

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. There are papers, a coffee cup, and a small potted plant on the table. The image is overlaid with a large orange and blue graphic.

NEW BUSINESS ENGLISH 4

Unit 2 Lesson 2

Making Requests Over the Phone



Review

A client called you when you were out of the office.

Requirements:

- *Return a call.*
- *Give some information over the phone.*



LEARNING GOALS

- ◆ Making Requests Over the Phone



Situational Dialogue



Selena is calling again to ask for an update.
Caleb answered the call but she has a hard time understanding him.



Selena Leroy



Caleb Park





I'm sorry I did not quite catch that. Could you please repeat it?

I said that Ms. Lopez is busy with all the ongoing projects at the moment.





Could you let me know when she'll be available in the office?

I need to check with Ms. Lopez. Would you mind calling back in an hour?

Not at all.
Thank you.



Key Vocabulary

Learn the new words and answer the questions.



repeat

(v.) to tell people something more than once

e.g. Please **repeat** what you just told me.



ongoing

(adj.) still in progress; continuing

e.g. The project is still **ongoing**.



available

(adj.) not busy and therefore able to do something

e.g. Mark is **available** at the moment.

Dialogue Review

Have a role play and answer the questions.



*Selena is calling again to ask for an update.
Caleb answered the call but she has a hard time understanding him.*

Selena: I'm sorry I did not quite catch that. Could you please **repeat** it?

Caleb: I said that Ms. Lopez is busy with all the **ongoing** projects at the moment.

Selena: Could you let me know when she'll be **available** in the office?

Caleb: I need to check with Ms. Lopez. Would you mind calling back in an hour?

Selena: Not at all. Thank you.

Let's check the learning goals!



*Selena is calling again to ask for an update.
Caleb answered the call but she has a hard time understanding him.*

Selena: I'm sorry I did not quite catch that. Could you please repeat it?

Caleb: I said that Ms. Lopez is busy with all the ongoing projects at the moment.

Selena: ***Could you let me know when she'll be available in the office?***

Caleb: I need to check with Ms. Lopez. Would you mind calling back in an hour?

Selena: Not at all. Thank you.



Making Requests Over the Phone

Learning Goals

Learn the key expressions and sentence structures.

∴ Making Requests Over the Phone

- Could you ..., please?
- Would you mind doing ...?
- I was wondering if you could ...

Example sentences:

- Could you repeat that, please?
- Would you mind calling back in an hour?

When making requests, we can use both **could** and **would**, but **could** is more formal and polite than **would**.

Why should we sound polite when making requests?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: Make a call to a client to request the mailing information
(e.g. address, postcode, recipient, telephone number) from him.

∴ You can refer to the following key expressions:

- Could you ..., please?
- Would you mind doing ...?
- I was wondering if you could ...



Learn the steps in declining a request politely.

∴ How to Politely Decline a Request

- 1 Understand the reason
- 2 Brainstorm several solutions
- 3 Firmly, but gently, decline the request
- 4 Give a reason for declining
- 5 Offer alternative solutions

"I understand the importance of this project. I'm sorry, but I can't begin this project unless I finish the one I'm working on. I plan to finish this by the end of the week, so I could begin the new one early next week. Alternatively, I could allocate an hour to meet with the project team and discuss it. Feel free to call or email me with your preference."



1. Can you identify each step in the example paragraph for declining a request?
2. How can you make someone say 'yes' to a request?

Overview

Keywords and expressions:

repeat/ ongoing / available

Could you ..., please?

Would you mind doing ...?

I was wondering if you could ...

