B) to reserve a flight. Begin like this:

– *Good morning. Can I have some information about flights?*

Then ask questions based on the notes below.

– *How long does it take to flight from ..... to .....?*

– *How far is it?*

– *How often does it.... (go)? / How many flights are there per day/week?*

– *How much does it cost?*

– *What is time difference between ..... and .....?*

– *What time does it arrive?*

**Student B:** You are a travel agent. Look at the information below about flight to Warsaw. Ask your customer when he/she wants to travel, and give the plane times. When the customer makes a decision, note the reservation details (flight time and day, customer name and telephone number).

| LONDON HEATHROW TO WARSAW |         |           |                       |
|---------------------------|---------|-----------|-----------------------|
| Daily flight schedule     |         |           |                       |
| Departure                 | Arrival | Flight No | Airline               |
| 07:05                     | 10:30   | BA 4454   | Lot – Polish Airlines |
| 10:35                     | 14:00   | BA 4450   | Lot – Polish Airlines |
| 11:40                     | 15:00   | BA 850    | British Airways       |
| 17:30                     | 20:55   | BA 4452   | Lot – Polish Airlines |
| 18:35                     | 21:55   | BA 852    | British Airways       |

## **GOING OUT**

### **Listening**

Robert Dillon telephones a colleague in London from his hotel room.

1. Read the conversation and try to fill in the spaces.

– Hello. Charles Mant's office.

– Hello. .... Mr Mant, please?

– I'm sorry, he's out ..... a message?

– Yes. Could you tell him Mr Dillon from KPMG called?

– ...., please?

– It's an Oxford number. My hotel number is 01865-247481. Can. .... today?

– Yes. He'll be back soon. I'll ask him to call you.

– ....

– Thank you. Bye.

## 2. Now listen and check your answers.

### Practice

Read this conversation. Use some of the language in 1 to make it more polite.

**A** – Yes?

– *Hello. Mr Walton's office.*

**B** – I want to speak to Mr Walton.

– *Could I speak to Mr Walton, please?*

**A** – He's out. What do you want?

**B** – Tell him I called.

**A** – Who are you?

**B** – Charmer.

**A** – Repeat!

**B** – CHARMER.

**A** – Spell it!

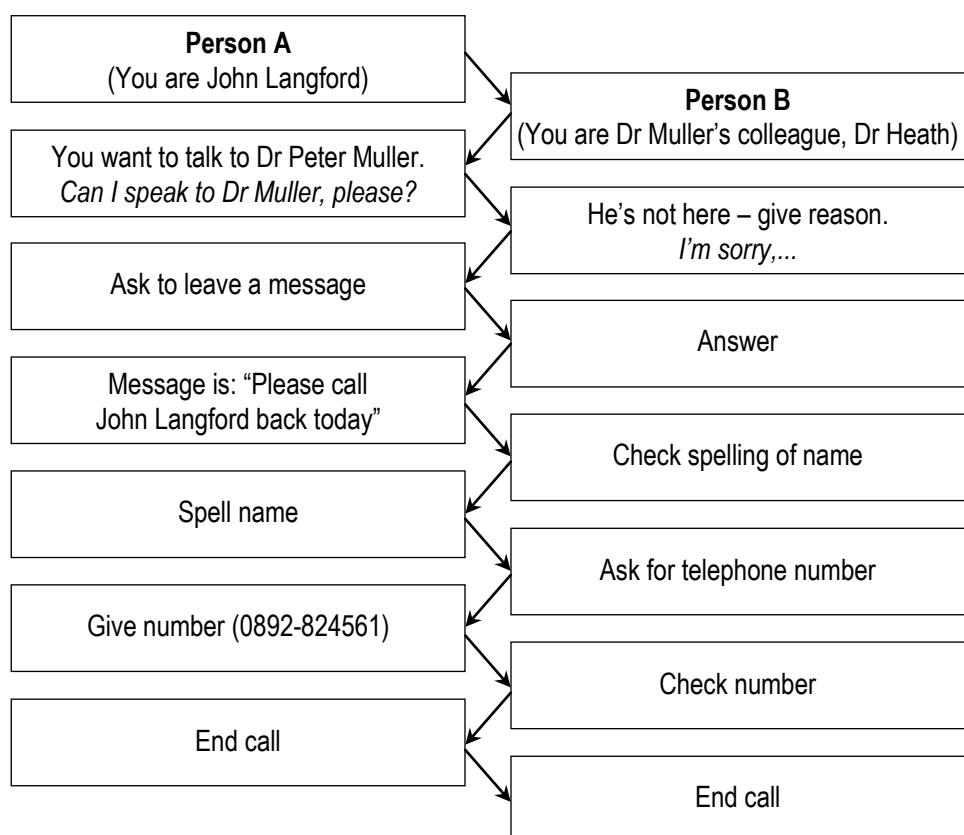
**B** – C-H-A-R-M-E-R.

**A** – OK.

**B** – Bye.

### Role play

In pairs, practise this telephone situation.



## Language note

| Suggesting, accepting and refusing |   |  |
|------------------------------------|---|--|
| 1. Making suggestions              | 2. Polite replies                               | 3. Polite refusals                             |
| <i>Shall we...?</i>                | <i>That sounds great!</i>                       | <i>I'm afraid I'm not free.</i>                |
| <i>Would you like to...?</i>       | <i>Sure! (American English)</i>                 | <i>I'm sorry, I can't make it this evening</i> |
| <i>Let's...</i>                    | <i>Good idea!</i>                               |  |
|                                    | <i>I'd love to!</i><br><i>(British English)</i> |  |

## Listening

Charles Mant calls Robert Dillon back.

1. Listen to the conversation and answer the questions.

- a When do they decide to meet?
- b What is the name of the show?
- c What time does it start?
- d Where do they agree to meet?

2. Now listen again and answer the questions.

- a Robert suggests a meeting. What does he say?  
..... ..... *meet one evening?*
- b Charles invites Robert. What does he say?  
*What shall we do? ..... ..... ..... go to the theatre?*
- c Charles suggests a place to meet. What does he say?  
*meet at a restaurant near the theatre.*

## Language focus

You are arranging an evening out.

1. Write some suggestions. Choose things that you like to do.  
*Would you like to go out for an Indian meal this evening?*
2. Now work with a partner. Make your suggestions to your partner and reply to your partner's suggestions.

If you want to accept, remember to be enthusiastic. If you don't like your partner's idea, be polite and make an excuse or another suggestion.  
*Good idea!*

*I'm afraid I can't make it this evening.*  
*I'm sorry, but I don't like Indian food. Do you like Chinese food?*

### **Telephoning practice**

Prepare to make and receive the following calls.

#### **Pair work**

1. **Student A:** You are staying in the UK. You would like to book some theatre tickets for a show called “Shanghai Express”. Decide the night, number of tickets, and price range.

**Student B:** You work in a theatre ticket office (the Theatre Royal). Student A wants to book tickets for “Shanghai Express”. Ticket prices and availability are as follows:

Stalls £ 15.50 – all seats sold out, except Monday nights.

Dress Circle £ 25.00 – seats available all nights.

Upper Circle £ 12.50 – only seats with restricted viewing available.

2. Now you are expecting a visitor from the USA. Call to your favourite restaurant and reserve a table for two for tomorrow evening.

### **SELF-STUDY**

#### **UNIT 3**

1. There are two dialogues below, but they are mixed up and in the wrong order. Put each dialogue in the correct order. Put your answers in the table below.

- a And could I have your name, please?
- b Peaches Bistro, hello.
- c Right, Mr Goodliffe. That's a double room for two nights, the 20th and 21st of May.
- d Yes, 8.30 is fine. What name is it, please?
- e Thanks a lot. Bye.
- f Good morning. I'd like to reserve a double room, please,
- g A table for two. Sure, what time?
- h Two nights, please. The 20th and 21st of May.
- i Thank you. Goodbye.
- j Martinez.
- k Good morning. Algonquin Hotel. Can I help you?
- l It's Goodliffe. Jon Goodliffe.
- m About 8.30?
- n Certainly, sir. For how many nights?
- o OK, see you at 8.30, Mr Martinez.
- p Hello, can I book a table for two, for this evening?

|              |          |  |  |  |  |  |  |  |
|--------------|----------|--|--|--|--|--|--|--|
| Dialogue One | <b>k</b> |  |  |  |  |  |  |  |
| Dialogue Two | <b>b</b> |  |  |  |  |  |  |  |

**2.** What would you say in the following situations?

Use *Can*...?, *Could*...?, or *May* ...?

1. You want a colleague to answer the telephone for you.

.....

2. You want some advice from a senior colleague.

.....

3. There are some people talking outside your office. You want them to be quiet.

.....

4. You are staying at the home of an English colleague. You need to use the telephone.

.....

5. You want a junior colleague to send you some information by fax.

.....

6. You need to borrow a dictionary from someone you don't know very well.

.....

**3.** Complete the words about people in a hotel.

This person

- |  |               |
|--|---------------|
| 1) pays to stay at a hotel                         | g _ _ _ t     |
| 2) works at reception and checks guests in and out | r _ _ _ _ _ t |
| 3) manages the hotel                               | m _ _ _ _ r   |
| 4) carries luggage for guests                      | p _ _ _ r     |
| 5) cleans the hotel rooms                          | m _ _ d       |
| 6) serves food in the restaurant (male)            | w _ _ _ r     |
| 7) serves food in the restaurant (female)          | w _ _ _ _ s   |

**4.** Complete the sentences with the correct word from the box.

A

call      check      fill in      pay      reserve      sign

1. I'd like to \_\_\_\_ a single room for two nights for this weekend.

2. Could you \_\_\_\_ this form, please?

3. Could you \_\_\_\_ here, please, at the bottom of this form?

4. I'd like to \_\_\_\_ my bill.

5. Please \_\_\_\_ your bill is correct.

6. Could you \_\_\_\_ a taxi for me, please?

|          |           |      |              |           |             |         |
|----------|-----------|------|--------------|-----------|-------------|---------|
| <b>B</b> | key       | lift | stay         | breakfast | suitcase    | minibar |
|          | breakfast | room | wake-up call | receipt   | reservation |         |

1. Good evening. I have a \_\_\_\_\_. My name is...
2. Here's your \_\_\_\_\_. Your room is number 316 on the third floor.
3. Would you like some help with your \_\_\_\_?
4. Could I have a \_\_\_\_ please, at 6.30 a.m.?
5. What time is \_\_\_\_?
6. Where's the \_\_\_\_?
7. The stairs are on the left and the \_\_\_\_ is over there, on the right.
8. Did you have anything from the \_\_\_\_?
9. Could I have a \_\_\_\_ for my phone bill, please?
- 10 I hope you enjoyed your \_\_\_\_ here.
5. The times below are each written three different ways. Match the times which are the same. The first one is done for you. Which time is left?

|  |   |  |   |   |
|--|---|--|---|---|
| <u>midnight</u><br>12 p.m.<br><u>12 a.m.</u><br>five past five | ten past<br>three<br>midday<br>4.35 p.m.<br>16.35 | 1.30 p.m<br>5.05 p.m<br>half past one<br>3.10 p.m. | <u>00.00</u><br>17.05<br>15.10<br>13.30 | noon<br>twenty-five to five<br>five to five |
|--|---|--|---|---|

6. Fill in the gaps in the postcard using the words and times below.

|           |           |        |      |           |
|-----------|-----------|--------|------|-----------|
| 9.30 a.m. | dinner    | 1 a.m. | go   | 4.30 p.m. |
| work      | 8.30 a.m. | 2 p.m. | have | 8 p.m.    |

|   |
|---|
| <p>Dear Erik,</p> <p>Hello from sunny Barcelona!</p> <p>I'm writing to tell you about a typical day for me. I usually get up at about ...<sup>(1)</sup>, and I start work at ...<sup>(2)</sup>. We ...<sup>(3)</sup> a long lunch, from...<sup>(4)</sup> to ...<sup>(5)</sup>. Then I...<sup>(6)</sup> until about ...<sup>(7)</sup>. I usually have ...<sup>(8)</sup> at 10 p.m. I ...<sup>(9)</sup> to bed at ...<sup>(10)</sup>.</p> <p>What about you? Please write and tell me about your daily routine.</p> <p>Your friend,</p> <p>José</p> |
|---|

Now write a reply to José's postcard.

**7.** Complete this table.

| <b>Verb</b> | <b>Noun</b> | <b>Collocations</b> (with card, number, time) |
|-------------|-------------|---|
| 1) fly      | .....       | flight number                                 |
| 2) .....    | departure   | .....   |
| 3) arrive   | .....       | .....   |
| 4) board    | .....       | .....   |
| 5) .....    | landing     | .....   |
| 6) sit      | .....       | .....   |

Now complete these sentences.

- a** You show your ..... to the flight attendant before you get on the plane.
- b** When you meet someone at the airport you check their ..... on the arrivals board.
- c** You should go to the gate when your ..... is called.
- d** Please check in at least one hour before your .....
- e** Your ..... , is 17 A – it's non-smoking.
- f** If you aren't an EU citizen, you need to complete a .....

**8.** Match words from list A to words from list B to make nine compound nouns. Example: 1 f *departure lounge*

| <b>A</b>     | <b>B</b>  |
|--------------|-----------|
| 1) departure | a desk    |
| 2) travel    | b Express |
| 3) duty-free | c flight  |
| 4) long-haul | d class   |
| 5) economy   | e luggage |
| 6) boarding  | f lounge  |
| 7) hand      | g shop    |
| 8) check-in  | h card    |
| 9) American  | i agency  |

**9.** Now complete this memo, using the compound nouns from Exercise 8.  
Use each compound noun once.

**MEMORANDUM**

From: P. Larsen

Date: 21 January

To: J. Harriet

Subject: My flight to Japan last week

Why did you buy me an \_\_\_\_\_<sup>1</sup> ticket for my trip to Japan? I know we have to save money, but it was a \_\_\_\_\_. When I got to Gatwick airport, there was a long queue at the \_\_\_\_\_.<sup>3</sup> I had to wait half an hour to get my \_\_\_\_\_<sup>4</sup>, and they only allowed me to take one small piece of \_\_\_\_\_<sup>5</sup> onto the plane. I was late going into the \_\_\_\_\_<sup>6</sup>, so there was no time to visit the \_\_\_\_\_<sup>7</sup> and buy the clients a present.

On the plane, the seats were small and uncomfortable, and I couldn't sleep or do any work. When I arrived in Tokyo, I was tired, jet-lagged, and unfit for the meeting. I needed to change my ticket for the flight home, but the \_\_\_\_\_<sup>8</sup> told me I couldn't. I had to buy a new one which was very expensive. I paid by \_\_\_\_\_<sup>9</sup> and travelled first class.

Please refund the attached invoice.

## UNIT 4. MAKING AND CHANGING ARRANGEMENTS

1. Lisa Yates wants to make an appointment to see Martin Lennon. Complete Martin's half of the dialogue with sentences a to h.

**Lisa** Hello, is that Martin?

**Martin** .....<sup>(1)</sup>

**Lisa** Hello, Martin. This is Lisa.

**Martin** .....<sup>(2)</sup>

**Lisa** I'd like to make an appointment to see you next week.

**Martin** .....<sup>(3)</sup>

**Lisa** How about Wednesday?

**Martin** .....<sup>(4)</sup>

**Lisa** No, I'm afraid I'm busy that day.

**Martin** .....<sup>(5)</sup>

**Lisa** Yes, that's fine. What suits you better – morning or afternoon?

**Martin** .....<sup>(6)</sup>

**Lisa** How about 2.30?

**Martin** .....<sup>(7)</sup>

**Lisa** OK. See you next Friday at half past two, then.

**Martin** .....<sup>(8)</sup>

Martin's words:

- a What about Friday?
- b After lunch is more convenient.
- c Of course. What day suits you?
- d Yes, speaking.
- e Yes, that's fine.
- f No, I'm afraid I'm attending a sales conference. Is Thursday convenient?
- g Hi, Lisa. What can I do for you?
- h Great. I look forward to it.

2. Do you think that Martin and Lisa:

- a don't know each other?
- b are working together for the first time?
- c know each other well?

Choose just one answer.

## TELEPHONING TIPS

The telephone conversations on making arrangements usually includes of steps, in particular:

- identifying yourself/your company;
- asking the caller to identify himself/herself;
- asking for a connection taking/leaving a message;
- explaining the reason for the call;
- making appointments;
- signing off.

Now look at the language used in these steps.

### **1. Identifying yourself/your company**

Krondike Electronics. Can I help you? (*a typical switchboard response*)

John Bird speaking.

This is Pete Edwards.

John here

### **2. Asking the caller to identify himself/herself**

Who's calling please?

### **3. Asking for a connection**

I'd like to speak to \_\_\_\_\_, please.

Could you put me through to \_\_\_\_\_, please?

I'd like to speak to someone about deliveries, please.

### **4. Taking/leaving a message**

I'm afraid he's out at the moment. Can I take a message?

Can you ask him to call me back?

### **5. Explaining the reason for the call**

The reason I called is

I am (just) phoning to

### **6. Making appointments**

Could you manage Tuesday? What about Friday?

Shall we say two o'clock?

Just a moment, I'll get my diary.

I'm sorry, I'm out all day.

Friday would be fine.

That suits me.

### **7. Signing off**

I look forward to seeing you.

Thanks for calling.

Goodbye.

Bye

## Controlled practice

A Put the following extracts of telephone calls into the correct order.

- Just a moment, Mr Jones, I'll put you through.
- Yes, I'd like to speak to Miss Rathbone.
- Peter Jones.
- Who's calling, please?
- Pan Electronics. Can I help you?
  - She's got it, but just in case, it's 071-253 4686
  - Yes, could you ask her to call me back?
  - Mr Gottman here. Could I speak to Mrs Fields?
  - Yes, of course. Could I have your number?
  - I'm afraid she's out at the moment. Can I take a message?
- I'm sorry, I'm out on Wednesday.
- Good, that suits me too. Shall we say 11 o'clock?
- Just a moment, I'll get my diary... you said next week?
- Yes, could you manage Wednesday?
- What about Thursday then?
- Yes. Thursday morning would suit me fine.

B Choose the most appropriate response by ticking the correct box.

|   |                        |
|---|------------------------|
| 1 | John Peterson speaking |
|---|------------------------|

|   |                                  |
|---|----------------------------------|
| a | Who's calling please?            |
| b | Sandra Matthews here             |
| c | Hello, John. I'm glad you called |

|   |                       |
|---|-----------------------|
| 2 | Can I take a message? |
|---|-----------------------|

|   |   |
|---|---|
| a | I'd like to leave a message             |
| b | Yes, could you ask him to call me back? |
| c | Please tell him to give me a ring       |

|   |   |
|---|---|
| 3 | The reason I called is<br>we're having problems |
|---|---|

|   |                           |
|---|---------------------------|
| a | I don't believe it        |
| b | Really? That surprises me |
| c | I don't mind              |

|   |                           |
|---|---------------------------|
| 4 | Could you manage Tuesday? |
|---|---------------------------|

|          |                    |
|----------|--------------------|
| <b>a</b> | No, I can't        |
| <b>b</b> | No                 |
| <b>c</b> | I'm afraid I can't |

|   |   |
|---|---|
| 5 | So that's fixed –<br>Friday at 11 o'clock |
|---|---|

|          |  |
|----------|--|
| <b>a</b> | I'm afraid that's out of the question    |
| <b>b</b> | Right, I look forward to seeing you then |
| <b>c</b> | Bye                                      |

C Complete sentences **a** and **b** so they mean the same as the sentence *in italics*.

1. *What day do you prefer?*
  - a** What day ... you?
  - b** What day is ... for you?
2. *How about Wednesday?*
  - a** ... Wednesday convenient?
  - b** ... Wednesday suit you?
3. *Sunday's convenient for me.*
  - a** Sunday ... me.
  - b** Sunday ... fine for me.
4. *I can't make it on Friday.*
  - a** Friday ... convenient for me.
  - b** Friday ... suit me.

### Language note

#### Fixing a time

Study these phrases for fixing a time.

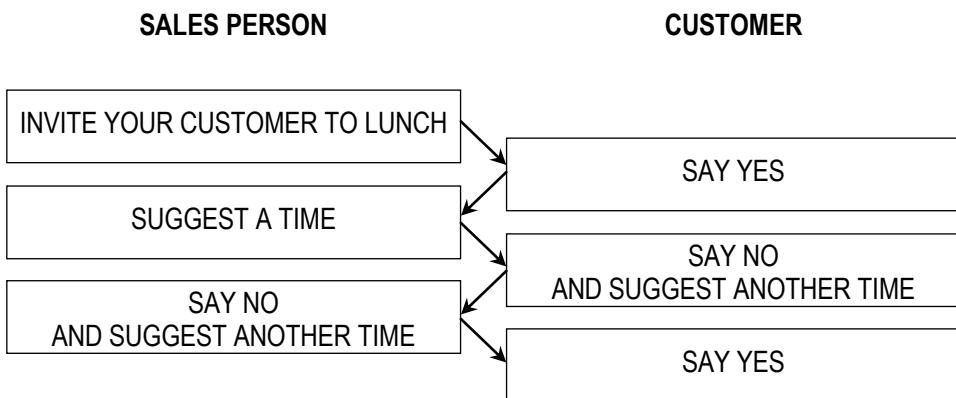
| SUGGESTING A TIME |                |                                       |  |
|-------------------|----------------|---------------------------------------|--|
| Can you           | make<br>manage | 2 o'clock on Thursday?                |  |
| How about         |                |                                       |  |
| Are you free      |                | on the 26 <sup>th</sup> ?<br>at 3.30? |  |

| SAYING YES         | SAYING NO   |         |                |    |
|--------------------|-------------|---------|----------------|----|
| Yes, that suits me |             |         |                |    |
| Yes, I'm free      | I'm afraid  | I can't | make<br>manage | it |
| Yes, that's fine   | I'm tied up |         |                |    |

## Invitations

| INVITING  | SAYING YES                                       | SAYING NO                               |
|---|--|---|
| Would you like to ...?                            | Thank you. I'd like that<br>That would be lovely | I'd love to but...<br>I'm sorry, but... |
| Do you feel like ... -ing?<br>How about ... -ing? | That's a good idea<br>Yeah, great                | Well, actually ...<br>I'm afraid ...    |

1. Practise the phrases in pairs. Use the pattern below.



2. Now practise again. The sales person should invite the customer to:

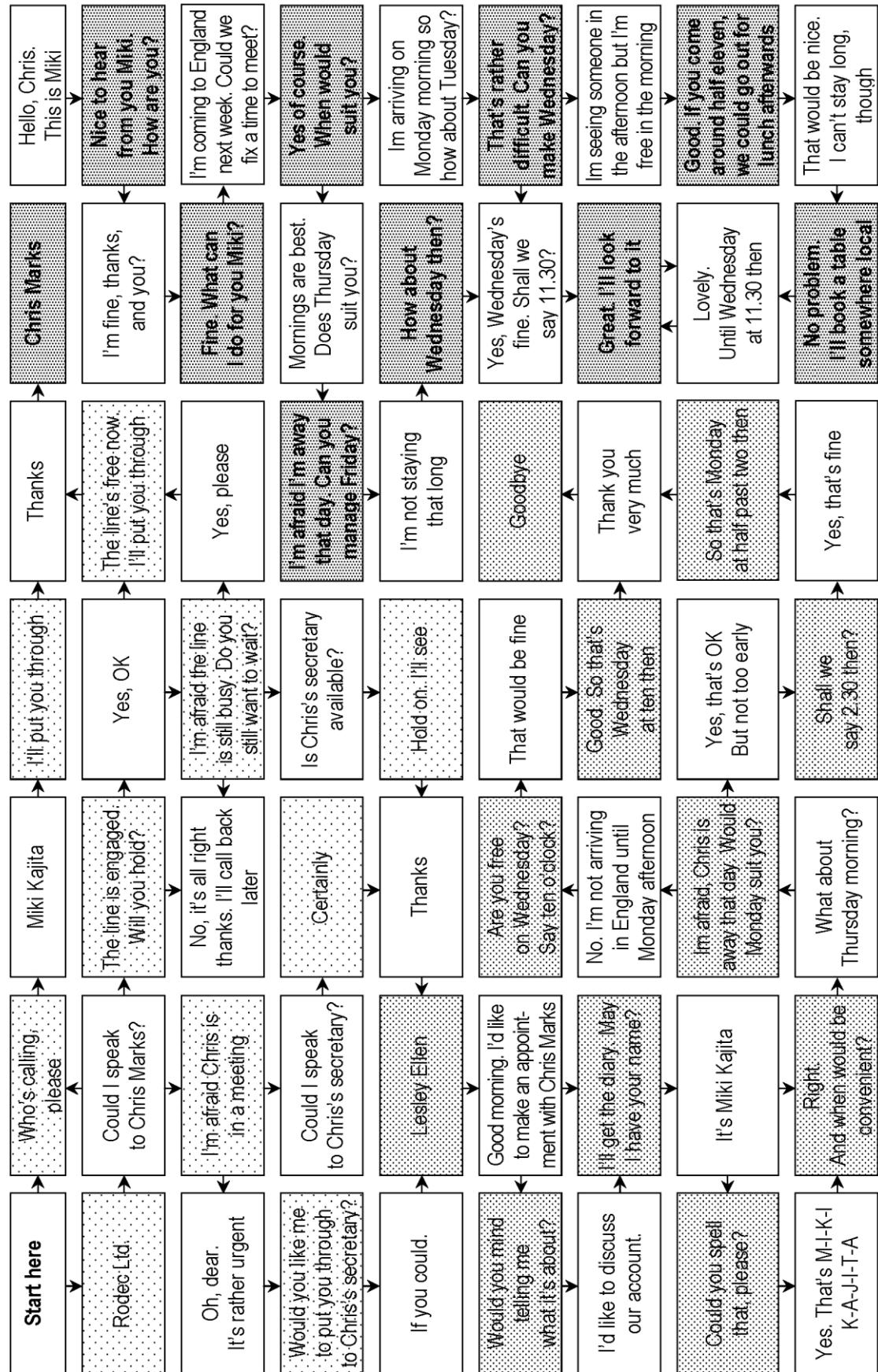
- visit a local tourist spot;
- come to dinner;
- come to a night-club.

3. You want to arrange a meeting with the people sitting next to you. Arrange a time and place that suits everyone.

| ASKING FOR SUGGESTIONS  |       |                        |
|---|-------|------------------------|
| When  |       | suit you?              |
| What time   | would |                        |
| Where   |       | be convenient for you? |
| CONFIRMING  |       |                        |
| I'll look forward to seeing you on. Thursday at ten, then.<br>See you on Thursday at ten, then. |       |                        |

## Making appointments

1. Work with a partner. One person is the caller  and the other person is everyone else: a switchboard operator , a secretary , and the person receiving the call . Follow the arrows to make as many different calls as you can.
2. Now close your books and act out some similar calls.

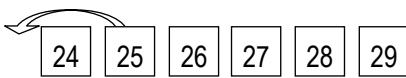


## Language note

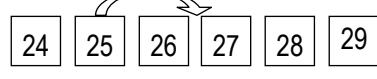
### Changing appointments

We can change an appointment in one of three ways.

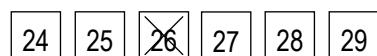
We can **bring** it **forward** to an earlier date.



Or, we can **postpone** it to a later date.



Or, we can **cancel** it completely.



### Listening

1. Three people telephone Lawson and Fowles to change their appointments. They either bring forward, postpone, or cancel their appointments.

Listen, and change the secretary's appointments diary for Wednesday and Thursday.

| Lawson and Fowles<br>CHARTERED ACCOUNTANTS | Lawson and Fowles<br>CHARTERED ACCOUNTANTS |
|--|--|
| APPOINTMENTS<br>WEDNESDAY                  | APPOINTMENTS<br>THURSDAY                   |
| 8:30 Miss Soames                           | 9:00 Mr Roach                              |
| 9:30 Mr Richardson                         | 10:00 Ms Temple                            |
| 10:00 Mrs Donald                           |  |
|  |  |
| 12:00 Mr Watson                            |  |
|  |  |
| 14:00 Mr Newton                            | 14:00 Mr Whiteson                          |
| 15:00 Mr Fuller                            | 16:30 Mr Sands                             |
|  |  |

### 2. Pair work

**Person A:** You are one of the people on the list in 1.

Call to postpone, bring forward, or cancel your appointment.

**Person B:** You are the secretary.

Make the necessary change(s) to the appointments diary in 1.

## **Skills work**

### **Writing**

Read this fax. What is it about?

#### **NIHON INFORMALINK KK**

**informalink bldg, 2-4-8 Kanamecho, Toshima-ku, Tokyo 171**

**TELEPHONE: (6) 3995 3801/4 TELEFAX: (6) 5995 3919**

**N  
i**

To: Darworth Enterprises

Attention: Janet Jeffries

From: Masahiro Nakagawa

Re: My inspection visit

Date: 10 June

Pages including this one: 1

Thank you for your fax of 1 June.

I will be arriving on Flight no. JL 401 at Terminal 3 Heathrow on 16th June. Could you book hotel accommodation for three nights in the city centre? Also, I would be grateful if you could arrange a meeting with Data Link for me on June 17th if possible.

I look forward to seeing you on the 16th.

Kind regards, N

Masahiro Nakagawa

Practise writing some faxes. Work in two groups. One group should use the information in FILE 1. The other group should use the information in FILE 2.

### **FILE 1**

1. You are Janet Jeffries. Write a fax in reply to Mr Nakagawa's fax. (One person in the group should write and the others should dictate and check spellings.)

Thank him for his fax. Tell him you will meet him at Heathrow at 16.35 on June 16. As requested, you booked a single room for him in the Dorchester Hotel for two nights. Check this is OK. (If his wife is coming too, you need to change the booking.) You also arranged his meeting with Data Link for June 17th. Say you'll see him next week, send your regards and sign the message from "Janet Jeffries".

2. You will receive a message from the other group. Write a reply.

### **FILE 2**

1. You are Mr Nakagawa. Write a fax or telex to Janet Jeffries changing your flight arrangements. (One person in the group should write and the others should dictate and check spellings.)

Apologize and tell her you must change your plans. You are now arriving on June 15th, not June 16th. Your new flight number is BA018 and you expect to arrive at 18.55, Terminal 4, Heathrow.

Ask her to change the meeting with Data Link to June 16th. (You need to know if she can't.) Say thank you, send your regards and sign the message from "Masahiro Nakagawa".

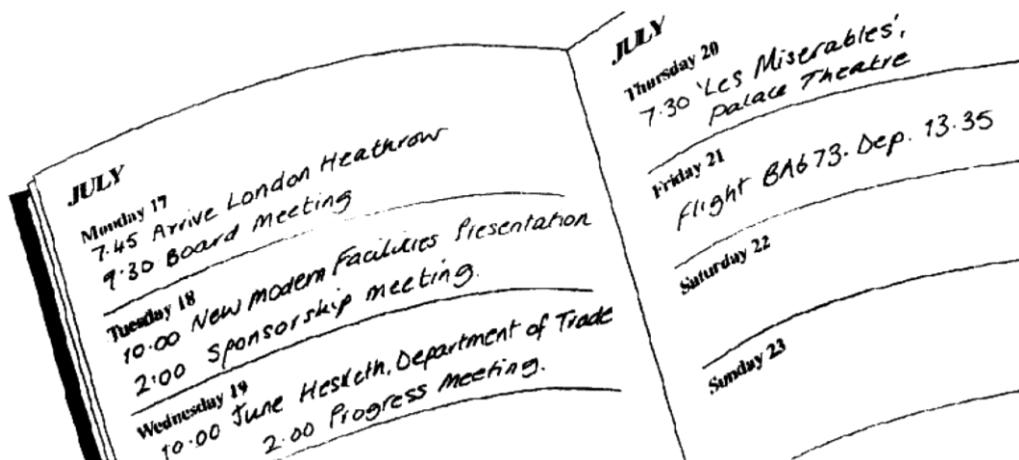
2. You will receive a message from the other group. Write a reply.

### **Speaking**

Work with a partner.

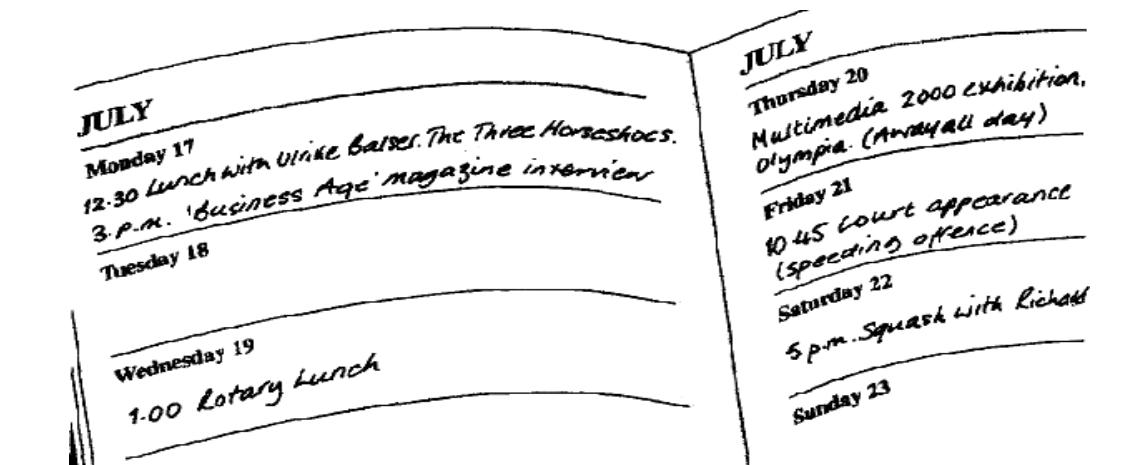
#### **Person A**

1. You work at the headquarters of an international company. You are spending next week at your UK subsidiary in London and you have to arrange a meeting with the UK Sales Director to discuss next year's targets. You'll probably need two or three hours of their time. Phone and fix an appointment. Use your diary.
2. The Sales Director calls you back ten minutes later. Take the call.



#### **Person B**

1. You are the Sales Director of the UK subsidiary of a multinational company. Someone from your international headquarters phones you. You should do everything you can to help them. Use your diary.



2. It's now ten minutes later. Something has come up and you need to change the arrangement you just made. Phone your partner, explain what's happened (you'd better have a good excuse ready) and fix another time.

## SELF-STUDY UNIT 4

1. Put these sentences in the correct order to make a short conversation.

- Yes, please. Would Tuesday the 26th be convenient?
- Good morning, Mrs Mane. This is Peter Brien.
- It's quite all right. I'll look forward to seeing you on Thursday the 28th, then.
- I'm calling about our appointment on the 25th. I'm afraid I can't make it.
- Fine. Thank you. Goodbye.
- Good morning, Mr Brien. How can I help you?
- Yes, I can manage the 28th. I'm sorry to be a nuisance.
- Shifali Mane.
- It's not a problem. Would you like to fix another time, then?
- I'm afraid I'm tied up on the 26<sup>th</sup>. How about the 28<sup>th</sup>?

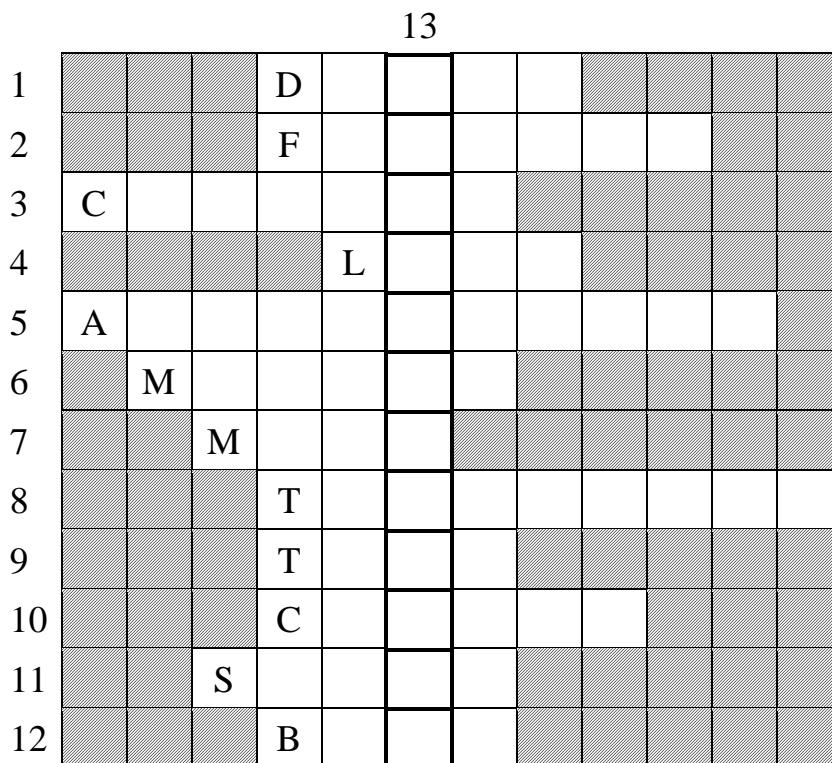
2. Supply alternative words for these phrases. Use words from the conversation.

- |                       |                          |                        |
|-----------------------|--------------------------|------------------------|
| 1. We need to         | arrange<br>f .....       | a time for the meeting |
| 2.                    | Are you free<br>H .....  | next Wednesday?        |
| 3. I'm afraid I'm     | busy,<br>t ..... up.     |                        |
| 4. When would         | suit you?<br>be c .....? |                        |
| 5. I can              | make<br>m .....          | Friday.                |
| 6. I'm afraid I can't | come<br>m ..... it       | to Tuesday's meeting.  |

**3.** Complete these sentences with words from the box.

|      |        |             |               |
|------|--------|-------------|---------------|
| make | cancel | be late for | have postpone |
|------|--------|-------------|---------------|

1. My name is George Rawlings and I \_\_\_\_\_ an appointment to see Mrs Bernejo at 2.30.
  2. She's always very punctual so I don't want to \_\_\_\_\_ our appointment.
  3. I'd like to \_\_\_\_\_ an appointment to see the manager.
  4. Mr Cottage is ill so we need to \_\_\_\_\_ his appointments.
  5. I'm sorry to be a nuisance but could we \_\_\_\_\_ our appointment until next week?
- 4.** Sometimes we have to *cancel* or *postpone* appointments. What other things do we cancel or postpone? Make up more sentences using the verbs *cancel* and *postpone*.
- 5.** Complete the puzzle and find the key word in 13 down.



**Across**

1. I don't know if I'm free on Friday. I'll check my \_\_\_\_\_. (5)
2. I look \_\_\_\_\_ to meeting you next Friday. (7)
3. I'm ringing to \_\_\_\_\_ our meeting next week – is it still all right with you? (7)

4. He was half an hour \_\_\_\_\_ because of the traffic. (4)
5. Mr Turner rang and made an \_\_\_\_\_ to see you next week. (11)
6. Are you free on Thursday? No, I'm afraid I can't \_\_\_\_\_ Thursday. (6)
7. I'm afraid I can't \_\_\_\_\_ it this afternoon – I've got to go to London urgently. (4)
8. She picked up a \_\_\_\_\_ from the station to check the train times. (9)
9. I can't see you on Thursday afternoon – I'm \_\_\_\_\_ up. (4)
10. Could you \_\_\_\_\_ my appointment with the Marketing Manager? I'm afraid I won't be able to make it. (6)
11. Friday at 3.30? Let me see. Yes, that \_\_\_\_\_ me. (5)
12. I can't manage Tuesday – I'm afraid I'm \_\_\_\_\_. (4)

### **Down**

13. Plans you make with other people. (12)
6. Complete the telephone conversations. Write one word in each gap. (I'm = one word.)

#### **Conversation 1**

- P Hello, \_\_\_\_\_<sup>1</sup> Susie Denver?
- S Yes, \_\_\_\_\_.<sup>2</sup>
- P Susie, it's Paolo. I'm \_\_\_\_\_<sup>3</sup> to arrange a meeting. Are \_\_\_\_\_<sup>4</sup> on Wednesday next week?
- S No I'm \_\_\_\_\_<sup>5</sup>, I'm flying to Brussels on Wednesday. What \_\_\_\_\_<sup>6</sup> Thursday?
- P Thursday morning isn't \_\_\_\_\_<sup>7</sup> because I'm visiting some customers but the afternoon is \_\_\_\_\_.<sup>8</sup> Shall we \_\_\_\_\_<sup>9</sup> 3 o'clock?
- S Yes. So, 3 o'clock on Thursday, in Room 10?
- P Fine. See you next week, Susie. Bye.

#### **Conversation 2**

- P Hello, Paolo Aldrini.
- S Hello, Paolo \_\_\_\_\_.<sup>1</sup> Susie. I'm very \_\_\_\_\_<sup>2</sup> but I've got a problem. Some important visitors are coming on Thursday. \_\_\_\_\_.<sup>3</sup> we \_\_\_\_\_<sup>4</sup> the date of our meeting?
- P Yes, of course. When are you \_\_\_\_\_.<sup>5</sup>?
- S Well, any time on Friday is \_\_\_\_\_ for me.
- P How \_\_\_\_\_.<sup>7</sup> just after lunch, say 2.15?
- S That's \_\_\_\_\_.<sup>8</sup>
- P Good. \_\_\_\_\_.<sup>9</sup> on Friday, at 2.15, then.
- S \_\_\_\_\_.<sup>10</sup> Paolo, and sorry again.
- P That's no problem. Bye, Susie.

## 7. Invitations and suggestions

Complete the conversations. Use different phrases for each gap.

1. A Ms Davido \_\_\_\_\_, see our new conference centre?  
B Thank you. That \_\_\_\_\_.
2. A Jack. \_\_\_\_\_ playing golf on Saturday?  
B I'd \_\_\_\_\_, but unfortunately I have to leave on Saturday morning.
3. A Jose, \_\_\_\_\_ have dinner with us this evening?  
B Thanks very much. I'd \_\_\_\_\_.
4. A Hi Giulia. Are you busy this evening?  
B No, why?  
A \_\_\_\_\_ coming with us for a pizza after the lesson?  
B Yes, \_\_\_\_\_.
5. A Jason, why \_\_\_\_\_ go sailing next week?  
B I'm \_\_\_\_\_, but I have to study. I've got an exam on Monday.
6. A Are you doing anything on Friday evening, Alex?  
B No, I don't think so.  
A Then \_\_\_\_\_ go out for a meal?  
B That's \_\_\_\_\_.

## UNIT 5. INFORMATION HANDLING: PRODUCTS AND SERVICES

1. Study these forms. What are they for?

Listen to the two telephone conversations and complete the forms.

### Conversation 1

**GALAXY COMPUTER SUPPLIES**

**SALES PROSPECT**

| CUSTOMER DETAILS |  | AREAS OF INTEREST (TICK ✓)         |                          |       |                          |       |                          |
|------------------|--|------------------------------------|--------------------------|-------|--------------------------|-------|--------------------------|
| NAME             |  | FIRESAFE CABINETS                  |                          |       |                          |       |                          |
| COMPANY          |  | BZ 9                               | <input type="checkbox"/> | BZ 10 | <input type="checkbox"/> | BZ 11 | <input type="checkbox"/> |
| ADDRESS          |  |                                    |                          |       |                          |       |                          |
| FAX:             |  | ACTION NECESSARY (TICK ✓)          |                          |       |                          |       |                          |
| TEL.             |  | SEND BROCHURE/<br>SALES LITERATURE | <input type="checkbox"/> |       |                          |       |                          |
|                  |  | SEND QUOTE                         | <input type="checkbox"/> |       |                          |       |                          |
|                  |  | ARRANGE A SALES VISIT              | <input type="checkbox"/> |       |                          |       |                          |
|                  |  | PHONE BACK                         | <input type="checkbox"/> |       |                          |       |                          |

### Conversation 2

**GALAXY COMPUTER SUPPLIES**

**ORDER REQUEST**

| QUANTITY         | DESCRIPTION   | REF. NO           |                          |        |                          |
|------------------|---|-------------------|--------------------------|--------|--------------------------|
|                  | PHOTOCOCONDUCTOR UNITS                                    |                   |                          |        |                          |
| ACTION NECESSARY |   |                   |                          |        |                          |
| CONTACT NAME     |   | ORDER RECEIVED BY |                          |        |                          |
| COMPANY          |   | NAME              | <input type="checkbox"/> | E-MAIL | <input type="checkbox"/> |
| ADDRESS          | 111 RUE DU CHAMART<br>78140 VELIZY-VILLACOUBLAY<br>FRANCE | FAX               | <input type="checkbox"/> | LETTER | <input type="checkbox"/> |
|                  |   | PHONE             | <input type="checkbox"/> | URGENT | <input type="checkbox"/> |

2. Listen to the conversations again and answer these questions.

- a Why doesn't the switchboard operator connect the caller immediately?
- b What does the woman say she'll do?

- c What question does Christophe Terrien ask about the photoconductor units?
- d What does Mary Thatcher ask Christophe Terrien to do?
3. Match the words and phrases (1-10) with similar meanings (a-j).

|                                |                                      |                              |                                     |                          |
|--------------------------------|--------------------------------------|------------------------------|-------------------------------------|--------------------------|
| 1<br>The line's busy           | 2<br>Will you hold?                  | 3<br>I'll put you through    | 4<br>A code                         | 5<br>An extension number |
| 6<br>Who's calling please?     | 7<br>Hold on.                        | 8<br>This is...              | 9<br>Go ahead                       | 10<br>Anything else?     |
| a<br><i>I'll connect you</i>   | b<br><i>One moment</i>               | c<br><i>An office number</i> | d<br><i>Could I have your name?</i> | e<br><i>I'm ready</i>    |
| f<br><i>The line's engaged</i> | g<br><i>A country or area number</i> | h<br><i>Is that all?</i>     | i<br><i>Can you wait?</i>           | j<br><i>... speaking</i> |

### Language note

#### INFORMATION HANDLING

In the telephone conversations the speakers follow a number of steps when handling and exchanging information, in particular:

- clarifying information;
- asking for repetition;
- asking for spelling;
- showing understanding;
- correcting information;
- confirming information;
- acknowledging.

Now look at the language used to handle information.

|   |   |
|---|---|
| <b>1. Clarifying information</b><br>Could you tell me exactly what...?  | <b>4. Showing understanding</b><br>I see.<br>I've got that.<br>Right.                                   |
| <b>2. Asking for repetition</b><br>Could I have your name again, please? Could you repeat that? I'm sorry, I didn't catch that. | <b>5. Correcting information</b><br>No, not Seanew. Seaview.<br>That's not right, it's....              |
| <b>3. Asking for spelling</b><br>Could you spell that, please?  | <b>6. Confirming information</b><br>Let me just repeat that<br><b>7. Acknowledging</b><br>That's right. |

## Controlled practice

Complete these dialogues.

1

My name's Pinkerton

?

Yes, it's P, I, N, K, E, R, T, O, N

2

The address is 24 Tunneyside Lane

?

Yes, of course. 24 Tunneyside Lane

3

My phone number is 0432 5686

0432 5688?

..... 5686

.....0432 5686

.....

4

I'd like an appointment with Mr Dunn

.....

.....you would like to discuss?

Yes, I'd like to talk about  
extending my credit

5

We would like to visit your factory  
with a view to buying it

.....When would you like to come?

6

The figure is 3.56 m

.....And what was the other figure?

7

So, an appointment at two would suit  
you. .... again, please?

Yes, certainly. It's Macintosh

.....?

Subject:

## **Speaking**

Sit back to back with a partner and act out these telephone calls.

### **Person A**

**Call 1.** Your company's new price lists are still at the printers. You expect them to arrive today. A customer calls with a request. Write down the details.

**Call 2.** Phone your partner and ask them to speak at the GMB Congress at Queen Margaret's Hall, Manchester on July 13th. You want them to give a talk on their company's current projects.

### **Person B**

**Call 1.** Phone your partner and ask him/her to send you an up-to-date copy of their company's price-list. Don't forget to give your name and address.

**Call 2.** Your partner phones you with a request. Say "yes" and write down the details.

## **Writing**

1. We often write letters to confirm phone calls. Most business letters and faxes contain a lot of standard phrases. Notice how some standard phrases are used in this letter.

### **FOTOTECHNIQUE**

31, rue de Constantine 16102 Cognac Cedex

Telefax: 45 39 16 11 Telex: 790 962 F Tel: 45 39 29 24

Mary Thatcher  
Sales Manager  
Galaxy Computer Supplies  
221 Hills Road  
Cambridge CB2 2RW

27 October 19xx

START \_\_\_\_\_

Dear Ms Thatcher,

REFERENCE

With reference to our telephone conversation today,  
I am writing to confirm our order for: \_\_\_\_\_

REASON FOR  
WRITING

10 x Photoconductors Ref. No. 76905 A/K.

REQUEST \_\_\_\_\_

I would be grateful if you could deliver them as soon  
as possible.

CLOSING  
REMARKS

Thank you for your help. \_\_\_\_\_

FINISH \_\_\_\_\_

Yours sincerely,

Christophe Terrien  
Director — Procurement.

## Language note

# BUSINESS LETTERS

| THE START          |     | THE FINISH              |
|--------------------|-----|-------------------------|
| Dear Sir or Madam, | *   |                         |
| Dear Mr Sloan,     | **  |                         |
| Mrs Sloan,         | **  |                         |
| Miss Sloan,        | **  |                         |
| Ms Sloan,          | **  |                         |
| Dear Mary-Lynn,    | *** |                         |
|                    |     | Yours faithfully, *     |
|                    |     | Yours sincerely, **     |
|                    |     | Best wishes, ***        |
|                    |     | <b>AMERICAN ENGLISH</b> |
|                    |     | Sincerely yours,        |
|                    |     | Yours truly,            |

\*Suitable if you don't know the name of the person you are writing to.

**\*\***Suitable if you know their name.

\*\*\* Suitable if the person is a close business contact or friend.

| <b>THE REFERENCE</b> |   |
|----------------------|---|
| With reference to    | your advertisement in the Reporter, ...<br>your letter of 25 <sup>th</sup> April, ...<br>your phone call today, ... |

| THE REASON FOR WRITING |   |
|------------------------|---|
| I am writing to        | enquire about ...<br>apologize for ...<br>confirm ... |

| REQUESTING  | AGREEING TO REQUESTS        |
|---|-----------------------------|
| Could you possibly...?<br>I would be grateful if you could... | I would be delighted to ... |

| GIVING BAD NEWS                          | ENCLOSING DOCUMENTS                            |
|--|--|
| Unfortunately ...<br>I'm afraid that ... | I am enclosing ...<br>Please find enclosed ... |

Close letters with a friendly phrase or reference to future contact.

| <b>CLOSING REMARKS</b>                                 |   |
|--|---|
| Thank you for your help.<br>Please contact us again if | we can help in any way.<br>there are any problems.<br>you have any questions. |

| <b>REFERENCE TO FUTURE CONTACT</b> |  |
|------------------------------------|--|
| I look forward to                  | hearing from you soon.<br>meeting you next Tuesday.<br>seeing you next week. |

Using this list of standard phrases, complete the following letters.

|   |       |   |
|---|-------|---|
| <p style="text-align: center;"><b>GEO ORT LTD</b><br/><b>COMMERCE WAY LEIGHTON BUZZARD</b><br/><b>BEDFORDSHIRE LU7 3BW</b><br/><b>Tel: 01525 72245 Fax: 01525 72611</b></p> |       |   |
| Dear Mr Cochet,   |       |   |
| REFERENCE   | _____ | 1 your phone call today,<br>2 for not sending you our price<br>list. _____ 3 it is still at the printers. |
| GIVING BAD NEWS   | _____ | However, _____ 4 a copy of the old list<br>with the new prices pencilled in. _____ 5                      |
| FINISH  | _____ | _____ 6   |
| Jacqueline Scott  |       |   |
| _____   | _____ | <b>REASON FOR WRITING</b>   |
| _____   | _____ | <b>ENCLOSING DOCUMENT</b>   |
| _____   | _____ | <b>CLOSING REMARKS</b>  |

|   |       |  |
|---|-------|--|
| <p style="text-align: center;"><b>GEO ORT LTD</b><br/><b>COMMERCE WAY LEIGHTON BUZZARD</b><br/><b>BEDFORDSHIRE LU7 3BW</b><br/><b>Tel: 01525 72245 Fax: 01525 72611</b></p> |       |  |
| Dear Mary,  |       |  |
| REFERENCE   | _____ | 1 your phone call yesterday,<br>2 to confirm that<br>_____ 3 come and speak at the GMB |
| Congress in Manchester on July 13th.  |       |  |
| REQUEST   | _____ | 4 send me a map showing how<br>to get to Queen Mary's Hall? _____ 5                    |
| FINISH  | _____ | _____,<br>Jacqueline Scott   |
| _____   | _____ | <b>REASON FOR WRITING</b>  |
| _____   | _____ | <b>AGREEING TO A REQUEST</b>   |
| _____   | _____ | <b>REFERENCE TO FUTURE CONTACT</b>   |

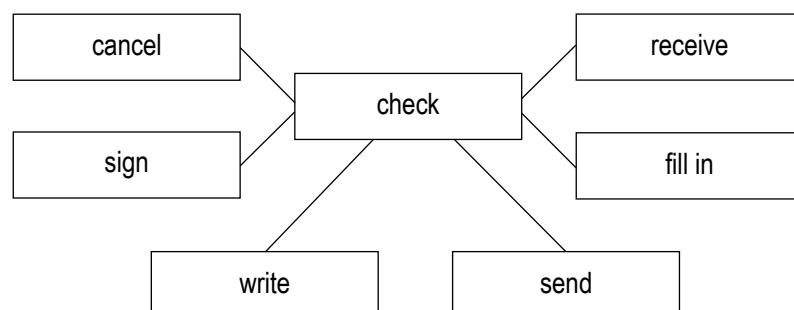
## DOCUMENTS

1. Companies use different procedures and documents when buying and selling goods and services. These documents could all be sent by a buyer or a seller during the course of a sales transaction. Do you know what they are? Who would send them – the buyer or the seller?
  - 1) cheque;
  - 2) order;
  - 3) receipt;
  - 4) delivery note;
  - 5) letter of enquiry;
  - 6) invoice;
  - 7) quotation;
  - 8) reminder.
2. Match these documents with their definitions.
  - a paper showing that money has been paid or that something has been received;
  - note to a bank asking them to pay money from your account to the account of the person whose name is written on the note;
  - arrangement of records (filing cards, invoices, etc.);
  - list of goods being delivered, given to the customer with the goods;
  - letter to remind a customer that he has not paid an invoice;
  - note asking for payment for goods or services supplied;
  - a letter in which someone asks for some information, be about a good or product;
  - estimate of how much something will cost.
3. Work with a partner. What different things do we do with these documents? Brainstorm different verbs (actions) that you could use with each one in the list.

*You can send a letter of enquiry.*

*You can receive a letter of enquiry.*

Now draw a spidergram for all above mentioned documents. If necessary, consult a dictionary. See an example.



When you have finished, you can compare your ideas with the suggestions in **Appendix B**.

**4.** Who makes these requests: a customer (C) or supplier (S)?

- Can I place an order?
- May I have your name and company name?
- Could you tell me the delivery address?
- Can you deliver next Friday?
- Could I have an address for the invoice?
- Could you tell me how much it will cost?
- May I have a discount?
- Would you confirm this order in writing?

Work with a partner. Make up a conversation between a customer and a supplier. Use as many requests as you can.

**5.** Work in pairs.

**Person A:** You sell computers. A foreign customer phones you. Answer their enquiries about your lap-top computer, the NC-200. They will ask about:

- your prices;
- delivery times;
- the guarantee;
- discounts;
- your terms of payment.

Invent your answers. You can agree to or refuse their requests. Don't forget to write down their details.

**Person B:** Telephone a foreign supplier and ask them to:

- supply you with 40 lap-top computers NC-200;
- quote you a price CIF;
- deliver in one month;
- give you a two-year guarantee;
- give you a 20 % discount;
- give you 60 days to pay.

**6.** Now write a letter or fax to the seller to confirm your order.

For more information on layout of faxes and letters consult **Appendix C**.

## SELF-STUDY

### UNIT 5

#### 1. Read the website and email addresses.

1) www.freeserve.net

The website is www dot freeserve dot net, that's freeserve, all one word, dot n-e-t, all lower case.

2) j.ellis@dialstart.co.uk

My email address is: j dot ellis, that's e-double l-i-s at dialstart, that's d-i-a-l-s-t-a-r-t dot co dot uk, all lower case.

3) timflan@aol.com

My email address is: timflan, that's all one word, t-i-m-f-l-a-n at a-o-l dot com.

freeserve = lower case letters

FREEERVE = upper case letters

*all one word* means no spaces between words

#### 2. A Read these extracts from emails. Underline the time expressions.

**1**  
To: j.dunn@global.net  
Subject: Meeting next week  
  
Jon  
Can we get together for  
a meeting on Monday, at 4 p.m.,  
if that's possible? If not,  
how about on Tuesday,  
in the afternoon, or if you  
prefer, at midday?  
  
Regards  
Pete

**2**  
To: mayp@novac.com  
Subject: Meeting next week  
  
Sorry, next Monday isn't  
possible but I can make it on  
Tuesday afternoon at 3 o'clock,  
if that's okay with you.  
  
Regards  
Jon

**3**  
To: j.osti@hotmail.com  
Subject: Translations  
  
Dear Judy  
Many thanks for your help  
last week. My client was  
on the phone yesterday  
evening asking for  
the translations. Can you email  
them to me tomorrow morning?  
  
Best wishes  
Anna Perini

#### B Write the time expressions in the table.

| at          | on                | in          | no preposition |                 |
|-------------|-------------------|-------------|----------------|-----------------|
| 11.15 am    | <u>Monday</u>     |             |                |                 |
| _____       | _____             | the morning | next weekend   | yesterday _____ |
| _____       | Wednesday morning |             | _____          | afternoon _____ |
| the weekend | Thursday evening  | the evening | last month     | tomorrow _____  |
|             |                   |             | year           |                 |

**C** Complete the email with the correct preposition at, on, in, or leave with no preposition.

To: René Blanc (wdmayo@dial.co.uk)

Subject: US trip

Thanks for all your help \_\_\_\_\_<sup>1</sup> last Friday. I was in the office \_\_\_\_\_<sup>2</sup> Saturday afternoon so everything is ready now. I suggest we meet at the airport \_\_\_\_\_<sup>3</sup> 11 o'clock \_\_\_\_\_<sup>4</sup> the morning, \_\_\_\_\_<sup>5</sup> next Tuesday, to finish our presentation, then have lunch in the restaurant there \_\_\_\_\_<sup>6</sup> midday. Let me know if this is OK.

René

### 3. Asking questions

**A** Read this account of a telephone call. Write the questions the customer asked.

Example Autorecambios Torrejon are on the phone. They want to know if we have dispatched their order yet.

*Have you dispatched our order yet?*

1. And they want to know when we dispatched it.

---

2. They'd like to know how many different shipments there are.

---

3. And they want to know whether the first shipment contains the RapideX plugs.

---

4. They want to know when it will arrive.

---

5. And they'd like to know if we've received their payment for their last order.

---

6. And they also want to know if we are giving them a 10 % discount.

---

**B** Now look at some more questions. They are all direct questions. Change them into indirect questions and put them in the correct places in the conversation.

*Are there any seats available?  
When do they want to leave?  
What are the options?  
Would they mind flying with Singapore Airlines?  
When will the tickets arrive?  
How long are they staying?  
Are there any British Airways flights around that time?*

**Annie** Bradley's Travel. Anne Bradley speaking.

**Jose** Hello Anne. This is Jose Cabinda. I need a couple of flights to Bangkok for our sales managers. Can you tell me (1) what the options are?

**Annie** Certainly. Could you tell me (2) \_\_\_\_\_

**Jose** Friday June 18th.

**Annie** And do you know (3) \_\_\_\_\_

**Jose** Yes, five days. They'd like to come back on the 24th. Could you tell me (4) \_\_\_\_\_

**Annie** I'll have a look. No, nothing with BA I'm afraid. Do you think (5) \_\_\_\_\_

**Jose** No, I'm sure they wouldn't.

**Annie** Good. There's a flight on the 18th at 8.30. It gets in the same day at 9.30 in the evening.

**Jose** Do you know (6) \_\_\_\_\_

**Annie** Yes, there are. I've just called it up on the screen. Shall I book you two now?

**Jose** Yes, please. And that's Club class, OK? Do you know (7) \_\_\_\_

**Annie** In four or five days. I'll send them to you as soon as they come in.

#### 4. Checking and correcting

- A We use a lot of standard phrases to check information. Make yourself a handy checklist for future reference. Study the table, then add these phrases.

*Was that...?*

*Can I read that back to you?*

*OK?*

*Was there anything else?*

*Yes, fire away.*

*Yes, that's it.*

*No, I said...*

| Questions                            |  | Replies                              |
|--------------------------------------|--|--------------------------------------|
| Checking the other person's ready    | Ready?<br>.....                        | .....<br>No, hang on.                |
| Checking something they said         | Did you say... ?<br>.....              | Yes, that's right.<br>.....          |
| Checking there's nothing more to say | Is that everything?<br>.....           | .....<br>No, there's one more thing. |
| Checking you've got everything right | Could we run over that again?<br>..... | Of course.<br>Certainly.<br>Sure     |

**B** Complete this telephone conversation. Choose the correct words or phrases in italics.

**Una** Hans, I've got the details about the break in. I think we'd better get a letter off to the insurance company today.

**Hans** OK, *wait/stay/hang* on a second – I'll just get the file.

**Una** *Ready?/Steady?/Set?*

**Hans** Yes, *begin/fire/speak* away.

**Una** Now, the date of the break-in was the thirteenth.

**Hans** Sorry, *was that/I repeat/did you speak* the thirtieth?

**Una** No, the thirteenth. And you've got the list of what was stolen, haven't you?

**Hans** Yes – the two Macs, the scanner and the laser printer. Is that *a lot/everything/finished?*

**Una** No, *I say/there's/it is* one more thing. They took the portable phone as well.

**Hans** Ah yes.

**Una** It all comes to £6,961.

**Hans** Uh huh. And can you *tell/say/speak* me the policy number?

**Una** Yes, it's KHT 33982775. I've got all the original invoices if they query anything.

**Hans** Right, I'll send off the claim today. Could we just *repeat/see/run over* that again?

**Una** *Probably/Definitely/Certainly.*

**Hans** The break-in was on the thirteenth and we're claiming £6,961 for the Macs, the scanner, the laser printer and the phone. And the policy number is KHT 33982775. *Are they/Is that/Have I it?*

**Una** Yes, that's *that/the lot/it* all.

## **UNIT 6. DEALING WITH PROBLEMS**

### ***Discussion***

Phone problems can be divided into two types: those involving language difficulties and those involving problem calls. How would you react in the following situations?

### **HANDLING LANGUAGE DIFFICULTIES**

If you can't hear or don't understand, would you:

- not interrupt but wait for a convenient point to explain your problem?
- interrupt immediately and explain your problem?

### **HANDLING PROBLEM CALLS**

If you receive a difficult call, would you:

- be a good listener and listen sympathetically?
- be forceful and assertive?
- not interrupt until the person has finished complaining?
- stop the person's complaints to explain your point of view?

### **LATE PAYMENT**

#### ***Listening***

Listen to a series of three phone calls about late payment of invoices. As you listen, complete the table below.

#### **Call 1**

|                  |       |
|------------------|-------|
| Name of caller:  | _____ |
| Person called:   | _____ |
| Date of invoice: | _____ |
| Action           |       |
| • What:          | _____ |
| • When:          | _____ |

#### **Call 2**

|                       |       |
|-----------------------|-------|
| Bank account details: | _____ |
| Number:               | _____ |
| • Bank name:          | _____ |
| Action                |       |
| • What:               | _____ |
| • When:               | _____ |

### Call 3

Company name: \_\_\_\_\_

Credit

- Actual amount: \_\_\_\_\_
- Expected amount: \_\_\_\_\_
- Day: \_\_\_\_\_

#### **Language note**

##### **Handling problems**

In the phone calls, the parties used the following techniques for handling problems:

- asking for repetition;
- asking for clarification;
- asking for verification;
- asking for spelling;
- correcting information.

Below are some sentences that you can use:

##### **Asking for repetition**

You may need to ask for repetition in two situations: if you didn't hear what was said, or if you didn't understand what was said.

- a If you didn't hear, you can use one of these phrases:

*Sorry? (with a rising intonation)*

*Pardon? (with a rising intonation)*

*Pardon me? (with a rising intonation) (US)*

*Excuse me? (with a rising intonation) (US)*

Another strategy is to state your problem and then make a request.

Stating your problem: *(I'm) sorry. I didn't hear what you said.*

*I didn't quite catch what you said.*

*I didn't quite catch that.*

Making your request: *Could you repeat what you said, please?*  
*Could you repeat that/say that again, please?*

- b If you didn't understand, you can state your problem and then make a request:

Stating your problem: *(I'm) sorry. I don't quite follow you.*  
*I don't understand what you've just said.*

Making your request: *Could you go over that again, please?*

##### **Asking for clarification**

If you feel the speaker is being vague or imprecise, you can use one of the following expressions to ask for more precise information:

*What do you mean, exactly?*

*What exactly do you mean by 'incorrect bank details'?*

*Could you explain what you mean, please?*

### **Asking for verification**

If you want to check that you have understood what the speaker has said, you can use one of the following expressions:

*Did you say the Bank of Scotland? (stressed, to check that it is the correct word)*

*Let me just check. The account number is 40211686. Is that right?*

### **Asking for spelling**

*Can/Could you spell that, please?*

### **Correcting information**

It is quite common to soften a correction by using a polite formula before making the correction:

*(Excuse me.) Not the 30th. The 13th.*

*(Sorry, that's not quite right.) It should be the 13th, rather than the 30th.*

*(Sorry, I think you've made a mistake.) The 13th rather than the 30th*

### **Controlled practice**

Choose the best response to complete each mini-dialogue. The first one has been done for you.

1. My name is Mortenson.    a Sorry, I don't quite follow you.  
                                    b Sorry, I didn't quite catch that,  
                                    c Could you spell that, please?  
  
Yes, it's M-O-R-T-E-N-S-O-N.
2. We met at the San Diego Trade Fair.  
       a Could you explain what you mean, please?  
       b Sorry, I don't quite follow you.  
       c Excuse me, I didn't quite catch that.  
  
I said we met at the San Diego Trade Fair.
3. We are manufacturers of environment-friendly appliances.  
       a What exactly do you mean by "environment-friendly"?  
       b Did you say "environment-friendly"?  
       c Sorry, I don't quite follow you.  
  
Well, research has shown that our products do not damage the ozone layer.
4. So, I plan to visit Los Angeles late in May.  
       a Did you say 8th May?  
       b I didn't quite catch that.  
       c What do you mean exactly?  
  
No, I said late in May.

5. I'll be staying at the Hotel Concordia.  
       a What do you mean exactly?  
       b I didn't quite catch that.  
       c Sorry, I don't quite follow you.

I'll be at the Hotel Concordia.

## EMAILS AND MOBILE PHONES

1. Read the email. What are the main differences between emails and letters?

|   |                                   |
|---|-----------------------------------|
| <b>From:</b>  | Tonia Sanson (tsanson@tamcas.com) |
| <b>To:</b>  | Max Hunt (max.hunt@lecos.net)     |
| <b>Subject:</b>   | Meeting 3 November                |
| Thanks for your email. Yes, 3 Nov at 3.30 p.m. is fine. I'm flying back from Paris in the morning so I'll get a taxi from the airport and come straight to your office. I'm leaving on 31 Oct so please contact me before then if there's a change. |                                   |

2. Listen to a telephone conversation. Answer the questions.

1. Who is calling and why?
2. Where is she?
3. What problem does she have with her mobile phone?

3. Read the email. What makes it more personal than the email in 1.

|  |                                       |
|--|---------------------------------------|
| <b>To:</b>   | Hans Brenner (hans.brenner@kofler.de) |
| <b>Subject:</b>  | Your visit                            |
| <p>Hi Hans<br/>Pleased to hear you're coming to Chicago. I'm out of the office on Feb 8 but 9 or 10 will be fine. Give call me on my cell phone when you arrive and we'll fix the time then. Have a good trip. Best regards,<br/>Don</p> |                                       |

## EMAILS AND FAXES

1. Match A and B to make typical sentences for faxes and emails.

### A

1. Thank you for
2. Could you please
3. Hoping to
4. Please let mellow if
5. I am writing
6. I apologize for
7. Thanks for
8. Looking forward to
9. This email is to
10. I am sorry to inform you

### B

- a see you again soon.
- b your fax of 4 March.
- c the mistake in our brochure.
- d your email.
- e tell you how to get to the hotel.
- f send me a copy of your brochure.
- g that prices will increase by 20 %.
- h to inform you of our new address.
- i you cannot come on that date.
- j meeting you at the next conference.

2. Match the sentences in 1 to the headings.

Starting

\_\_\_\_\_

Giving bad news

\_\_\_\_\_

Saying why you're writing

\_\_\_\_\_

Apologizing \_\_\_\_\_  
Requesting \_\_\_\_\_  
Ending \_\_\_\_\_

## COMPLAINTS

1. Discuss these questions with a partner.
  1. What sort of complaints do you have to deal with?
  2. What advice would you give to someone who has to deal with complaints?
2. Listen to half of a telephone call. What is it about?

**Flora** Hello Roger. It's Flora Silveira.

**Roger** \_\_\_\_\_

**Flora** I'm fine, thanks. And you?

**Roger** \_\_\_\_\_

**Flora** I'm afraid there's a problem with our order. You delivered the wrong quantity.

**Roger** \_\_\_\_\_

**Flora** 60. We asked for 80.

**Roger** \_\_\_\_\_

**Flora** Thanks a lot. Can you send them today?

**Roger** \_\_\_\_\_

**Flora** No, that's all thanks.

What is Roger saying? Can you guess? Write in the words.

3. Now listen to the whole call and check your answers.
4. When customers make complaints, it's important to ask questions to get all the facts you need. Ask questions about these problems.  
**A** *You delivered the wrong quantity.*  
**B** *Oh dear. What quantity did we deliver?*  
**A** *300. We ordered 3,000.*  
**B** *I'm sorry about that.*

1. You delivered the wrong quantity. (300. We ordered 3,000)
2. You sent the order to the wrong address. (30 South Road.  
We're at 40)
3. You invoiced us for the wrong amount. (£4,000 instead  
of \$4,000)

4. The goods came with the wrong accessories. (Plastic hooks.  
We wanted metal)
  5. The cover was the wrong colour.  
(Black. We asked  
for brown)
  6. The handles were the wrong size.  
(15cm. We ordered.  
10 cm)
  7. The goods arrived on the wrong day.  
(Friday. We asked  
for Tuesday)
  8. The case was no good.  
(The glass was broken)
- 5 What possible reasons are there for these problems?  
*We're very short staffed at the moment.*  
*Our computer crashed and we lost a lot of data.*  
Think of some more excuses.
- 6 Here are some useful phrases for dealing with complaints. Complete the chart with phrases from the box.

- a I'll find out what happened and let you know.
- b I'm afraid we're not responsible for damage in transit.
- c Would you like a refund?
- d I'll look into it straight away. e Would you like us to repair it?
- f We're very sorry about this but it's not our fault.

## DEALING WITH COMPLAINTS

### MAKING OFFERS

Would you like a replacement?

---

---

### PROMISING ACTION

We'll send the rest immediately.

---

---

### REFUSING RESPONSIBILITY

We reserve the right to make small changes to products.

---

---

Can you think of any more phrases to add to the chart?

**7** Work with a partner. Act out the complaints in Exercise **4** again. Deal with them. Make up excuses and/or use phrases from the chart.

### Reading

Mr Carlton, manager of a gift shop at Heathrow Airport, receives some RK 529 calculators without instruction manuals.

**1.** Here is the customer's fax and the reply from Philip Benn. The two faxes are all mixed up. Put the sentences in the right order, using the table below. The first ones are done for you.

- a We will send ten copies of the instruction manual to you today.
- b We received delivery this morning of ten of your RK529 calculators.
- c Thank you for your fax of 25th June.
- d When I opened the package, I saw that there was no instruction manual in the boxes.
- e We thank you for your patience, and look forward to receiving your next order.
- f We want to sell these calculators during the busy summer period,
- g Dear Mr Benn,
- h Dear Mr Carlton,
- i This was due to an error in packing.
- j Please could you give this matter your immediate attention.
- k I look forward to hearing from you.
- l We would like to apologize for the mistake in delivery.
- m In addition, we will be pleased to offer you a discount of 5 % off your next order.
- n ... so I would be grateful if you could send me the missing instruction manual in the next few days.

| Mr Carlton's fax | Philip Benn's reply |
|------------------|---------------------|
| g                | h                   |
|                  |                     |
|                  |                     |
|                  |                     |
|                  |                     |
|                  |                     |

**2.** With a partner, make a list of expressions from the two faxes which you could use to write similar complaints and apologies.

## Language focus

The language of business letters is usually more formal than telephone language.

1. Look at these phrases from the telephone dialogues. What phrases in the two faxes above are used to say the same thing? The first one is done for you.

| Telephone dialogue  | Business letters/faxes                    |
|---|---|
| 1. They arrived this morning.<br>2. Could you look into the problem?<br>3. Could you send me ...?<br>4. Can you call me back?<br>5. Sorry about the mistake.<br>6. We'll give you a discount. | <i>We received delivery this morning.</i> |

2. Can you think of any examples of differences between business letters and telephoning in your language?

## Writing

You'll face a problem. Think of the most appropriate way of writing a complaint: letter, fax or e-mail. Justify your choice.

### *Situation 1*

**Person A:** You are Hans Steffenberg, Chief Accountant of FKT. You received an invoice from SIMCO for £6,000. You are sure this is too high.

Write to Mr. Bush, Accounts Manager of SIMCO. Explain the problem and ask him to look into it. The invoice number is 6748, dated 23<sup>rd</sup> February.

**Person B:** You are Mr. Bush, Accounts Manager of SIMCO. You receive a complaint from your client. Write a reply. Apologize, the invoice is for £ 5,000, not for £ 6,000. It was a computer error. Promise to send a new invoice today.

### *Situation 2*

**Person B:** You are Simon Richards. You ordered 150 glasses from Valio Inc. three weeks ago, but you never received them.

Write to Mr. Geraldo, Production Manager of Valio Inc. Explain the problem and ask him to look into it. Remind him your address: it's 2017 East River Drive, Huntsville, Alabama.

**Person A:** You are Mr. Geraldo, Production Manager of Valio Inc. You receive a complaint from your client. Write a reply. Say sorry – order sent to wrong address – order returned to factory this morning. Promise to send glasses today.

## SELF-STUDY UNIT 6

### **A A telephone complaint**

Complete the dialogue using these expressions. Be careful: there are more expressions than gaps.

|                  |               |                      |                 |
|------------------|---------------|----------------------|-----------------|
| Were you happy   | Did you enjoy | I apologize          | That's because  |
| exactly happened | I'm afraid    | look into the matter | is your problem |
| That's why       | what to say   | accept my sincerest  | terribly sorry  |

- A** Durlington Hall Hotel. Ursula Donovan speaking.  
**B** Good afternoon, Mrs Donovan. This is Jeff Sanderson of Turnkey Solutions. I'm calling about the conference we had in your hotel last week.  
**A** Ah yes, Mr Sanderson .....<sup>(1)</sup> with the facilities and the service?  
**B** With the facilities, yes, but we didn't really appreciate the service, particularly from the night porter .....<sup>(2)</sup> I'm calling.  
**A** Oh dear. I'm .....<sup>(3)</sup> about that. What .....<sup>(4)</sup>?  
**B** Well, a lot of our delegates went into town on the last night, and when they came back to the hotel at about midnight the night porter was asleep.  
**A** Yes .....<sup>(5)</sup> he sometimes falls asleep on the job. He's 63 years old, you know. I hope your delegates didn't have to ring for a long time.  
**B** Well, yes they did. But that's not all. When your porter woke up, he told them to go away and that they were too late to come in. In the end they had to check into another hotel for the night.  
**A** Mr Sanderson, I really don't know .....<sup>(6)</sup>. I'll .....<sup>(7)</sup> immediately and then call you back. But for now, please .....<sup>(8)</sup> apologies.

### **B Written or spoken?**

The language of business letters is usually more formal than spoken language.

1. Here are four complaints. Look at the language used and decide if they are in the style of a business letter (L) or of a telephone conversation (T).
  - a Your last delivery arrived three days late, and our clients were extremely dissatisfied. L
  - b In addition to the above problem, there was nobody to meet our representative Mr Borge when he arrived at the airport.

- c I would be grateful if you could give this matter your immediate attention.
  - d It's really not good enough. We give you a lot of business and we expect quicker service when we've got a problem with one of your machines.
2. Now look at these apologies. Are they in (L) or (T) style?
- a I'll look into it and get back to you as soon as possible.
  - b With reference to our phone call of this morning, we would like to reassure you that we greatly value your custom. We will be pleased to offer you a monthly maintenance visit from one of our engineers.
  - c I'm really sorry about the mix-up. I'm afraid we didn't have the correct flight details.
  - d We would like to apologize for the delay in despatching your order. This was due to industrial action by lorry drivers.
3. Now match the complaint (in 1) with the corresponding apology (in 2).

**C Read this letter and choose the correct word from those underlined**

| Durlington   | Hall Hotel                                     |
|--|--|
|  | Highgate Road<br>Durlington<br>Norwich NR4 2wx |
| Mr R. Sanderson<br>Colchester Lane<br>Norwich NR1 3RF  |  |
| Dear <u>Mister/Mr</u> <sup>(1)</sup> Sanderson,  |  |
| I am writing to <u>apology/apologize/sorry</u> <sup>(2)</sup> once again for the unfortunate incident with your delegates and our night porter on the evening of 11th December. He told me that his behaviour was <u>due/because/near</u> <sup>(3)</sup> to problems at home, and he would like to say that he is very sorry for the inconvenience he caused. I would <u>want/like/not</u> <sup>(4)</sup> to pay for the rooms of the delegates who spent the night of the 11th in another hotel. I <u>would/will/can</u> <sup>(5)</sup> therefore be grateful if you <u>can/could/may</u> <sup>(6)</sup> send me their names and addresses so I can write to them personally. |  |
| And/ <u>In addition/Too</u> <sup>(7)</sup> , I will be <u>pleased/grateful/sorry</u> <sup>(8)</sup> to offer you a further 10 % discount if you decide to use our hotel again. I <u>thank/appreciate/like</u> <sup>(9)</sup> your understanding in this matter, and I look forward to <u>reading/hearing/hear</u> <sup>(10)</sup> from you very soon.  |  |
| Yours sincerely,<br>Elizabeth Matthews (Director)  |  |

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## Appendix A

### FUNCTIONAL EXPONENTS: USEFUL TELEPHONE EXPRESSIONS

The following list of phrases trace a call through from beginning to end and correspond to the building blocks shown in chapter 2. They follow two patterns – firstly when making a call and secondly when receiving a call.

#### ***Making a Call***

##### **Identifying yourself**

My name is... (first introduction)

This is... here.

... speaking.

##### **Asking to speak to someone**

Could I speak to... please?

Could you put me through to...  
please?

Can I have extension 351 please?

Could I speak to someone who  
deals with?

**You might hear:** (see *Receiving  
a call*)

Who's calling?

Could you tell me what it's about?

Giving more information

It's in connection with...

It's about...

Giving the reason for the call

I'm calling about...

I'm phoning to tell you...

The reason I'm calling is...

##### **Showing you understand**

I see

I understand

Thanks a lot.

##### **Responding to thanks**

Not at all.

You're welcome.

Don't mention it.

##### **Confirming the arrangement**

I look forward to...

... seeing you on... (date) at... (time)

... hearing from you soon.

... meeting you in... (place)

Right / Fine / Okay

##### **Leaving a message**

Could you give him a message?

Could you ask her to call me back?

Could you tell her I'll call back later?

##### **Communication problems**

Could you repeat that?

I'm sorry, I didn't catch your name.

Could you speak a little

...slower?

...louder?

It's a very bad line. I'll call you back.

Getting the information right

Could you spell that please?

Could you go over that again please?

Let me just repeat that...

##### **Pre-closing**

*Summarise main points*

So, let me just go over the main points.

Let me just repeat what you said.

So, if I understand you correctly, the situation is...

##### **Thanking**

Thanks very much for your help.

I'm grateful for your assistance.

##### **Asking for identification**

Who's calling, please?

And who's speaking, please?

##### **Asking for further information**

What's it in connection with?

What's it about, please?

### **Polite formulae**

Nice speaking to you

**You might hear:**

Nice speaking to you, too.

### **Closing the call**

See you soon

Speak to you soon

Goodbye

Bye

### **Receiving a Call**

#### **Identifying yourself**

Harry Jones

Harry Jones speaking

**You might hear:** (see *Making a call*)

Could I speak to Harry Jones?

You can reply:

Speaking.

### **Helping the caller**

Can I help you?

Who would you like to speak to?

### **Closing the call**

Goodbye

Bye.

### **Making excuses**

I'm afraid... is not available at the moment/ in a meeting/ with a client/off ice/ on holiday

I'm afraid... is out

is in a meeting

is with a customer at the moment

I'm sorry but... is on holiday

is not in the office

is on the other line at present.

I'm afraid his line's engaged.

Do you want to hold?

### **Taking a message**

Would you like to leave a message?

May I take a message?

Can I take your name and number?

Can I get him to call you back?

### **Pre-closing**

See '*Making a call*'

### **Polite formulae**

Thanks for calling.

**You might hear:**

Not at all. It's been nice speaking to you.

You're welcome.

## **MOBILE PHONE CONVERSATIONS**

### **Starting**

Am I disturbing you?

Am I interrupting anything?

Is this a good time to call?

### **Problems**

Sorry, we lost the connection.

I can't hear you. Can you hang up and I'll call you again?

The line's breaking up. I'll call you back.

I think my mobile needs recharging.

## Appendix B

### BUSINESS DOCUMENTS

Here is a list of verbs that we frequently use with the documents.

|         |                            |             |
|---------|----------------------------|-------------|
| You can | ask for<br>prepare<br>give | a quotation |
|---------|----------------------------|-------------|

And of course, you can quote a price.

*Quote* is the verb (action) and *quotation* is the noun (thing) but *quote* can also be used as a noun, as a short form for *quotation*.

|         |   |          |
|---------|---|----------|
| You can | place<br>confirm<br>acknowledge<br>cancel | an order |
|---------|---|----------|

|         |       |                 |
|---------|-------|-----------------|
| You can | check | a delivery note |
|---------|-------|-----------------|

|         |                       |            |
|---------|-----------------------|------------|
| You can | issue<br>query<br>pay | an invoice |
|---------|-----------------------|------------|

|         |        |            |
|---------|--------|------------|
| You can | ignore | a reminder |
|---------|--------|------------|

|         |  |          |
|---------|--|----------|
| You can | write<br>sign<br>postdate<br>endorse<br>pay in<br>put a cheque in the post | a cheque |
|---------|--|----------|

And if there aren't enough funds in the account, the bank will bounce the cheque!

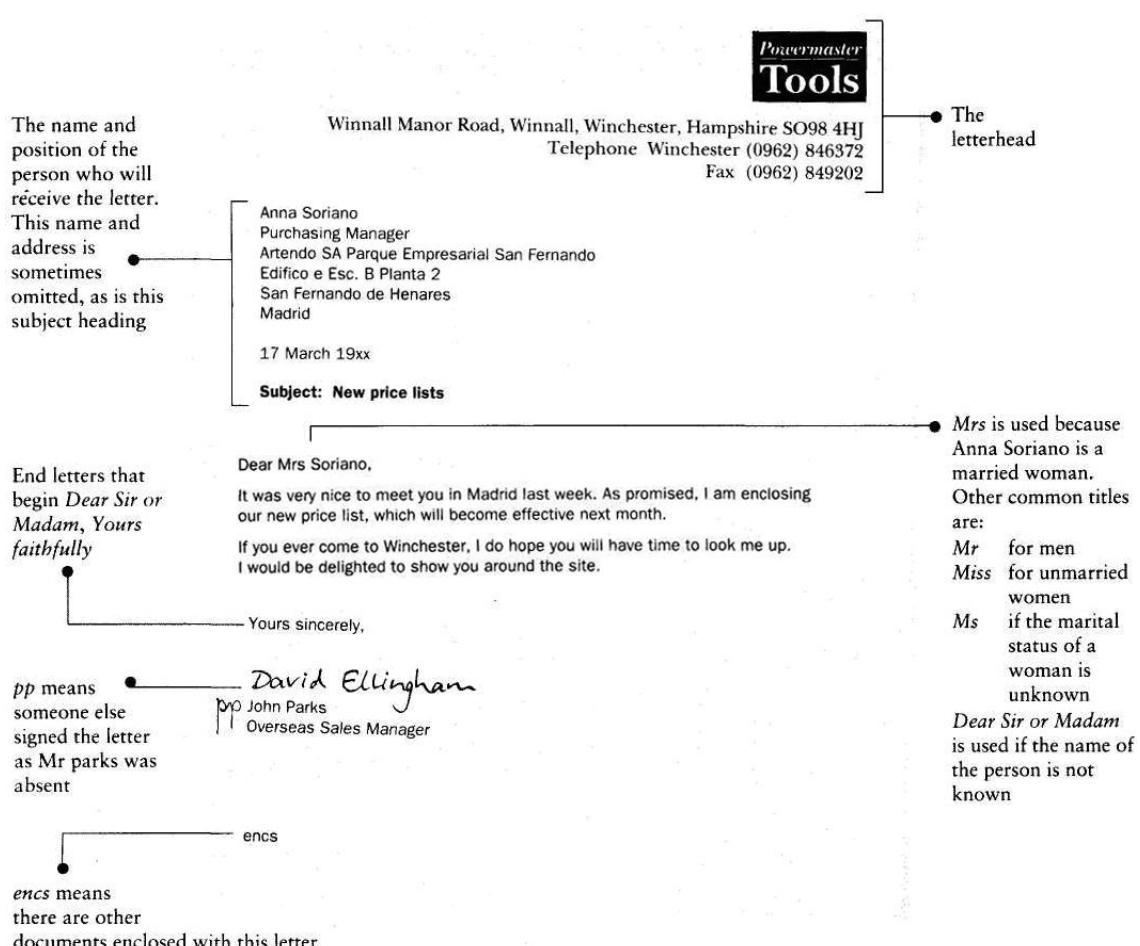
|         |                          |           |
|---------|--------------------------|-----------|
| You can | ask for<br>issue<br>lose | a receipt |
|---------|--------------------------|-----------|

## Appendix C

### LETTERS AND FAXES LAYOUT

Letters, the traditional form of business communication, are still generally preferred for confidential and very formal correspondence. But faxes (telefaxes) are growing in popularity, due to their speed and convenience. Many companies now have their own fax stationery which resembles a memo (memorandum) in layout. As information about the sender and receiver appears at the top, traditional greetings are often omitted so faxes tend to be more direct.

For information on layout, study the two documents below.



## TELEFAX TRANSMISSION



Winnall Manor Road, Winnall, Winchester, Hampshire SO98 4HJ  
Telephone Winchester (0962) 846372  
Fax (0962) 849202

Information about  
the sender and  
receiver

To: Artendo SA      Attention: Anna Soriano,  
From: John Parks      Purchasing Department  
Date: 17/3/-      Subject: New price list  
Pages (including this one): six

The number  
of sheets to be  
transmitted

Greetings are  
often omitted  
in faxes

It was very nice to meet you in Madrid last week. As promised, I am sending  
our new price list, which will become effective next month.

If you ever come to Winchester, I do hope you will have time to look me up.  
I would be most happy to show you around our site.

Best wishes,

*John Parks*

*Yours sincerely and*  
*Yours faithfully are*  
*used less frequently*  
*in faxes. Best wishes,*  
*Kind regards, or*  
*simply Regards are*  
*common.*

If you do not receive all the pages, please advise us as soon as possible.

In case of a  
fault during  
transmission

## Appendix D

### TAPESCRIPSTS

#### UNIT 1

##### One

- A Lakefield's. Good morning.
- B Good morning. Can I speak to Mr Jones, please?
- A Who's calling, please?
- B This is Mr Pym of Technos.
- A Can you spell your name, please?
- B Certainly. That's P-Y-M.
- A Hold the line please, Mr Pym.... Hello, Mr Pym. I'm afraid he's in a meeting. Can I take a message?
- B Yes. Could you tell him that I'd like to make an appointment for next week?
- A Right, Mr Pym. I'll give him the message.

##### Two

- A Lakefield's. Good morning.
- B Hello. Can I speak to Mr Jones, please?
- A Who's calling, please?
- B This is Mr Pym of Technos.
- A Hold the line, please. I'll see if he's there.... Hello, Mr Pym. I'm afraid he's in a meeting. Can I take a message?
- B No, thank you. Could you ask him to call me back?
- A Yes, of course. Does he have your number?
- B Yes, but just in case, I'll give it to you again. It's 01865 156767.
- A Right, Mr Pym. I'll give him the message as soon as I see him.

##### Three

- A Lakefield's. Good morning. Can I help you?
- B Hello. Can I speak to Mr Jones, please?
- A Who's calling, please?
- B This is Mr Pym of Technos.
- A Hold the line, please, Mr Pym. I'll see if he's there. Hello, Mr Pym, I'm afraid his line's engaged. Would you like to hold?
- B Yes, I'll hold.
- A Mr Pym? I'm connecting you now....
- B Hello. Is that Mr Jones?
- C No, you've got the wrong extension. I'll put you through ...
- B Hello, is that Mr Jones?
- D Yes, speaking.
- B Ah, at last! This is Mr Pym of Technos. I'm calling you to make an appointment for next week.

## UNIT 2

### 2.1 One

- A HK Oil & Gas. How can I help you?
- B Could I speak to Diana Wong, please?
- A I'm sorry, sir, but the line is busy. Would you like to hold?
- B Yes, please. HK Oil & Gas. Hold the line please. We're trying to connect you.
- A HK Oil & Gas. How can I help?
- B I wanted to speak to Diana Wong.
- A Her line is busy. Would you like to hold?
- B No thanks. I'll call later.

### Two

- A HK Oil & Gas. How can I help you?
- B Could I speak to Diana Wong, please?
- A Certainly. I'll put you through. (pause) I'm sorry, sir, but there is no reply from her office.
- B Oh, do you have her mobile number, by any chance?
- A Yes. I think we do. Let me see, it's 04345 then 4631.
- B Thanks very much.

### Three

- C Hello. Sales Department. Diana Wong's phone.
- B Is that you Diana?
- C Sorry but Diana's out of the office today.
- B When are you expecting her back?
- C Tomorrow. Can I take a message?

- B Yes, please. Could you tell her Jordi Marrero rang? I'd like to see her on Friday. My direct line is 663-45-62.
- C OK. I'll give her the message. Thanks for calling.
- B Thanks for your help. Bye.
- C Bye.

### Four

- B Hello. Is that Diana Wong?
- D I'm sorry. You've got the wrong extension. She's in the Sales Department.
- B Could you transfer me to her?
- D Yes, of course. Hold the line. I'll transfer you.
- E Hello.
- B Is that Diana?
- E Speaking.
- B Hi it's Jordi Marrero...

### 2.2

- B Hello.
- A Hello. Could I speak to David Payton, please?
- B Certainly. Who's calling, please?
- A This is Monique Dumont, from Execo.
- B Hold on one moment, please... Hello, I'm afraid David's in a meeting at the moment. Can I take a message?
- A Yes, could you ask him to call me back? It's about his trip to France.
- B Yes, of course. Could you tell me your number?
- A Yes, it's 33 – that's the code for France- then 2-51-25-89-74
- B 89-74. OK. I'll give him the message.
- A Thank you for your help. Goodbye.

### **2.3. One**

Thank you for calling Airline Network. All our agents are busy at the moment. Please hold, and an agent will answer your call as soon as possible.

### **Two**

The office is closed now. We are open from 9.30 a.m. to 6.45 p.m., Monday to Saturday.

Please call back during these times. In an emergency, please call 0118 956 7073.

### **Three**

The number you are dialling has changed. Please dial again, putting 0207 before the last seven digits.

### **Four**

This is Bob Steele's office. I'm sorry I can't take your call right now but please leave your name and number and I'll get back to you as soon as possible.

### **Five**

This is the Office World catalogue line. To receive our catalogue, please leave your name, address and postcode, spelling any difficult words. Thank you for your call.

### **2.4**

- a** 0208-553-9057
- b** 0143-4285611
- c** 75-30-6929
- d** 001212-5315898.

### **2.5 One**

- A** Her name is Kate Hiskett.
- B** Hiskett?
- A** Yes, It's spelt HISKE double T.

### **Two**

**H** Where's the exhibition?

**G** Ljubljana

**H** Could you spell that, please?

**G** LJUBLJANA.

### **Three**

**C** Their factory is in Györ.

**D** Gyor?

**C** I can't pronounce it very well. It's spelt GYÖR. And there are two dots above the O.

### **Four**

**E** When you go to Brazil, you must try a Caipirinha.

**F** A what?

**E** Caipirinha. It's a cocktail. It's spelt CAIPIRINHA.

### **Five**

**J** How do you pronounce his name?

**K** I'm not sure.

**J** Spell it, then.

**K** It's DHANIN, new word, SERIBURI.

### **2.6**

1. I'm arriving in Hong Kong on Friday.
2. Where's he staying?
3. When's she due back?
4. You're welcome.
5. No thanks. I'll call back later.
6. I'm afraid she's out this afternoon.
7. He's in a meeting this morning.
8. He's got a meeting this morning.

## 2.7

1. This is a message for Ms Diana Wong. It is May the twenty-sixth at seven thirty. This is Suntours Travel. Your ticket for Manila is ready. We'll put it in the mail for you tomorrow.
2. Mrs Wong. This is Patricia Lopez. I am calling to cancel our dinner on the ninth of June. I have to go to Australia that week. My apologies.
3. Hello Diana, this is James Lee. Could you call me back this afternoon. It's now three p.m. on the twenty-seventh of May. My number is 452-98577. Bye.
4. Hi Diana. This is Jordi Marrero. I am at the Royal Garden hotel. Please call me today, Friday May the twenty-seventh, before nine p.m. My number is 453-49823.

## 2.8

**H = Hans, D = Don**

- H** Hello, Don, it's Hans. Am I disturbing you?
- D** Er... I'm in a restaurant with a customer at the moment but we're getting ready to leave. Could you call me back in about five minutes?
- H** Yes, of course.  
*(Later)*
- H** Don, Hans again. Is it OK to talk now?
- D** Yeah, sorry I couldn't talk before. So you've arrived?

**H** At last! It's long trip. Oh, Don, can you hold on a minute... (*Are you sure this is the right address?*) Yes, yes, that's the right address... Sorry about that Don, the taxi driver wanted to check the address. Right, can we fix a time to meet?

- D** Sure. Tomorrow's best for me. How about coming to my office around 12, then we have lunch together after?
- H** Good idea. See you at 12 tomorrow then.
- D** Yeah. Enjoy your first day in Chicago, Hans. Bye.

## UNIT 3

### 3.1

- A** Good morning, Radisson Empire. Can I help you?
- B** Yes, I'd like to book a room, please.
- A** When exactly?
- B** Next month. For three nights. I arrive on the 8th of March and leave on the 11th of March.
- A** Hold the line, I'll check. Now then... single or double?
- B** Single, please.
- A** Arrival March 8th; departure March 11th. Yes, we have a single with bath.
- B** How much is it?
- A** \$165 including breakfast plus tax.
- B** That's fine. Is there a swimming pool?
- A** Yes, there is. It's indoors.
- B** And how far is it to the Lincoln Center?
- A** It's just across the street.
- B** OK, I'll take it.

- A** Could I have your name, please?  
**B** Dussart. Isabelle Dussart.  
**A** Could you spell that, please?  
**B** D-U-S-S-A-R-T.  
**A** OK, Mrs Dussart. That's a single room with bath from March 8th to March 11th. Could you send us a fax to confirm your booking?  
**B** Of course. Can you give me your fax number?  
**A** Yes, it's 212 315 0349.  
**B** Thank you for your help.  
**A** Thank you for calling. Have a nice day.

### 3.2

- A** InterAir, can I help you?  
**B** Yes, please. I'd like some information about a flight arriving from Munich.  
**A** Yes. **Do you know what the flight number is?**  
**B** The flight number? I'm not sure. I know it leaves Munich at 17.30.  
**A** Oh, yes, that's IA 345.  
**B** Yes, that's it. **Could you tell me what time it gets in?**  
**A** Yes, the arrival time is 19.10.  
**B** 19.10. **Do you know if there's any delay?**  
**A** No, the flight is on time.  
**B** Right, thank you very much.  
**A** You're welcome. Goodbye.

### 3.3

- 1** British Airways flight 651 for Athens leaves from Gate 17 at thirteen-fifty. Will passengers with tickets please proceed to gate 17 immediately. That's gate 17 for BA Flight 651 to Athens, departing at thirteen-fifty.

- 2.** **A** Can you tell me the gate for the flight to New York at 2.30?  
**B** Do you have the flight number?  
**A** Yes, it's AA 215.  
**B** AA215. One moment. Yes, it's Gate 51.  
**A** Thank you.  
**3.** Passengers for SK Flight 444 to Stockholm are requested to board at Gate 14. That's Gate 14 for Flight SK 444. Departure time will be 14.05.  
**4.** **A** Are there any seats on the next flight to Madrid?  
**B** To Madrid? That's IB 414. Yes, there are. But you'll have to hurry.  
**A** What time does it leave?  
**B** Ten past two.  
**A** Ten past two! Can you reserve me a seat?  
**B** Yes, of course. Business or economy class?  
**A** Business.  
**5.** We regret to inform passengers on the fourteen-thirty flight to Tokyo that their departure has been delayed. That's a delay on Flight JL 519 to Tokyo, scheduled to depart at fourteen-thirty.  
**6.** **A** Excuse me. Is the flight to Paris boarding now?  
**B** Sorry, Madam. Which flight to Paris?  
**A** The Air France flight.  
**B** AF 661. Yes, it's boarding now at Gate 16. It's leaving at fifteen hundred.  
**A** Pardon me. What time?  
**B** At three o'clock.

- A** That's two hours late.  
**B** Yes, I'm sorry about that, Madam.

### 3.4

- 1** **A** Hello. Charles Mant's office.  
**B** Hello. Could I speak to Mr Mant, please?  
**A** I'm sorry, he's out. Can I take a message?  
**B** Yes. Could you tell him Mr Dillon from KPMG called?  
**A** Could I have your number, please?  
**B** It's an Oxford number. My hotel number is 01865 247481. Can he call me back today?  
**A** Yes. He'll be back soon. I'll ask him to call you.  
**B** Thank you for your help.  
**A** Thank you. Bye.
- 2** **A** The Randolph. Can I help you?  
**B** Yes. Could I speak to Mr Dillon, please?  
**A** Hold the line. I'll put you through to his room.  
**C** Hello?  
**B** Is that you, Robert?  
**C** Speaking. Hello, Charles. Thanks for calling me back.  
**B** How are you?  
**C** Fine, and you?  
**B** Very well. How long are you in England for?  
**C** Just three days. Shall we meet one evening?  
**B** Sure. When are you free?  
**C** Tonight? What shall we do?

- B** Would you like to go to the theatre?  
**C** I'd love to. What's on?  
**B** Sunset Boulevard.  
**C** That sounds great. What time does it start?  
**B** Erm... 7.45  
**C** Where can we meet?  
**B** Let's meet at a restaurant near the theatre. Call me back when you know the train times.  
**C** OK. Speak to you later.  
**B** Bye.

## UNIT 4

### One

- A** Lawson and Fowles. Good morning.  
**B** Good morning. This is Andrew Sands. I've got an appointment with you on Thursday at half past four.  
**A** Yes, Mr Sands.  
**B** Well, unfortunately I've now got an important meeting in London that afternoon. Could I change my appointment to Wednesday morning?  
**A** Well, I'm afraid the morning's completely full up. How about Wednesday afternoon, at the same time – at four-thirty, I mean?  
**B** Yes, that's fine. OK, Wednesday at half past four, then.

## Two

- A Lawson and Fowles. Good morning.
- B Good morning. This is Mr Watson of EGC. I'm afraid I have a problem with my appointment next week – I'm away all week.
- A Okay. Sorry did you say Mr Watson or Mr Whiteman?
- B Mr Watson. W-A-T-S-O-N.
- A Fine, so you're cancelling your appointment on Wednesday at 12 midday, then. Would you like to make another appointment now?
- B No. I haven't got my diary here. I'll call next week.
- A OK, Mr Watson. Thank you. Goodbye.

## Three

- A Lawson and Fowles. Good morning.
- B Hello. This is Sarah Roach of Technos. I'm sorry to bother you, but it's about my appointment – the one on Thursday.
- A Yes, Mrs Roach.
- B Could I postpone it until later in the day? I have to collect my car from the garage.
- A We've got a free slot at half past four now. Is that convenient for you?
- B That's perfect. Four-thirty on Thursday. Thank you very much. Goodbye.
- A Goodbye, Mrs Roach.

## UNIT 5

### One

- A Galaxy Computer Supplies.
- B Overseas Sales Department, please.
- A The lines are busy. Will you hold?
- B Yes.
- A The line's free now. I'll put you through.
- C Overseas Sales. Lynne Noon speaking.
- B Good morning. I'm interested in your firesafe cabinets. Do you have a sales office in Spain?
- C I'm afraid we don't, but I can arrange for a sales visit from our agent.
- B No, no. That's not necessary. Could you quote me a price for 20 BZ11 cabinets, CIF Cadiz?
- C May I have your name?
- B Yes, it's Jose Rosales. That's J-O-S-E, R-O-S-A-L-E-S and my fax number is one, that's the code for Madrid, four three zero, six six eight seven. Could you read that back to me?
- C One four three oh, double six eight seven. And what company are you with, Mr Rosales?
- B EVP.
- C EVP. Right. I'll work out the price and fax a quotation through immediately.
- B Thank you very much. Good bye.

## Two

- A Galaxy Computer Supplies.
- B Extension 143, please.
- A Hold on.
- C Overseas Sales.
- B Could I speak to Mary Thatcher, please?
- C Who's calling, please?
- B Christophe Terrien of RGF France.
- D Mary Thatcher.
- B Hello. This is Christophe Terrien of RGF. I'd like to place an order.
- D Certainly Monsieur Terrien. Go ahead.

## UNIT 6

### 6.1 Call 1

*Smythe:* This is Paul Smythe calling from Birmingham.

*Martinez:* Good morning, Mr Smythe. How are you?

*Smythe:* Fine, thanks. And you?

*Martinez:* Yes, I'm fine, too.

*Smythe:* Mr Martfnez, I'm ringing about our last invoice.

*Martinez:* Yes, I remember we got it before the summer.

*Smythe:* Exactly, Mr Martinez. The invoice was raised more than three months ago.

*Martinez:* I'm sorry, I don't quite follow you.

*Smythe:* We sent you the invoice on 13th July.

*Martinez:* On 30th of July.

*Smythe:* ot the 30th. The 13th. And we still haven't received payment.

*Martinez:* OK, Mr Smythe. I'll check and get back to you.

*Smythe:* When can you contact me?

*Martinez:* This afternoon.

*Smythe:* That's fine. I look forward to hearing from you.

*Martinez:* Bye.

*Smythe:* Bye.

### Call 2

*Martinez:* Well, Mr Smythe, I've looked into your invoice and found out why it hasn't been paid.

*Smythe:* And why is that?

*Martinez:* We asked our bank to transfer the money but they couldn't. They said that your bank details are wrong.

*Smythe:* What do you mean "our bank details are wrong"? They are printed on our invoice. And you received the same invoice as all our other customers.

*Martinez:* I'm sorry, what did you say?

*Smythe:* I said our bank details are printed on the invoice.

|                  |  |                |  |
|------------------|--|----------------|--|
| <i>Martinez:</i> | Well, I have the invoice here. Can we just check? The account number is 40211686.          | <i>Clerk:</i>  | Could you give me your account number and account name please?   |
| <i>Smythe:</i>   | Is that right?   | <i>Smythe:</i> | Yes, the number is 40211686 and the company name is Paul Smythe and Partners.                                  |
| <i>Martinez:</i> | At the Bank of Scotland at 46 Portland Street in...  | <i>Clerk:</i>  | Could you spell Smythe, please?  |
| <i>Smythe:</i>   | Hang on a minute, did you say "Bank of Scotland"?  | <i>Smythe:</i> | Yes, it's S-M-Y-T-H-E.   |
| <i>Martinez:</i> | Yes.   | <i>Clerk:</i>  | And your address, please?  |
| <i>Smythe:</i>   | It's the Royal Bank of Scotland – not the Bank of Scotland.                                | <i>Smythe:</i> | Unit 7, Parkdown Trading Estate.   |
| <i>Martinez:</i> | You mean there are two? Smythe: Exactly.   | <i>Clerk:</i>  | And when did you expect the money to be credited?  |
| <i>Martinez:</i> | OK, Mr Smythe. I'll ask our bank to transfer the amount to the Royal Bank of Scotland.     | <i>Smythe:</i> | This week.   |
| <i>Smythe:</i>   | As soon as possible, Mr Martinez.  | <i>Clerk:</i>  | One moment, please.  |
| <i>Martinez:</i> | Manana, Mr Smythe, as soon as the bank opens. And, Mr Smythe, I'm sorry about the mistake. | <i>Smythe:</i> | Yes, we received a credit of £3,476.28 on Wednesday.   |
| <i>Smythe:</i>   | Well, I'm glad we sorted it out.   | <i>Clerk:</i>  | Sorry, could you repeat the amount?  |
| <i>Martinez:</i> | Yes! Bye.  | <i>Smythe:</i> | Yes, £3,476.28.  |
| <i>Smythe:</i>   | Bye.   | <i>Clerk:</i>  | I was expecting a round figure of £3,500. Did the bank make a charge?  |
| <b>Call 3</b>    |  | <i>Clerk:</i>  | I'm afraid I can't see that from my screen. I've only got the final figure which was credited to your account. |
| <i>Clerk:</i>    | Account enquiries.   | <i>Smythe:</i> | But we get lots of payments from abroad and we never have to pay charges.                                      |
| <i>Smythe:</i>   | Good afternoon. I'd like to check if a transfer has been received from Spain.              |                |  |

*Clerk:* Let me check, sir...  
Yes, the amount was transferred in Spanish pesetas. We had to convert it into pounds. So, after bank charges, your account was credited with £3,476.28.

*Smythe:* I see. OK, thank you.

*Clerk:* You're welcome.

*Smythe:* Bye.

*Clerk:* Bye.

## 6.2

**T = Tonia, M = Max**

**T** Max, it's Tonia.

**M** Sorry, who? It's a bad line.

**T** Max, it's Tonia. I've got a problem. I've just arrived. My plane was late. I'm very sorry but I don't think I'll be able to...

**M** Hello... hello? Tonia?

**T** Max, are you there?

**M** Yes. I'm on my mobile. We lost the connection.

**T** Yes. Look, Max, as I said, my plane was late and I'm still at the airport so I won't get to your office for 3.30.

**M** Don't worry. When can you get here?

**T** Er, in about an hour?

**M** OK. I'll tell the others. We'll wait till you arrive.

**T** Are you sure? Thanks a lot, Max. Bye.

## 6.3

Hello Roger. It's Flora Silveira. I'm fine, thanks. And you? I'm afraid there's a problem with our order. You delivered the wrong quantity. 60. We asked for 80.

Thanks a lot. Can you send them today.

No, that's all thanks.

## 6.4

**A** Hello, Roger. It's Flora Silveira.

**B** Hello, Flora. How are you?

**A** I'm fine, thanks. And you?

**B** Fine. What can I do for you, Flora?

**A** I'm afraid there's a problem with our order. You delivered the wrong quantity.

**B** Oh dear. How many did we deliver?

**A** 60. We asked for 80.

**B** I'm sorry about that. I'll send the rest immediately.

**A** Thanks a lot. Can you send them today?

**B** Yes, of course. Is there anything else?

**A** No, that's all, thanks.

*Навчальне видання*

## EFFECTIVE PHONE CALLS

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для аудиторної та самостійної роботи

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Комп'ютерна верстка *B.A. Івакін*

Підписано до друку 28.05.2008. Формат 60x90/16. Гарнітура Times.  
Обл.-вид. арк. 2,84. Умов. друк. арк. 6,25. Тираж 106 пр. Зам. № 788

Державний вищий навчальний заклад  
“Українська академія банківської справи Національного банку України”  
40030, м. Суми, вул. Петропавлівська, 57

Свідоцтво про внесення до Державного реєстру видавців, виготовників  
і розповсюджувачів видавничої продукції: серія ДК, № 3160 від 10.04.2008

Надруковано на обладнанні Державного вищого навчального закладу  
“Українська академія банківської справи Національного банку України”  
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