



# NEW BUSINESS ENGLISH 4

**Unit 2 Lesson 3**  
**Offering Help Over the Phone**



# Review

You receive a call from an important client. He or she requests to meet your department head sometime next week. What would you say?

## *Requirements:*

- *Ask the client some details about the appointment.*
- *Make polite requests over the phone.*





# LEARNING GOALS

---

- ◆ Offering Help Over the Phone
- ◆ Asking Someone to Clarify Information Over the Phone



## Situational Dialogue

- ▶ Gabby Lopez, the Creative Director, is calling the Media Director, Bruce Fisher.



Gabby Lopez



Bruce Fisher



Good afternoon, Bruce.  
This is Gabby speaking.

Hi Gabby.  
What can I do for you?







I'm calling to inform you that the project for the Arcane game would push through. And they would like a billboard for their ad.

Would you mind spelling the name of the game?

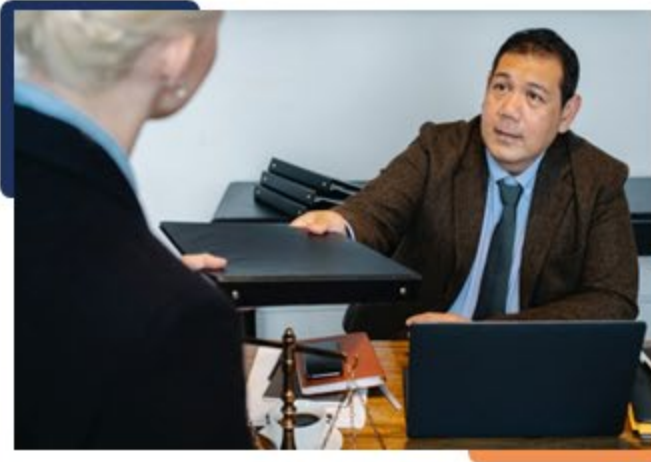
It's A-R-C-A-N-E,  
Arcane.

OK, thanks.



# Key Vocabulary

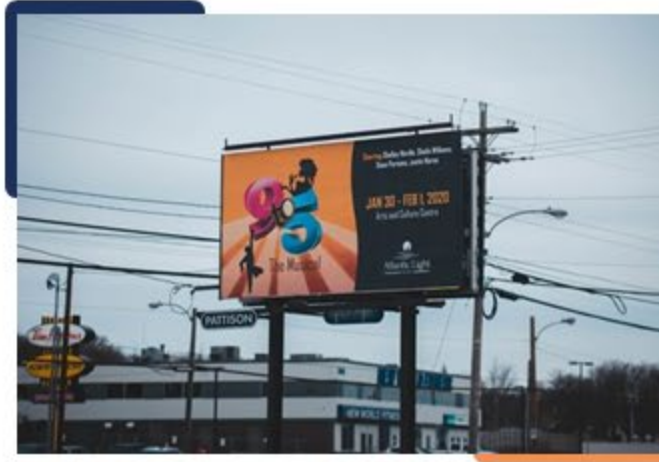
Learn the new words and answer the questions.



## push through

*(ph.v.) to cause a plan or suggestion to be officially accepted*

e.g. We are trying to **push through** this deal as quickly as possible.



## billboard

*(n.) a very large board on which advertisements are shown*

e.g. Drivers were distracted by a huge **billboard**.



## advertisement

*(n.) a paid notice that tells people about a product or service*

e.g. I saw an **advertisement** for the job in yesterday's paper.

## Dialogue Review

Have a role play and answer the questions.



*Gabby Lopez, the Creative Director, is calling the Media Director, Bruce Fisher.*

**Gabby :** Good afternoon, Bruce. This is Gabby speaking.

**Bruce:** Hi Gabby. What can I do for you?

**Gabby :** I'm calling to inform you that the project for the Arcane game would **push through**. And they would like a **billboard** for their **ad**.

**Bruce :** Would you mind spelling the name of the game?

**Gabby:** It's A-R-C-A-N-E, Arcane.

**Bruce:** OK, thanks.



# Learning Goals

Let's check the learning goals!



*Gabby Lopez, the Creative Director, is calling the Media Director, Bruce Fisher.*

**Gabby :** Good afternoon, Bruce. This is Gabby speaking.



**Bruce:** Hi Gabby.

***What can I do for you?***

***1. Offering Help Over the Phone***

**Gabby :** I'm calling to inform you that the project for the Arcane game would push through. And they would like a billboard for their ad.

**Bruce :**

***Would you mind spelling the name of the game?***

**Gabby:** It's A-R-C-A-N-E, Arcane.



**Bruce:** OK, thanks.

***2. Asking Someone to Clarify Information Over the Phone***

## Learning Goals

Learn the key expressions and sentence structures.

### ⌘ Offering Help Over the Phone

- What can I do for you?
- How may I help you?
- Would you like some help?
- Do you need help?
- What can I do for you today?

**You can also use:**

- I'd like to know...

e.g. I'd like to know what help can I be to you.

*How will you offer help to someone over the phone?*



# Learning Goals

Learn the key expressions and sentence structures.

## ⚙️ Asking Someone to Clarify Information over the Phone

- **Would you mind ...?**
- **Could you be more specific ...?**

Example sentences:

- Would you mind spelling the brand name?
- Could you be more specific about what designs you want?

**You can also use:**

- **Could you clarify what you mean by...?**  
e.g. Could you clarify what you mean by these words?
- **Could you rephrase that?**  
e.g. I didn't hear you well. Could you rephrase that?

*Can you ask someone to clarify some information?*

# Semi-open Dialogue

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

**Scenario:** A client is calling you for the location of a place for an appointment.  
**Offer some help and clarify information as necessary.**



**∴ You can refer to the following key expressions:**

- What can I do for you?
- How may I help you?
- Could you be more specific ...?
- Would you mind ...?



# Coffee Break

Learn about some phone call etiquette.



## Phone Call Etiquette



### Be a name caller.

Using your client's name during a phone conversation is an important step in building rapport.



### Be mindful of the volume.

Speaking too loudly or speaking too softly will only prove to be a distraction during your calls.



### Stay focused.

Don't give your clients the impression that their time isn't of value to you. Always give them your undivided attention.



### Use proper hold procedures.

Be professional in placing someone on hold. Ask the caller for permission to be placed on hold.



*What other phone call etiquettes do you know?*

# Overview

## Keywords and expressions:

*push through/ billboard/ advertisement*

*What can I do for you?*

*How may I help you?*

*Could you be more specific about ...?*

*Would you mind ...?*

*Made by Elaine*

*Proofread by Artiaga*

