

# Getting Through to the Right Person



## I. WARM-UP

### Vocabulary

Try to guess the meanings of the underlined words through their context.

1. I can't get a hold of the company's manual. Would you mind lending me a copy of it?
2. I found my new colleague very competitive.
3. A technical problem has occurred. In the meantime, just read through the rest of the meeting's agenda.
4. We don't experience technical problems very often. Thanks to our engineers.

## II. DIALOGUE BOX

**A:** Tim Jackson speaking. Who's on the line?

**B:** I'm Lisa Adams. I got your number from Ben Johnson. I was wondering if you could help me with something.

**A:** Oh, Ben's an old colleague of mine. What can I help you with?

**B:** I've been trying to get a hold of a laptop battery for my boss. I have already phoned a number of places and dealers but I have had no success.

**A:** What's the model of your boss's laptop?

**B:** It's M350.

**A:** We get parts from that model abroad every so often. It shouldn't be a problem. But in the meantime, you'll have to wait. It will be available by the end of this month.

**B:** Perfect. His trip is next month. Smith said you are the right person to contact and he was right. Thank you.

### Comprehension Check

1. What is the caller trying to get hold of?
2. How did Lisa Adams know Tim Jackson?
3. When is the battery available?

# Getting Through the Right Person

## III. LANGUAGE BOX

**ADVERBIAL PHRASE** - A phrase that collectively modifies a verb, adjective, another adverb.

*Example: Dora ran as quickly as she could up the stairs.*

**ADVERBIAL PHRASES** are usually placed at the beginning or end:

*Try to get hold of Tom. In the meantime, I'll phone Alex. (while you do that...)*

*We get inquiries from abroad every so often. (sometimes)*

*Once in a while I get home before 11. (not very often)*

## IV. SAY IT! Role-play with your teacher the situation below.

You are looking for a second-hand digital piano. Phone around to try to get a hold of it. You need to make several phone calls finding your item. Your teacher will play the other roles.



## QUESTIONS

1. How do you find the right person to contact?
2. Have you ever tried finding something unusual? How did you go about it?

# Giving Technical Instructions on Phone



## I. WARM-UP

### Vocabulary

**Try to guess the meaning of the word through its context. Make your own sentences using the words.**

Unpredictable – The weather is unpredictable these days.

Vital – Food is vital for our survival.

Technical support – XYZ's technical support is very reliable and helpful.

Technician – The technician fixed my broken photocopier.

Gadget – Gadgets are very helpful and handy.

## II. DIALOGUE BOX

**A:** I thought the machine was fixed yesterday. Whatever happens it needs to be done today.

**B:** These things happen! Better call the service center now.

**A:** Okay. Thanks. Hello, is this XYZ photocopier service center?

**C:** Yes, what seems to be the problem?

**A:** Our photocopier was fixed by one of your men yesterday, but it still doesn't work. Can you help me with this problem?

**C:** Okay. I will send you a technician 2hrs from now because he is still working on something. For the meantime, I can give you technical support. Now, try to open the machine. Please press the open button at the back. It's got a red circle on it.

**A:** Okay. I have opened it.

**C:** Now, check if there is something jammed in the machine. If so, just gently pull it out and try using the machine again. If there is nothing wrong, tell me what you see inside.

**A:** Oh. Something is stuck. There it is. It's out. I'll try using the machine. Oh it works again. Thank you for the help. I guess I won't be needing the technician.

# Giving Technical Instructions on Phone

## Comprehension Check

1. Why does A call the XYZ photocopier service center?
2. Why can't the XYZ photocopier service center send a technician right away?
3. What did the technical support do to help A?

## III. LANGUAGE BOX

**WHATEVER HAPPENS** means 'Although the outcome is unpredictable, it is vital that... : Whatever happens, make sure the machine would be fixed today.

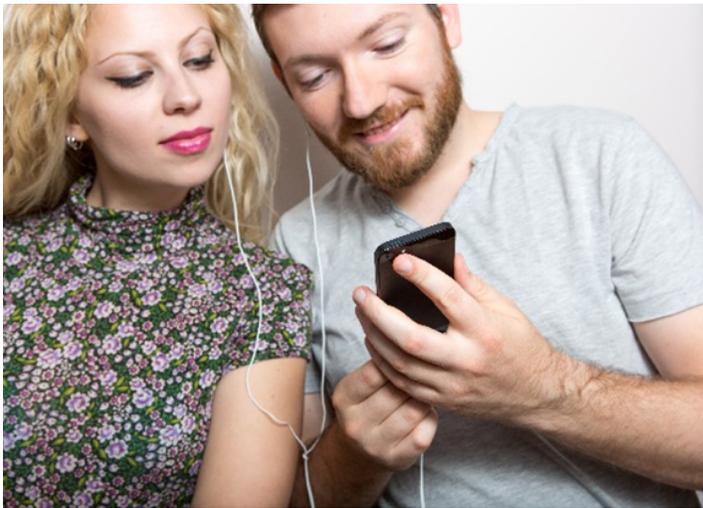
**THESE THINGS HAPPEN** is a fixed expression that means 'Don't worry about it - because there is nothing you can do about it. :

*A: I thought the machine was fixed yesterday. Now, the boss thinks I didn't get it fixed at all.*

*B: These things happen!*

## IV. SAY IT! **Role-play with your teacher. Your teacher will be the customer and you are the call center support.**

Take out an item from your bag or pocket (e.g. your mobile, a laptop, a calculator, a music player) and show it to your teacher. Explain carefully how to use it.



## QUESTIONS

1. Have you ever phoned someone to ask for instructions on using a machine or gadget?
2. How did that person help with your problem?

# Get To The Point



## I. WARM-UP

### Vocabulary

Match the meanings of the words.

1. **Corporate culture**

2. **recruit**

3. **newsletter**

4. **candidate**

5. **vacant**

a. one or more printed sheets of paper containing information about an organization that is sent regularly to its members

b. someone who is being considered for a position

c. a job or a position - currently available - meaning people are able to apply for it

d. the philosophy, values, behavior, dress codes, etc., that together constitute the unique style and policy of a company

e. to engage in finding and attracting employees, new members, students, athletes, etc.

## II. DIALOGUE BOX

Dear Sir/ Madam:

I read with interest your newsletter - received via email. Although our company is small in size, we currently have various positions which are vacant. The most highly qualified candidate will be selected and prioritized.

A number of search companies have been used by our company but we are not fully satisfied with the company we are using currently. I believe the search company should focus merely on our corporate culture.

I would like to have a meeting with you to discuss how you can help us with our recruitment and with our retention.

Respectfully yours,

Andre Roberts

# Get To The Point

## Comprehension Check

1. Why is the sender dissatisfied with the search company that they are using currently?
2. What is your corporate culture?
3. Why is it important to consider a corporate culture in recruitment and retention?

### III. LANGUAGE BOX

#### POSSESSIVE PRONOUNS

Possessive pronouns take the place of a noun, like before, but they also show possession - you know, ownership.

There are seven possessive pronouns in modern English: mine, yours, his, hers, its, ours, and theirs. Please note that none of the possessive pronouns are spelled with an apostrophe.

Possessive pronouns are used rather than my one, his one, unless there is an adjective before the noun.

This is your stethoscope. Have you seen mine (=my stethoscope) anywhere?

The new lavatory is much better than our old one (=our old lavatory).

Use substitution to avoid repeating words:

One and ones are used instead of countable nouns

Brad usually writes good newsletters, but this one (=this newsletter) is quite poor.

Cookies are usually ordered, although that one (=that cookie) is made by Ann.

We use it to replace a definite, specific object

Is Dan's newsletter good? I haven't seen it (=Dan's newsletter) yet.

Are their projects finalized? I haven't checked it (=their projects) yet.

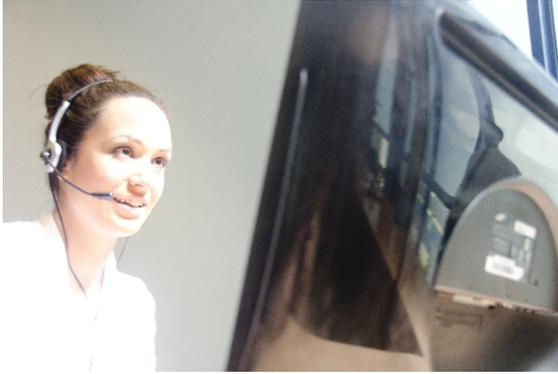
### IV. SAY IT! **Imagine that you are the HR manager of a company. You are currently recruiting people to be part of a staff for a new project.**

What are the pros and cons of recruiting people through the internet?

How does your company recruit new staff?



# Making Conference Calls



## I. WARM-UP

### Vocabulary

Try to guess the meaning of the words through their context and make your own sentences using them.

#### **Agenda**

What is on our agenda for today?

#### **Vague**

He gave a vague answer.

#### **Current**

The current standing of our company is # 1.

#### **Coverage**

They haven't given the complete coverage of the election.

#### **Corporate**

I scheduled a corporate meeting this afternoon.

#### **Conference**

Let's go to the conference room.

#### **Viewpoints**

What are your viewpoints for this?

## II. DIALOGUE BOX

- A :** Before we move on to the main agenda, could I ask everyone briefly to introduce themselves, please? (everyone introduced themselves)
- A :** Nice to have everyone here. The usual reminder: please remember to say your name whenever you start speaking. Who would like to start the discussion?
- B :** Marissa speaking. Let's start with item one on the agenda. Regarding the Dawson account, whatever the boss thinks, I think we did well. So congratulations to all of us.
- A :** Sam speaking. It's too early for celebrations. Who will win the contract is still vague.
- C :** David Speaking. You're forgetting our current coverage. Whoever looks at it would be surprised and close the deal with us.
- A :** That's true. However, I don't want to assume. It's better to continue working hard and relax when it's a done deal. I'm sorry but I have to attend a corporate meeting. Let's meet next Monday at the same time. Goodbye everyone.

# Making Conference Calls

## Comprehension Check

1. What are they talking about?
2. In your opinion, why is it important to say your name first before speaking?

### III. LANGUAGE BOX

**WHOEVER** and **WHATEVER** are used to talk about people or situations we do not know who or what is being talked about.

*Whoever takes over my job has got a lot of work to do.  
Whatever the boss thinks, I think we did well.*

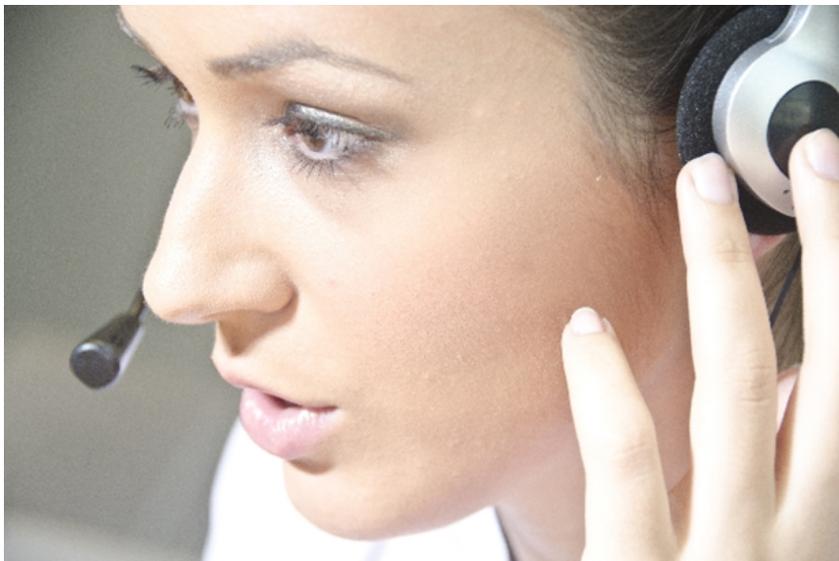
**WHENEVER** can mean every time:  
*I get nervous whenever the boss wants to see me.*

**WHENEVER** also means at a time of your choosing:  
*Whenever you're ready, please come for a chat in my office.*

### IV. SAY IT! **Role-play a conference call for three people. You are the host. Your teacher will play the other two roles. Before you start, decide together:**

*Which company is having the conference  
What's the main topic of the call  
Who will be the participants  
What the viewpoints of the participants are*

1. Have you participated in a conference call?
2. Share your thoughts on how to make a conference call for all parties.



# Following Instructions



## I. WARM-UP

### Vocabulary

Try to guess the meanings of the words through their contexts. Make your own sentences using these words.

#### **Access**

They have access to the files.

#### **Error**

An error occurred while opening the server. You need to restart the computer.

#### **Download**

Each employee has to download the report sheet so that they can make their reports at home.

#### **From scratch**

After the depression he started another business from scratch.

#### **Ages**

I haven't seen you for ages. How have you been?

## II. DIALOGUE BOX

**Andy:** I don't seem to be able to access the movie maker software any more. I don't see how it could have gone wrong. Can you help?

**Drew:** What do you exactly mean by access? What error message did you get?

**Andy:** "An error has occurred while accessing the server"

**Drew:** Okay. Well it's probably down to a bug. Download the program again and then re-install it.

**Andy:** You mean I have to start from scratch? That will take ages, won't it?

**Drew:** No. Scroll right down the page until you find the Edit Pro 11 version.

**Andy:** Okay. So that's the one at the end?

# Following Instructions

## Comprehension Check

1. What software can't Andy access?
2. How can he access it?

### III. LANGUAGE BOX

#### Language Focus

When checking instructions over the phone, it is important if you're following what they are saying.

you understand  
eg. Got it.  
With you.  
Right.

You need more time  
eg. Hang on.  
Hold on.  
Just a second.

You don't understand.  
eg. Not with you.  
I don't follow.  
I don't get it.

#### Grammar Focus

We can use the verb to be in a number of fixed expressions.  
Be down to: be a result of / caused by:  
eg. There's currently a serious water shortage, which is down to the hot weather.

Be up to someone: it is their decision, they decide / choose:  
eg. It's up to you whether you come or not.

Be with someone: understand someone  
eg. Are you with me? (do you understand)  
I'm bit with you (I don't understand)

### IV. SAY IT! Imagine that you are a salesman at an electronic shop and a customer has some inquiries about his new music player.

1. Explain the function of the gadget to the customer.
2. Explain the basic instructions on how to use the gadget.



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