

GETTING THROUGH TO THE RIGHT PERSON



Would you leave a message?

VOCABULARY

Get a hold

I can't get a hold of Tim.

Modify

We need to modify this.

Inquiry

They needed an inquiry about next month's budget.

Collectively

They made the decision collectively.

In the meantime

I will check out the place. In the meantime, call the cops.

Every so often

I get feedbacks every so often.

CONVERSATION

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.

LANGUAGE FOCUS

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*)

SCENARIO

DIRECTIONS: Role-play with your teacher the situation below.

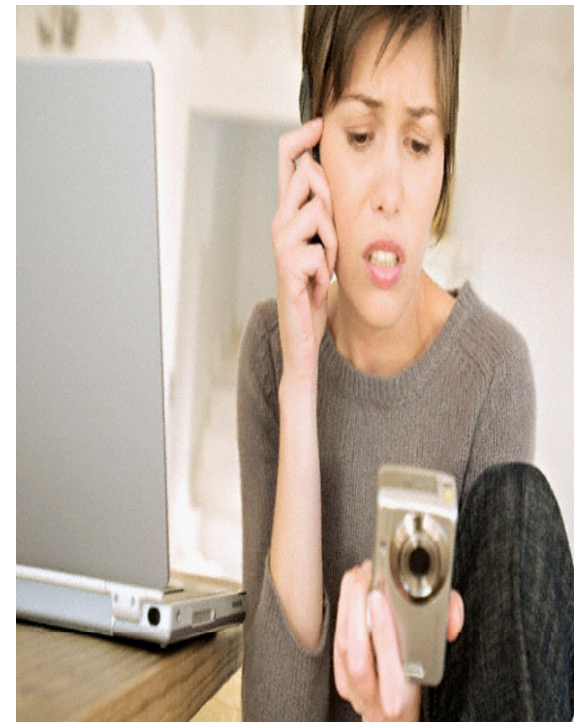
You are looking for a second-hand digital piano. Phone around to try to get a hold of it. You need to make several phone calls before finding your item. Your teacher will play the other roles.

FOLLOW-UP 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

What should I do first?



VOCABULARY

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 .

CONVERSATION

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. There is something 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.

LANGUAGE FOCUS

- 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 fix at all.*

B: *These things happen!*

SCENARIO

DIRECTIONS: 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.

FOLLOW-UP 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!



Mary, would you like to meet me for lunch today at noon?"



PLEASE
READ

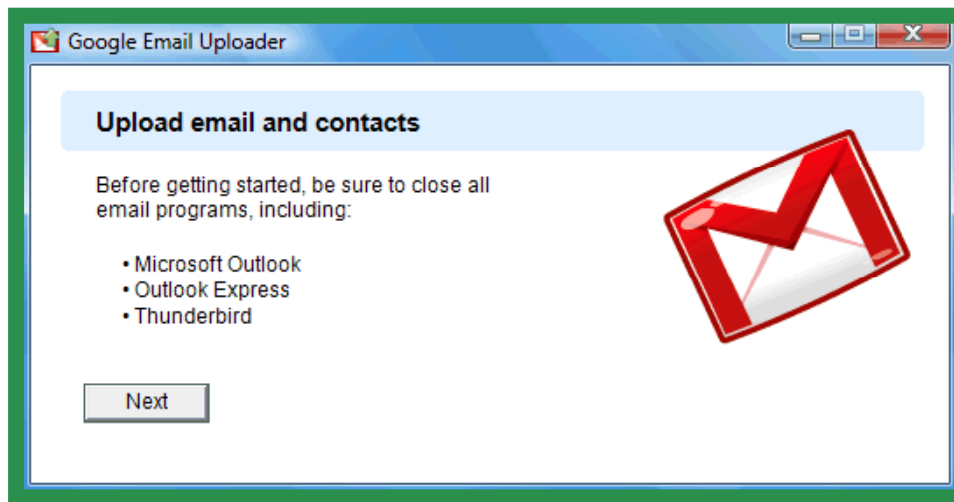
Mary, I am getting hungry. I was wondering if you were hungry too. When people are hungry, that is a sign that they need to eat. Since we might both be hungry, I was perhaps wondering if you might care to join me for a meal in the near future?"



VOCABULARY

- stethoscope
- lavatory
- finalize
- concise
- satisfied
- retention
- recruitment
- HR manager





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.

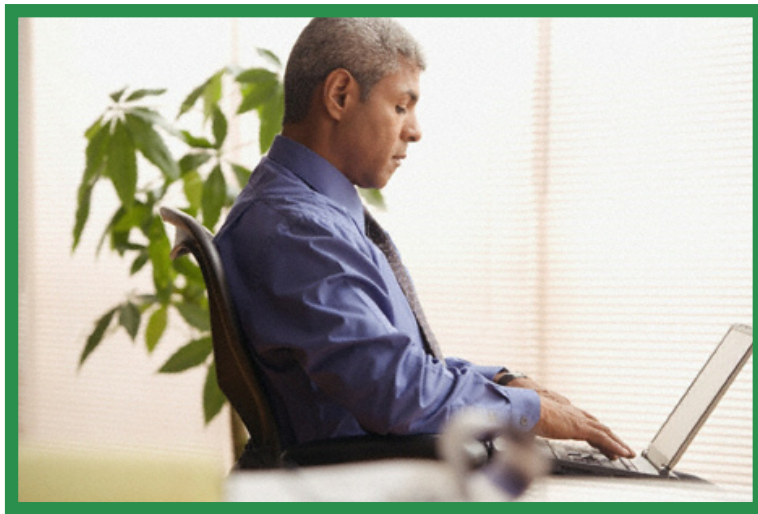
I would like to have a meeting with you to discuss how you can help us with our recruitment and with our retention.

Respectfully yours,

Andre Roberts

GRAMMAR

FOCUS



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.

SCENARIO

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





VOCABULARY

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?

CONVERSATION

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 its 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.

LANGUAGE FOCUS

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.*

SCENARIO

DIRECTIONS: 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*

FOLLOW-UP QUESTIONS:

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



HOW?

What are the drawbacks of not following rules?

Vocabulary

Water shortage

access

down to a bug

download

Start from scratch

take ages

re-install

gadget

Conversation

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?

Drew: Yes, that's it.



Language/Grammar focus

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)

Scenario



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.*