

In the dialogue below Celine Perez (CP) calls Maurice Cassidy (MC) on his direct line.

MC: Maurice Cassidy.
 CP: Hello Maurice, this is Celine Perez speaking.
 MC: Celine – how nice to hear from you! How are things over in Paris?
 CP: Fine, fine. Maurice – is this a good time to talk? Are you in the middle of something?
 MC: No, now is good. Just let me close down this document I've been working on. OK – what can I do for you?
 CP: The reason I'm calling is because of the first quarter sales figures. Have you seen them?
 MC: Yes, I have. Sales in France were below target, right?
 CP: Exactly. The sales report doesn't give any explanation for that. I thought you might have some ideas.
 MC: I do have some ideas, but I'd like to speak to Anna in Marketing about it. Can I get back to you tomorrow about this?
 CP: Sure.
 MC: OK, leave it with me. I'll call you tomorrow afternoon.
 CP: Great – I'd appreciate that. Thanks for your time. Bye.

- Notice how Maurice starts the conversation in a friendly way at line 3.
- Notice how Celine checks that the other person has time to talk.
- Notice at line 14 how Celine uses indirect language (ie past forms: *thought/might*) to encourage MC to give information – she doesn't want him to feel under any pressure.

In the second dialogue below Monika phones a company to ask about their market research services. She speaks first to the receptionist.

Receptionist: Good morning, ICT Communications. Teresa speaking. How can I help you?
 Monika: Oh, good morning. I'd like to speak to someone in your market research department.
 Receptionist: Can I have your name, please?
 Monika: Yes, it's Monika Weber.
 Receptionist: OK, Monika, please hold while I try to connect you.
 Gianfranco: Market Research. Gianfranco speaking.
 Monika: Oh, hello. My name is Monika Weber from Springer Media and I'm calling to ask a few questions about your market research services.
 Gianfranco: Of course, Monika. How can I help you?
 Monika: I'd like to know ...

- Notice at line 1 how the receptionist gives a very full answer.
- Notice at line 9 how Gianfranco answers his internal phone.

The phrases you need

Answer the phone

(receptionist) *Good morning, ICT. Teresa speaking. How can I help you?*

(internal phone) *Hello. / Sales Department. / Nick Hamilton.*

Connect the caller

Please hold while I try to connect you.

I'll try her number for you.

Say who's calling + why

This is ... speaking / My name is ...

This is ... (here).

Can I speak to ..., please?

I'd like to speak to someone about ...

The reason I'm calling is ...

I'm calling to ask a few questions about ...

I'm calling in connection with ...

Greetings

Hello! How are you!

How nice to hear from you! How are things in Paris?

Oh! I didn't recognize your voice!

Thanks for calling – did you get my email?

Check it's a good time

Is this a good time to talk?

Are you in the middle of something?

Do you have a second?

End the call

Is there anything else I can help you with today?

Thanks for calling / It's been nice talking to you. Bye.

Thanks for your time.

OK, leave it with me. I'll call you tomorrow afternoon.



Exercises

39.1 Cover the opposite page with a piece of paper. Now try to remember the words below. (The last letters have been given.)

- 1 Hello Maurice, _____s is Celine Perez _____g.
- 2 Celine – how _____e to _____r from you!
- 3 Is this a _____d _____e to talk? Are you in the _____e of something?
- 4 Just let me _____se _____wn this document I've been working on.
- 5 The _____on I'm calling is _____se of the first quarter sales figures.
- 6 The sales report doesn't give any explanation for that. I _____ght you _____ght have some ideas.
- 7 Can I _____t _____ck _____o you (= contact you again) tomorrow about this?
- 8 OK, _____ve it _____th me.
- 9 Great – I'd _____ate that.

Remove the paper and check your answers.

39.2 At line 5 Celine checks that it's a good time to talk. Put the words below into order to make similar phrases.

- 1 have you a second Do?
- 2 me Do want later you to back call?
- 3 now right you Are busy?

39.3 We often use a past tense to make our language polite or indirect (to make the other person feel they are under no pressure).

I wanted to speak to someone about my order.

(= I'd like to)

I was just calling about the sales figures.

(= I'm calling)

I thought you might have some ideas.

(= Do you have any ideas?)

Rewrite each sentence using one of the structures above.

- 1 I'm calling to see if everything's OK for Friday.

- 2 I'd like to ask you a question about Simon.

- 3 I know you'll be interested in this.



39.4 Cover the opposite page with a piece of paper. Underline the alternative in italics below that is more natural.

- 1 Good morning, ICT. Teresa speaking. *Can I help you?* / *How can I help you?*
- 2 *I want to speak* / *I'd like to speak* to someone in your market research department.
- 3 *Please can I have your name?* / *Can I please have your name?* / *Can I have your name, please?*
- 4 *I'm* / *It's* Monika Weber.
- 5 OK, please *hold* / *wait in line* while I try to connect you.
- 6 *Gianfranco speaking* / *I'm Gianfranco.*
- 7 I'm calling to *know* / *ask* a few questions of / *about* your market research services.
- 8 Of course, Monika. How *can* / *would* I help you?

39.5 Look at phrases a–e then mark the statements below True (T) or False (F).

- a I'd like to speak to ...
- b Can I speak to ...?
- c Could I speak to ...?
- d I must speak to ...
- e I need to speak to ...

- 1 In practice, phrases a–c are more or less the same – the listener probably won't even notice. **T / F**
- 2 Phrase d is direct and urgent, but is OK in business. **T / F**
- 3 Phrase e is direct and urgent, but is OK in business. **T / F**

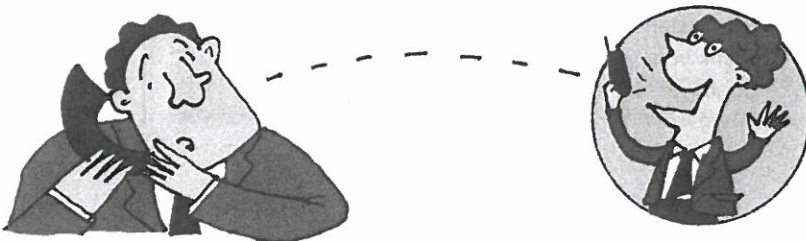
39.6 Look at phrases a–d then answer the questions below.

- a The reason I'm calling is ...
- b Perhaps you could help me. I'd like to speak to someone about ...
- c I'm calling in connection with ...
- d I don't know if I'm through to the right department, but I'm calling to ask a few questions about ...

- 1 Which two phrases immediately give the reason for your call?
- 2 Which two phrases ask for help or general information?

Read the dialogues on page 82 aloud. Do it by yourself or with a colleague (changing roles at the end). Practise several times until you're fluent.

39.7 1 Speaking practice: listen and repeat. Repeat each phrase you hear and then listen to check.



Telephoning

In the dialogue below the caller (C) wants to speak to someone who isn't available. The receptionist (R) takes the call.

- R: ICT. Teresa speaking. How can I help you?
 C: I'd like to speak to Stefan Lipska, please.
 R: I'll try his number for you. 🎵 🎵 🎵 Hello?
 C: Hello.
 5 R: I'm not getting any reply. Just bear with me for a moment while I try another number.
 C: OK.
 R: I'm sorry, I'm not having any luck – he must be in a meeting. Would you like his voicemail?
 10 C: No, I need to talk to him personally.
 R: I can ask him to call you back.
 C: Yes, please do that. It's Frank Hayden here. He knows me.
 R: OK, I'll just make a note of your name. Frank Hayden. Is that with an 'i' or an 'e' at the end?
 15 C: It's an 'e', 'e' as in Egypt. H-A-Y-D-E-N.
 R: OK, Mr Hayden, I'll tell him as soon as he comes out of the meeting.
 C: Thank you. Goodbye.

- Notice how the caller clarifies the spelling by using a place name.

In the next dialogue the caller (C) gets through to a secretary (S).

- C: Hello, can I speak to Stefan Lipska, please?
 S: I'm sorry, Stefan Lipska is out of the office this afternoon. This is his secretary speaking. Would you like to leave a message?
 5 C: Yes please. Can you ask him to call me back?
 S: OK. Let me just get a pen. Right. Can you give me your name and number?
 C: Yes, it's Ella Vogelaar.
 S: Can you spell that?
 10 C: It's Ella, E-double L-A, Vogelaar, V-O-G-E-L-double A-R.
 S: And the number?
 C: It's 0031, that's the code for the Netherlands, 20 512 6149.
 S: OK, so that's Ella Vogelaar on 0031 20 512 6149.
 15 C: That's right.
 S: Anything else?
 C: No, that's all. Just ask him to call me as soon as possible. It's an urgent matter.
 S: I understand. I'll make sure he gets the message.
 20 C: Thank you. Goodbye.
 S: Goodbye. Thank you for calling.

- Notice at line 10 how the caller says the names before spelling them. Hearing the whole word first helps the listener.
- Notice at line 14 how the secretary checks by repeating the name and number.
- Notice how the receptionist and the secretary finish the dialogues by promising action (*I'll...*).

The phrases you need 🗑️

Ask the caller to wait

*Just bear with me for a moment.
 Can I put you on hold?
 Right, sorry to keep you waiting.*

Explain someone is unavailable

*He must be in a meeting.
 Sorry, she's out of the office / on another call.*

Ask for information

*What's it in connection with?
 Can you give me your name?
 Can I take your number?*

Leave a message

*Do you know how long he'll be?
 Can I leave a message?
 This is ... / It's ... / My name is Frank Hayden.
 Can you ask him to call me back?*

Take a message

*Would you like to leave a message?
 Let me just get a pen.
 OK. Go ahead.
 Can you spell that (for me)?
 Is that with an 'i' or an 'e'?
 Is that 'i' as in Italy, or 'e' as in Egypt?
 Let me read that back to you.*

Promise action

*I'll tell him as soon as he comes out of the meeting.
 I'll make sure he gets the message.*



Exercises

40.1 Cover the opposite page with a piece of paper. Now complete each sentence below with a verb, a preposition, or both. The longer lines are for verbs and the shorter ones are for prepositions. ('out of' is one item.)

ask bear call leave let make
make must need put read *speak*

back back for for in in of
on on on out of ~~to~~ with

(first dialogue opposite)

- 1 C: I'd like to _____ *speak* _____ to Stefan Lipska, please.
- 2 R: I'll try his number _____ you.
- 3 R: Just _____ me for a moment.
- 4 R: I'm not having any luck – he _____ be _____ a meeting.
- 5 C: I _____ to talk to him personally.
- 6 R: I can ask him to _____ you _____.
- 7 R: I'll just _____ a note _____ your name.
- 8 C: It's 'e' as _____ Egypt.

(second dialogue opposite)

- 9 S: Stefan Lipska is _____ the office this afternoon.
- 10 S: Would you like to _____ a message?
- 11 S: _____ me just get a pen.
- 12 C: That's the code _____ the Netherlands.
- 13 S: OK, so that's Ella Vogelaar _____ 0031.20 512 6149.
- 14 C: Just _____ him to call me as soon as possible.
- 15 S: I'll _____ sure he gets the message.

(The phrases you need)

- 16 Can I _____ you _____ hold?
- 17 Sorry, she's _____ another call.
- 18 Let me _____ that _____ to you.

40.2 Underline the correct words in italics.

- 1 I'll tell him *as* / *so* soon as I see him.
- 2 Can you spell *it* / *that*?
- 3 Is there *anything* / *something* else?
- 4 Thank you for *your calling* / *calling*.

40.3 Put the words in the right order. Write the answer under the correct heading below.

- a Can me to ask you back him call?
- b Do you be he'll know how long?
- c Hold check . just on a moment I'll.
- d I'll sure the message make she gets.
- e I'm sorry she's maternity leave but on.
- f Right, you waiting to keep sorry.
- g She's at desk her at the moment not.
- h What's connection with it in?

Ask the caller to wait

1 _____

After waiting

2 _____

Explain someone is unavailable

3 _____

4 _____

Ask for information

5 (caller) _____

6 (secretary) _____

Leave a message

7 *Can you ask him to call me back?* _____

Promise action

8 _____

40.4 Put the dialogue between secretary and caller in the correct order.

(Secretary's phrases)


- a Sorry, she's out of the office right now.
- b Of course. Can you give me your name?
- c Good morning, Logistica.
- d Right, I've got that. It's James Matthews about the containers in Hamburg.
- e Is there anything else?
- f And what's it in connection with?

(Caller's phrases)

- g No, that's all. Thank you for your help. Goodbye.
- h Hello. I'd like to speak to Lena, please.
- i It's about the containers in Hamburg.
- j Could you ask her to call me back?
- k Yes, that's right.
- l Yes, it's James Matthews. Lena knows me.

- 1 (S) 2 (C) 3 (S) 4 (C) 5 (S) 6 (C)
7 (S) 8 (C) 9 (S) 10 (C) 11 (S) 12 (C)

Read the dialogues on page 84 aloud. Do it by yourself or with a colleague (changing roles at the end). Practise several times until you're fluent.

40.5  **2 Speaking practice: listen and repeat. Repeat each phrase you hear and then listen to check.**

Erik (E) is on a business trip. In the dialogue below he calls his colleague Maria (M) from the local office.

E: Maria? I'm on a train from the airport. My flight arrived late.

M: Erik? It's a really bad line. You keep breaking up.

E: We're going through tunnels. I was saying that my flight arrived late. I'll have to change plans.

M: Right.

E: Instead of going to the hotel to change, I'll go straight to the conference venue.

M: Sorry, I didn't catch that. Do you want to change the hotel?

E: No, no. I was saying I don't have time to change my clothes at the hotel. I need to go straight to the conference venue. But I ... Hello?

M: Hello?

E: We got cut off. I don't know what happened. Yes, I need to go straight to the venue. I'll see you at the registration desk at two.

M: I understand. I'll meet you at two o'clock at the registration desk.

E: Exactly.

M: Thanks for letting me know.

E: OK, I have to go now. I have another call to make. See you at two. Bye.

- Notice at line 6 how Maria uses active listening.
- Notice at line 9 how Maria asks for repetition and then says what she thinks she heard.
- Notice at line 18 how Maria repeats the important information.

In the next dialogue Erik has some good news for Maria.

E: Hello? Maria? It's Erik here.

M: Hi Erik. Nice to hear from you. It sounds like you're having a party! Can you speak up a bit?

E: I'm calling from a restaurant. It's very noisy in here – I'll just go outside. (...) Can you hear me now?

M: Yes, that's fine now.

E: Good. I was just calling to tell you the news about the contract. We got it! We got the contract!

M: Fantastic! That's wonderful!

E: They're going to pay two hundred and fifteen thousand.

M: Did you say two hundred and fifty – five, zero?

E: In your dreams! No, two hundred and fifteen – one, five. It still gives us a very good margin.

M: And did they agree to the time schedule we proposed?

E: Well, I had to move a little on that in the discussions.

M: What exactly do you mean by 'move a little'?

E: I said that we could start work in early March and finish the installation by the middle of April.

M: Now, wait a minute. Let me just check that I understand. Are you saying that we have just six weeks to do the whole job?

E: That's right.

M: I see. That's going to be difficult, you know.

E: Well, there is a way we can do it. Look, my battery is very low. I think we're going to get cut off. I'll give you a call tomorrow.

M: OK. Great news anyway. Thanks for calling. Bye.

- Notice at line 12 how Maria checks the figure by saying the individual numbers (it is very easy to get confused by *thirteen/thirty, fourteen/forty*, etc).
- Notice at line 17 how Maria clarifies a very specific point.
- Notice at line 20 how Maria checks by rephrasing the idea in a different way.

The phrases you need

Comprehension problems

I'm sorry, I don't understand.

Can you speak more slowly, please?

Ask for repetition

Can you repeat that?

Sorry, I didn't catch that.

Would you mind saying that again?

Did you say fifty, five-zero?

Clarify

What exactly do you mean by ...?

Let me just check that I understand. Are you saying that ...?

Can I just go over that again?

Active listening

Right. / I see. / I understand. / OK.

Really? / That's interesting.

(confirming) *Exactly. / Yes, that's right. / Correct.*

(pleasure) *Great! / Fantastic! / That's wonderful!*

Technical problems

Can you speak up a bit?

It's a really bad line. You keep breaking up.

My battery is very low. I think we're going to get cut off.

It's very noisy in here – I'll just go outside. Can you hear me now?

Returning after problems

We got cut off. I don't know what happened.

Sorry about that. Where were we?

Exercises

41.1 Cover the opposite page with a piece of paper. Now make phrases by matching an item from each column.

(first dialogue opposite)

- | | |
|-----------------|------------------|
| 1 It's a really | breaking up. |
| 2 You keep | cut off. |
| 3 I didn't | go now. |
| 4 We got | letting me know. |
| 5 Thanks for | bad line. |
| 6 I have to | catch that. |

(second dialogue opposite)

- | | |
|-------------------|--------------------------|
| 7 Can you speak | hear me now? |
| 8 I'll just go | up a bit? |
| 9 Can you | check that I understand. |
| 10 What exactly | outside. |
| 11 Let me just | do you mean by ...? |
| 12 Are you saying | get cut off. |
| 13 My battery | a call tomorrow. |
| 14 We're going to | that ...? |
| 15 I'll give you | for calling. |
| 16 Thanks | is very low. |

41.2 Fill in the letters to make phrasal verbs. The definitions are given to help you.

- We got _____ . I don't know what happened.
(= interrupted in the middle of the call because the telephone line stopped working)
- Can you _____ a bit?
(= talk more loudly)
- It's a really bad line. You keep _____ .
(= your voice is dividing into short separate noises)
- Can I just _____ that again?
(= repeat a series of things in order to understand them)
- Please _____ while I get a pen.
(= wait a moment)
- I've been trying to call Erik but I can't _____ .
(= succeed in talking to him by phone)

Clues: If you didn't know any of the phrasal verbs above, here are the missing letters to help you: 1 cffotu 2 aekppsu 3 abegiknpru 4 egoorv 5 dhlnoo 6 egghhorttu

41.3 'Active listening' is very important in a telephone call. Put the phrases in the box under the most appropriate heading in the table at the top of the next column.

<p>And why was that? Did you? Exactly. Great! Half a million euros! Has she? Right / I see / Sure. So what did you do? That's right. That's wonderful! Vietnam! Yuh / Mmm / Uh-huh.</p>

Little words and noises

- _____
- _____

Confirming

- _____
- _____

Showing pleasure

- _____
- _____

Auxiliary + pronoun

- _____
- _____

Key words (as an echo)

- _____
- _____

Asking for details

- _____
- _____

41.4 Use a word or phrase from exercise 41.3 to complete these telephone responses. Find a solution that uses one example from each category except 'Little words and noises'.

1 Guess what! We got the contract!	→	Great! _____
2 Well, I've heard that they're moving all their production to Vietnam.	→	_____
3 Before we finish, did you know that Laura has been promoted to Marketing Director?	→	_____
4 So what you're saying is that sales are probably going to be below target this quarter.	→	_____
5 Anyway, I looked everywhere but I couldn't find the USB stick with my presentation on it.	→	_____

41.5 Erik ends the first dialogue opposite by saying 'OK, I have to go now. I have another call to make'. Put the words below into order to make other phrases to end a call.

- I'll stop to have there. I have to see me waiting someone.
- It's talking to you nice been. And I'll send the email you wanted by details. Bye.
- Anyway, you I won't any keep longer. I'm busy you're sure.
- Is there help you with I can anything else today?

<p>Read the dialogues on page 86 aloud. Do it by yourself or with a colleague (changing roles at the end). Practise several times until you're fluent.</p>
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41.6 3 Speaking practice: listen and repeat. Repeat each phrase you hear and then listen to check.

In the dialogue below Monika (M) calls Liviu (L) to arrange a meeting.

M: Hello. I'd like to speak to Liviu Balanescu, please.

L: Speaking.

M: Oh, good morning. My name's Monika Dannemann and I sent you an email last week about the construction project in Bucharest.

L: Oh, yes, of course. Nice to hear from you, Monika. Your email sounded very interesting. And I'd like very much to meet you to discuss it further.

M: That's great. What day would suit you? I'll be in Bucharest from the eighteenth to the twenty-first.

L: Let me just check. What about Tuesday the nineteenth?

M: That sounds fine. What time would be good for you?

L: Shall we say two pm?

M: I'd prefer a bit later if you don't mind. Could we make it three?

L: Perfect. We can meet here in my office on Tuesday the nineteenth at three o'clock.

M: And where exactly is your office?

L: It's in the centre – it's very easy to get to. I'll send an email to confirm the meeting and with a link to our website. You'll find a map and a lot of other information on there.

M: Very good. I look forward to meeting you on the nineteenth.

L: Bye, and thanks for calling.

- Notice at line 4 how Monika begins by referring to the last contact.
- Notice at line 16 how Liviu confirms the details.

In the next dialogue Liviu's secretary (S) calls Monika (M) to change the arrangements.

S: Good morning. Is that Monika Dannemann?

M: Yes.

S: Oh, hello Monika. This is Mr Balanescu's secretary. He asked me to call you. Unfortunately Mr Balanescu can't make the meeting with you on Tuesday the nineteenth.

M: Oh, I see.

S: Yes. He apologizes – he has to be out of the office all day. He suggests that you meet the following day instead.

M: The day after? OK, that's no problem. What time are you thinking of?

S: Any time in the afternoon – whenever is convenient for you.

M: How about three o'clock again?

S: That sounds fine. Three o'clock on the twentieth. Just give your name at reception and I'll come down to meet you. And I'm sorry again about the change.

M: No problem at all. Goodbye.

- Notice at line 17 how the secretary apologizes again at the end of the call.

The phrases you need

Refer to last contact

I sent you an email last week.

We met at the conference and you gave me your card.

Open suggestions

Can we meet up?

What time would be good for you?

What time are you thinking of?

Concrete suggestions

What about next Tuesday?

How about 9 February?

Shall we say ...?

Could we make it ... (instead)?

Would eleven-thirty suit (= be convenient for) you?

Responses

Yes, that's fine. / That sounds fine.

I'd prefer a bit later if you don't mind.

No, sorry, (BrE I'm afraid) I can't make it then.

My schedule is quite full that day.

Confirm

Perfect. We can meet here on ... (day) at ... (time).

I'll send an email to confirm the details.

Change arrangements

Unfortunately I can't make next Tuesday. I'm out of the office all day. How about ...?

We have an appointment for two, but I can't make it at that time.

Something urgent has come up. Can we reschedule?

I'm sorry again about the change. I hope it's not a problem for you.



Exercises

42.1 In the telephone call below, Andy (A) calls Bulent (B) to arrange a meeting. Complete the dialogue with the words in the box.

a little more depth be my guest by the way
 if you don't mind instead meet up shall we say
 sounds fine suit you thinking of this is
 two blocks away

- A: Good morning, is that Bulent Gul?
 B: Yes.
 A: Oh hello, ¹ _____ Andy Cutting here. We met at the conference in Istanbul last week. We were introduced by Mr Arif.
 B: Of course, I remember very well, we exchanged business cards. How are you Andy?
 A: Fine. Fine. Look, I'm going to be in Istanbul again at the end of next month. Can we ² _____ sometime? We can talk about your plans for the future in ³ _____, and I can show you how our company can add value to your ideas.
 B: Yes, it would be a good opportunity to talk some more. What day are you ⁴ _____?
 A: I'll be over there from the twenty-eighth to the thirtieth of October.
 B: Which of those days would ⁵ _____ best?
 A: ⁶ _____ Tuesday the twenty-ninth?
 B: That ⁷ _____. What about the time? Is nine o'clock OK?
 A: I'd prefer a bit later, ⁸ _____. Could we make it eleven ⁹ _____?
 B: Perfect. I'll see you here at my office at eleven o'clock on Tuesday the twenty-ninth. And afterwards I hope that you will ¹⁰ _____ for lunch.
 A: That's very kind of you. I would really like that. Thank you very much.
 B: OK. Oh, ¹¹ _____, do you know how to find our offices?
 A: If I give your card to the taxi driver, will they know the address?
 B: Yes, they will. It's in the business district – just ¹² _____ from the Marriott.
 A: OK, I'll find it. Goodbye.



42.2 In the next call, Bulent calls Andy to change the arrangements. Complete the dialogue with the words in the box.

can't make it come up fits my plans for the time of year
 'll look over there reschedule sorry again
 still open these things happen would be good

- B: Hello Andy. This is Bulent Gul here – from Istanbul.
 A: Oh, hello Bulent. How nice to hear from you! How are things ¹ _____ in Turkey?
 B: It's very hot – much hotter than usual ² _____. What about the UK?
 A: We're having a lovely autumn. I can see the trees from my window.
 B: Very nice. ³ _____, Andy, I'm calling about our meeting at the end of the month. Unfortunately I ⁴ _____ on the twenty-ninth. Something urgent has ⁵ _____.
 A: Don't worry about that. ⁶ _____.
 B: Can we ⁷ _____? Are you free the previous day – the Monday?
 A: Let me just check. Yes, that's fine. I have an appointment but the timing is ⁸ _____. What time ⁹ _____ for you?
 B: The same time? Eleven?
 A: Yes, that's fine.
 B: Good. I'm ¹⁰ _____ about the change. I hope it's not a problem for you.
 A: No, no problem, I can make it on the Monday. Actually it ¹¹ _____ quite well.
 B: OK. I ¹² _____ see you on the twenty-eighth and I'll send an email to confirm.
 A: See you then. Bye.

42.3 Can you fill in the missing word?

An _____ is an arrangement to see someone at a particular time, especially for a business meeting or a professional service.

Read the dialogues on page 88 aloud. Do it by yourself or with a colleague (changing roles at the end). Practise several times until you're fluent.

42.4 **4 Speaking practice: listen and repeat. Repeat each phrase you hear and then listen to check.**

43

Telephoning – complaints

Read the dialogue below. A customer (C) calls a supplier (S) to make a complaint.

- C: I'm calling in connection with my order, reference number LN0064.
 S: Thank you. Please wait one moment while I bring your details up on the screen. ... OK. For security purposes, can you confirm your name and the company name please?
 C: Yes, it's Mr. Chen from Zed Technika.
 S: That's fine. How can I help you today?
 C: I have a complaint. We received the order this morning but you only shipped 80 pieces. The order was for 100 pieces.
 S: I'm sorry to hear that. Can you leave it with me? I'll look into it and get back to you this afternoon.
 C: No, I'm sorry, that isn't good enough. We need those items urgently. I want you to authorize the shipping of the missing 20 pieces and then send them today.
 S: I understand how you feel. But I do need to check at this end and see what's going on. I'll call you back within an hour, and of course we can send the pieces again if necessary.
 C: What do you mean 'if necessary'? Can I have your name please?
 S: Yes, of course, it's Sandra Lewis.
 C: OK, Sandra, I expect your call by twelve o'clock at the latest. Goodbye.

- Notice how the customer waits until the supplier has all the order details on the screen before beginning the complaint.
- Notice at line 9 how the customer states the complaint very simply and clearly.
- At line 14 the customer insists on action. The supplier shows understanding at line 17 but resists the pressure.
- At line 18 the supplier promises action with 'I'll'.
- At line 21 the customer shows signs of anger. This is not good. However, getting the name of each employee you deal with is a very powerful tool.

In the next dialogue Sandra returns the customer's call.

- S: Oh hello, is that Mr. Chen?
 C: Speaking.
 S: This is Sandra Lewis here, from Shiro Semiconductors, calling you back about the missing pieces.
 C: Oh yes.
 S: I do apologize once more, Mr. Chen, but I have good news for you. I've had a word with the warehouse and it seems they sent a partial order – they only had 80 pieces in stock. However they do now have more pieces. I'll make sure that the missing items are sent to you this afternoon by special delivery.

- C: OK.
 S: I'm sorry again for any inconvenience this has caused.
 C: OK, it's sorted out now. Thank you for your help.
 S: Is there anything else?
 C: No, that's all. Goodbye.

- At line 10 Sandra promises action with 'I'll'.
- At line 13 Sandra apologizes again in a full and formal way.
- At line 14 the customer remembers to thank Sandra, even though he is probably not very happy. He needs to keep a good relationship with Sandra for future occasions.

The phrases you need

Make a complaint

I'm calling in connection with my order, reference number ...

We received the order this morning but you only shipped ... pieces.

We still haven't received the ...

There's a fault with the ...

There seems to be a problem with the invoice.

I'm sorry, that isn't good enough.

Show understanding

I'm sorry to hear that.

I do apologize.

I understand how you feel.

I'm sure we can sort it out.

Get the facts

What exactly is the problem?

Do you have a reference number?

I need to ask you a few quick questions.

No action

It's not our policy to ...

I understand exactly how you feel, but it's not our responsibility to ...

Promise action

Can you leave it with me? I'll look into it and get back to you this afternoon.

I need to check at this end and see what's going on.

I'll call you back within an hour. Is that OK?

I'll send a replacement immediately by special delivery.

It should be with you tomorrow.

I'll make sure that ...

End the call

I'm sorry again for any inconvenience this has caused.

If you have any more problems, please let me know.

Exercises

43.1 Make phrases by matching the beginning of each sentence 1–12 with its correct ending a–l. Not all the phrases appear opposite.

Making a complaint

- 1 I'm calling in ... b
- 2 We received the order but you only ...
- 3 The machine arrived but there's ...
- 4 We still ...
- 5 The printer isn't working ...
- 6 One of the items was damaged ...
- 7 There's an intermittent fault ...
- 8 The quality isn't as good as ...
- 9 You sent me a new part ...
- 10 There seems ...
- 11 I keep emailing you but ...
- 12 I'm sorry, that isn't good ...

- a on the control panel.
- b connection with my order number LN0064.
- c to be a problem with the invoice.
- d your original sample.
- e I just get automatic replies.
- f shipped 80 pieces.
- g in transit.
- h haven't received the goods we ordered.
- i enough.
- j but it doesn't fit.
- k properly. It's been fine up to now.
- l no instruction manual.

43.2 Match each complaint above to a response below. Write the answer as 'number + letter'. (See #1.)

- 1 1b → Thank you. Please wait one moment while I bring your details up on the screen.
- 2 _____ → I see. Is it still under warranty?
- 3 _____ → I'm sorry about that. I'll put you through to the accounts department and I'm sure they can sort it out.
- 4 _____ → Really? That's very strange. I'll send you a pdf by email right now and put a paper copy in the post as well.
- 5 _____ → I understand how you feel. But I do need to check at this end and see what's going on. I'll call you back within an hour.
- 6 _____ → OK. I need to ask you a few quick questions to try to diagnose the problem. Do you see any flashing lights on the display while the fault occurs?

43.3 Make phrases by matching an item from each column.

Dealing with a complaint

- | | |
|-------------------|--|
| 1 Can you leave | to you this afternoon. |
| 2 I'll look | apologize once more. |
| 3 I'll get back | it with me? |
| 4 I understand | to check at this end. |
| 5 I need | how you feel. |
| 6 I do | into it. |
| 7 I'm sure we can | word with the warehouse. |
| 8 What exactly | sure the items are sent to you |
| 9 Sorry again | sort it out. |
| 10 I'll send a | is the problem? |
| 11 I'll make | replacement immediately. |
| 12 I've had a | for any inconvenience this has caused. |

43.4 In the second dialogue Sandra tries to minimize the problem by using 'seems': *It seems they sent a partial order*. Rewrite the sentences below so that they minimize a problem. Use the words in brackets.

- 1 There's a problem with our suppliers. (I think / may be / issue)

- 2 It's going to be difficult to send a technician today. (not / easy)

- 3 There will be a delay while we process the new order. (might / short)

- 4 There is a problem with the invoice. (there / seems / be / small)

- 5 I need to speak to my level two supervisor about this. (just / have a quick word with)

- 6 It would be easier for you if we simply issued a new invoice. (wouldn't?)

43.5 This sentence refers to promising action: *I'll investigate it, find an answer, and call you again tomorrow*. Fill in the missing letters to write a sentence with the same meaning using phrasal verbs.

I'll i it, s it o , and g b t you tomorrow.

Read the dialogues on page 90 aloud. Do it by yourself or with a colleague (changing roles at the end). Practise several times until you're fluent.

43.6 5 Speaking practice: listen and repeat. Repeat each phrase you hear and then listen to check.

44

Telephoning – review

44.1 Fill in the gaps with the words in the box.

back back for from in in
on on out of over with

- 1 I'm calling _____ connection _____ your job advertisement.
- 2 How nice to hear _____ you!
- 3 Thanks _____ calling.
- 4 Can I put you _____ hold?
- 5 Sorry, she's _____ the office.
- 6 Sorry, she's _____ another call.
- 7 Can you ask him to call me _____ ?
- 8 Is that 'i' as _____ Italy?
- 9 Let me read that _____ to you.
- 10 Can I just go _____ that again?

back by for for into of
off on up up with with

- 11 Just bear _____ me _____ a moment.
- 12 Can you speak _____ a bit?
- 13 It's a bad line. You keep breaking _____ .
- 14 We got cut _____ . Where were we?
- 15 What time would be good _____ you?
- 16 What time are you thinking _____ ?
- 17 Can you leave it _____ me?
- 18 I'll look _____ it and get _____ to you.
- 19 I need to check and see what's going _____ .
- 20 I'll send a replacement _____ special delivery.

44.2 Match each phrase 1–8 with a phrase a–h with a similar meaning.

- 1 Yes, this is (*your name*) here.
- 2 Please wait a moment.
- 3 I'll ask her to get back to you.
- 4 Would you like to speak to ...?
- 5 Can I take a message?
- 6 Can I just repeat everything to check?
- 7 Can you repeat that?
- 8 Yes, that's right.

- a Let me just read that back to you.
- b Shall I put you through to ...?
- c Just bear with me.
- d Sorry, I didn't catch that.
- e Would you like to leave a message?
- f Speaking.
- g I'll ask her to call you back.
- h Exactly.

44.3 Complete the conversation below using phrases a–h from the previous exercise. The conversation is between a receptionist (R), secretary (S) and caller (C).

Write the phrases in full (rather than just the letters) – it will help you to remember them.

R: Good afternoon, Pharma International. How can I help you?

C: Can I speak to Roberta Jarvik, please?

R: I'll try her number for you. ... Sorry, there's no answer.

1 _____ for a moment

while I try another extension. ... No, still no answer.

2 _____ her secretary?

C: Yes please.

S: Good afternoon, R&D department.

C: Oh, hello, is that Ms. Jarvik's secretary?

S: 3 _____ .

C: I was hoping to speak to Ms. Jarvik today. Do you know when she will be available?

S: I'm afraid she's out of the office all day.

4 _____ ?

C: Yes, please. Can you tell her that Yi Sang called, from Seoul Hospital. It's about your new heart drug.

S: 5 _____ . Can you give me your name again please?

C: Yes, it's Yi Sang. That's Y-I, new word, S-A-N-G.

S: OK, got that. And the message?

C: I'd like to talk to her about your new heart drug. The one that has just passed phase three clinical trials. We might be interested in getting involved in phase four trials. I need to speak to her personally about this.

S: Right. 6 _____ . Yi Sang called from Seoul Hospital about the new heart drug. It's about the phase four clinical trials.

C: 7 _____ .

S: Does she have your number?


C: Yes, she does.

S: Fine. 8 _____ tomorrow.

C: Thank you very much for your help. Goodbye.

When you finish, read the conversation aloud. Do it by yourself, or with a colleague (changing roles at the end). Practise several times until you're fluent.

44.4 Complete the conversation using the words in brackets. Nikos (N) calls Mr Slavicek (S). The receptionist (R) answers.

- R: Good morning, NutriFruits. Ivana speaking.
How can I help you? (how / help)
- N: ¹ _____ (I / like / speak) to Mr Slavicek, please.
- R: Please hold ² _____ (while / try / connect).

- S: Milan Slavicek.
- N: Hello Mr Slavicek. This is Nikos Karouzos from Seven Seas Shipping.
- S: Nikos! ³ _____ (how / nice / hear from)!
⁴ _____ (how / things / Athens)?
- N: Fine, fine. And in Zagreb?
- S: Good. We're very busy at the moment – lots of new business. It seems that everyone wants fruit from Croatia these days.
- N: That's good to hear. Look, ⁵ _____ (this / good time / talk)? Do you have a second?
- S: ⁶ _____ (just / give / moment) while I finish something. OK. ⁷ _____ (ahead).
- N: ⁸ _____ (reason / calling) because of your next shipment that we're handling. It's for four containers, at the end of November.
- S: Yes, that's right.
- N: Well, ⁹ _____ (thought / might) interested in a way to save a bit of money.
- S: ¹⁰ _____ (course), Nikos, I'm always interested in saving money.
- N: We have a small ship leaving Dubrovnik one week earlier. We have some space on that ship for your containers.
- S: ¹¹ _____ (let / just check / understand). Are you saying that if we can send the containers one week earlier, there will be a different price?
- N: Exactly. For every container that you send on the earlier ship, we'll give you a 2% discount on the price we quoted.
- S: ¹² _____ (just / go over / again)? You mean that if we send all four containers in mid November, we will get a total discount of 8%?
- N: That's right.
- S: OK, that's very interesting, but I can't give you an answer right now. ¹³ _____ (I / get back / you) in a day or two.
- N: That's fine.
- S: ¹⁴ _____ (is / else) we need to discuss while you're on the line?
- N: No, I don't think so. That's all.
- S: OK, Nikos, ¹⁵ _____ (thanks / calling). Nice talking to you.
- N: ¹⁶ _____ (It's / nice / talking / too). Bye.

When you finish, read the conversation aloud. Do it by yourself, or with a colleague (changing roles at the end). Practise several times until you're fluent.

44.5 Read the dialogue about arranging a meeting. Choose the best word/s to fill each gap from A, B, C or D below.

- Ann: Hi Jim – ¹ _____ Ann.
- Jim: Hi.
- Ann: Jim – we need to meet up sometime to discuss the Frankfurt Trade Fair.
- Jim: OK. What time ² _____ be good for you?
- Ann: What about ³ _____ Monday?
- Jim: Let me see. No, sorry, I can't ⁴ _____ then. Could we meet on Tuesday ⁵ _____ ?
- Ann: My schedule is quite ⁶ _____ on Tuesday, but I'm free later in the afternoon.
- Jim: OK. What time would ⁷ _____ you best?
- Ann: ⁸ _____ we say 6pm? Or is that too late?
- Jim: Well, it is really. I'd prefer a bit earlier if you don't ⁹ _____.
- Ann: Is five OK?
- Jim: Yes, that ¹⁰ _____ fine. That's much better.
- Ann: Perfect. ¹¹ _____ send an email to confirm.
- Jim: OK. ¹² _____ calling.

- | | | | |
|-----------------|-------------------|----------------|--------------|
| 1 A I'm | B This is | C Here is | D Speaking |
| 2 A should | B could | C would | D can |
| 3 A the next | B at next | C on next | D next |
| 4 A make | B make it | C be | D arrange |
| 5 A alternative | B in place | C instead | D instead of |
| 6 A full | B occupied | C complete | D engaged |
| 7 A convenient | B suit | C prefer | D advantage |
| 8 A will | B shall | C how | D what |
| 9 A mind | B care | C worry | D trouble |
| 10 A could be | B seems me | C feels | D sounds |
| 11 A I | B I'd | C I'll | D I'm |
| 12 A Thanks for | B Thanks for your | C I thank your | D Nice |