

Getting Through 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 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 meetings agenda.
4. We experience technical problems every so 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 Smith Johnson. I was wondering if you could help me with something.
- A:** Oh, Smith'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 without 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 before 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 supports are 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. What ever happens, it needs to fixed 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. Now, 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. Was the technical support given worked?

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 you 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 which no one is doing it or in it at present, and people can apply for it
- d. the philosophy, values, behavior, dress codes, etc., that together constitute the unique style and policies 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.

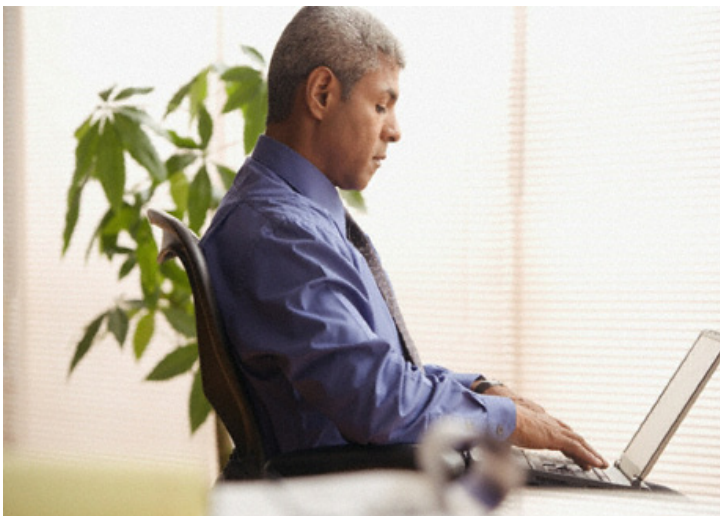
Cookies are usually ordered, although that one (= that cookie) is made by Ann.

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 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's 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. Whoever wins 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:** True to that. 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 work for each 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 your 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 can 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 EditPro 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

ex. Got it.
With you.
Right

You need more time

ex. Hang on.
Hold on.
Just a second.
You don't understand

ex. 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:

ex. 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:

ex. It's up to you whether you come or not.

Be with someone: understand someone

ex. 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.

