

Developing Telephoning Skills : Speaking Practices for Office Professionals

This text-book has been prepared to provide secretaries, clerks and other office professionals with the telephone techniques and the English language skills necessary to perform their communication tasks.

The writer identifies four areas for development. Firstly, students should be made familiar with the phrases commonly used in telephone conversations. Model dialogues are provided to give them sample telephone conversation related to specific business situations. The next, practices are provided to give students opportunity to manipulate language forms and functions which serve communicative purposes. Furthermore, the opportunity to complete and role play a dialogue provides a make-believe situation on which they communicate preparing themselves for a real office communication. Finally, spelling and pronunciation practices will further help them improve mutual intelligibility in communication.

