



3 Now listen to a conversation recorded in a restaurant. The recording contains parts of a conversation between Patricia Cork and Sandra Martinez. They are colleagues in a joint venture between two American companies.

Note any similarities between your suggestions and the language in the recording. Note also any phrases used on the tape that you did not suggest.

Role play 2

Student A should turn to File card 4A and Student B should turn to File card 4B.

TRANSFER

Think of any professional or business contact you have with other countries. Think about any conventions that are different from those in your country and may affect your dealing with people from these countries. Consider for example:

- conventions of dress
- conventions regarding alcohol and food
- socializing
- shaking hands
- physical contact
- gestures
- eye contact
- humor
- the relationship between work and pleasure
- the relationship between family and work
- family matters.

Language Checklist

Socializing (2)

Saying what's going on and what's available

There's a (good) movie / play / concert / playing at ...

We have a good theater in the city ...

There are some ...

– interesting museums / public buildings ...

– good restaurants

Are you interested in ...

– eating out?

– visiting / seeing ... ?

Inviting

Would you be interested in going to see ...

I'd like to invite you to have dinner this evening.

Is that a good idea?

Responding to an invitation

That would be very nice.

I'd like that.

Thank you. That would be a pleasure.

Declining an invitation

I'd like to, but I'm afraid ...

That would be nice, but unfortunately ...

– I'm rather tired ...

– I have an appointment this evening ...

– I'm rather busy ...

– I have some work to do ...

Stating preference

I like (Japanese) cuisine very much ...

I think I'd like to ...

I think I'd prefer ...

I love (classical) music ...

Looking at a menu

The (fish) sounds nice ...

I think I'd like to try ...

I think I'll have ...

Shall we have a bottle of ... ?

Commenting on a night out

It's been great! / a terrific night / evening.

It's been very nice.

Thank you very much for your hospitality.

I enjoyed it very much.

Skills Checklist

Socializing (2)

Before receiving visitors to your company

Be prepared to talk in English about your professional field and/or your company and business:

– the professional field you are involved in

– your professional activities

– current research and other projects

– future plans

– the history of your company

– company organization

– who owns the company

– the number of employees

– the international involvement of your company

– products and services

– the market

– competition.

Be able to talk about:

– your country and your town

– history

– tourism

– museums and public buildings

– entertainment

– cultural and religious centers of interest.

You may wish to talk about:

– education

– transportation systems

– the economy

– companies

– exports and imports.

Quick Communication Check

1 Inviting

Choose the correct ending to make the invitations below.

- | | |
|--------------------|--------------------------------------|
| 1 Do you have any | a) to meet this evening? |
| 2 There's a good | b) free time this week? |
| 3 We could go for | c) you some interesting places. |
| 4 Would you like | d) museum near here. |
| 5 I'd like to show | e) something to eat at a restaurant. |

2 Accepting or declining

A Which of these words indicate an acceptance (A) of an invitation?

Which words indicate a rejection (R) of an invitation?

nice idea very kind unfortunately rather busy have to
 thank you, but I'm sorry excellent very kind

B Complete the sentences below with words from the box.

- a) I'd like that _____ unfortunately I _____ leave very early in the morning.
 b) That's very _____ of you, I'd _____ that very much.
 c) Thank you, that _____ be very interesting.
 d) It is nice of you to _____ me, but I already have an _____ tonight. I'm sorry about that.
 e) Another _____ perhaps?
 f) I'd like _____, thank you very much.

time
 kind
 but
 have to
 would
 invite
 appointment
 that
 like

3 Eating out

Make correct sentences from the jumbled words below.

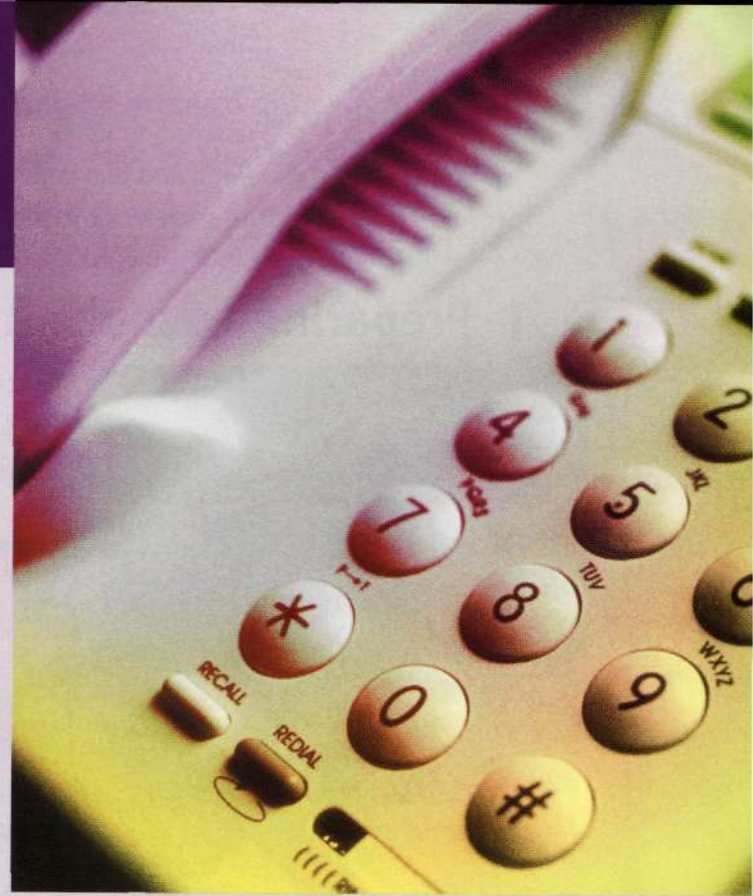
- a) the can menu have I please
 b) I'd start like soup please vegetable to with
 c) casserole have I'll chicken then the
 d) a the water and of please côtes-du-rhône mineral bottle
 e) a may bill of I have the coffee and please cup

Key

1 1b), 2d), 3e), 4a) 5c)
2
A
 nice idea (A), very kind (A), unfortunately (R), rather busy (R), have to (R), thank you, but (R), I'm sorry (R), excellent (A), very kind (A)
B
 a) but, have to, b) kind, like, c) would, d) invite, appointment, e) time, f) that
3 a) Can I have the menu, please?
 b) I'd like to start with vegetable soup, please.
 c) Then I'll have the chicken casserole.
 d) The côtes-du-rhône and a bottle of mineral water, please.
 e) May I have a cup of coffee and the bill, please.

MODULE 2

USING THE TELEPHONE



3 Could I leave a message?

AIMS

- Preparing to make a telephone call
- Taking and leaving messages
- The secretarial barrier
- Receiving calls
- Asking for and giving repetition

1 Preparing to make a telephone call

- 1 Look at the cartoon. What do you imagine they are saying? Say what the problems are and how problems like this can be avoided.



- 2 Listen to the recording of Clare Macey, a director of Inter Marketing, suggesting ways to prepare for telephone calls. Then check off the suggestions that she makes that are included in the list below.

- Do *not* try to guess what the other person will say.
- Think about your objectives from the call – any questions you need to ask or things you need to say.
- If someone calls and you are not ready for them, ask them to call back later.
- Desk preparation: prepare the desk – paper, pen, any relevant documentation, computer files.
- Check recent correspondence, know the situation.
- Have your desk calendar on hand, so you can make appointments.

3 Different people have different objectives in a telephone call. What do you think are the objectives of the people in the situations below? The first is done for you as an example.

a) A Purchasing Manager who has received an incomplete delivery.



- to tell the supplier that the delivery is incomplete.
- to arrange to get the rest of the delivery sent as soon as possible.
- (possibly) to complain about the poor service.

b) A computer operator with a software problem calling a Software Helpline.



c) A Sales Representative for a furniture manufacturer making a first call to Moda Design, a company which sells office furniture.

d) A purchaser at Moda Design who takes the call in situation c.



2 Receiving calls



1 Look at the cartoon as you listen to the recording. Say what the problem is and how problems like this can be avoided.





2 Listen to another short extract from the recording of Clare Macey. Here she is talking about being prepared for incoming calls. Check off what she recommends.

- Send a fax suggesting someone calls you – then be prepared for their call.
- If you expect a call, think about what the other person will say or what they will ask.
- Check any relevant documentation or correspondence.
- If you are busy or not ready when they call, ask them to call back later.

3 Taking and leaving messages



1 Listen to the recording and complete the missing information on the message pads below.

a)

P H O N E	TO _____	DATE _____	TIME _____	AM PM
	FROM _____	AREA CODE NO. _____		
	OF _____	EXT. _____		
M E S S A G E	_____			

M E M O	_____			SIGNED _____
	PHONED <input type="checkbox"/>	CALL BACK <input type="checkbox"/>	RETURNED CALL <input type="checkbox"/>	WANTS TO SEE YOU <input type="checkbox"/>
			WILL CALL AGAIN <input type="checkbox"/>	WAS IN <input type="checkbox"/>
				URGENT <input type="checkbox"/>

b)

Telephone Messages

To _____ Date _____

From _____ Time _____

Of _____ Phone _____ / _____
AREA CODE/NUMBER

Message

Signed _____

Discussion

Compare the styles of the callers in the two conversations you have heard. How are they different? Comment on how the people answering the calls handle each caller.



Now listen to two more examples and complete the message pads below.

c)

TO: _____ URGENT

DATE _____ TIME _____

WHILE YOU WERE OUT

M _____

OF _____

PHONE _____

AREA NUMBER EXTENSION

<input type="checkbox"/> TELEPHONED	<input type="checkbox"/> PLEASE CALL
<input type="checkbox"/> CAME TO SEE YOU	<input type="checkbox"/> WILL CALL AGAIN
<input type="checkbox"/> WANTS TO SEE YOU	<input type="checkbox"/> RETURNED YOUR CALL

MESSAGE _____

d)

Computer Services User Support

TO _____

FROM _____

TIME _____

EXTENSION _____

DEPARTMENT _____

WORKSTATION _____

NOTES _____

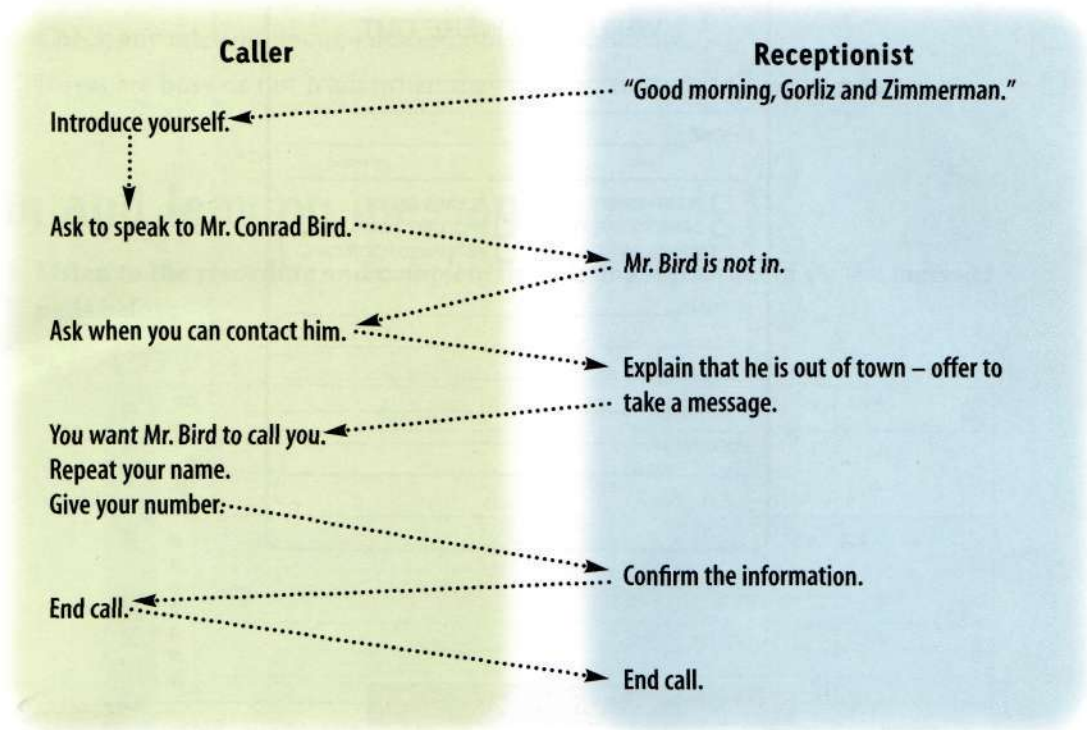
Problem/inquiry:

Discussion

Discuss the style of the various speakers in the last two conversations. How does the style change according to the speaker and the situation? Is the style used always the right one?


Practice

Use the following flow chart to make a complete telephone conversation. If you need to, listen again to the recordings you have heard and refer to the Language Checklist on page 32.



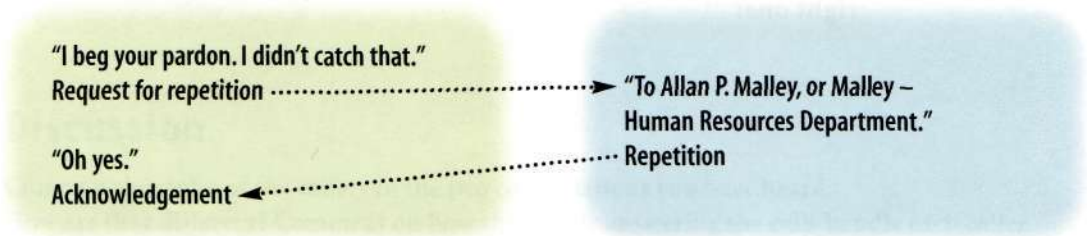
 Now listen to the recording of a model answer.


4 Asking for and giving repetition

 1 Listen to the recording of a conversation between a woman who calls the Human Resources Department in the Singapore branch of Michigan Insurance Inc. She has an appointment for a job interview.

- The first time you listen, say why she calls.
- Listen again. Notice that there are four requests for repetition. Why?

2 In each request for repetition, the person asking for the repetition also acknowledges it. It is important that any repetition is followed by an acknowledgement. Look at the following example that you have heard:



 Listen again. Identify two other ways to acknowledge repetition.



3 Look at the following situations and listen to the recording for each one. In each case, suggest why someone might ask for repetition and suggest a suitable phrase.



Role play 1

Work in pairs. Student A should turn to File card 5A. Student B should turn to File card 5B.

Role play 2

Keep to the same A or B. Student A should turn to File card 6A and Student B should turn to File card 6B.

5 The secretarial barrier

