

LESSON D1

Surviving on the Phone



I. WARM-UP

Vocabulary

Try to guess the meaning of the following verb phrase through their contexts.

get through

I can't get through the phone. All the lines are busy at the moment.

going through

We are going through some problems and the management is finding ways of solving them.

inconvenience

We apologize for the inconvenience. We just want to have a bigger area for the customer's lounge.

sorted out

The problem on Time Management was sorted out by the HR Manager through seminar presentations.

look after

The Vice-president will look after our company while I'm on a business trip.

estate

Half of our estate has been donated to the government as part of our charity works.

drop off

I can drop you off at the bus station so that you can catch the bus on time.

II. DIALOGUE BOX

Travel Agent : Hello Fly High airlines, how may I help you?

Josh Manuel : This is Josh Manuel. I've been trying to get through but it seems your lines are down.

Travel Agent : Yes, sorry for the inconvenience, we have been going through some problems with the phone lines. It has been sorted out now. What can I do for you?

Josh Manuel : Yes, I want to book a flight for three people to New Zealand outgoing on Thursday morning and returning on Saturday evening. I would like to upgrade to business class, including the meals.

Travel Agent : Okay. May I have the names of the passengers?

Josh Manuel : Sure. They're Miranda Mclain, Eva Mendez and Josh Manuel.

Travel Agent : Sorry, but could you speak more slowly please? I didn't catch their names.

Josh Manuel : I'm sorry. Not a problem

Surviving on the Phone

Comprehension Check

1. What is the meaning of the phrase "your lines are down"?
2. Why does Josh Manual call?
3. Where is he going?
4. What kind of seat does he want?

III. LANGUAGE BOX

Phrasal Verb – is two or three-part verb. The second part of the verb changes the meaning of the verb.

Compare:

I'm giving him an offer.

I'm giving up the job offer.

Phrasal verbs can be separated when used with a pronoun (him, her, it, them, etc.)

We have sorted it out.

I will drop her off later.

If a noun is used with this type of phrasal verb, it can come inside or after the verb:

We have sorted the problem out.

We have sorted out the problem.

I will drop the laundry off later.

I will drop off the laundry later.

Other phrasal verbs cannot be separated whether used with a pronoun or noun:

Hang on while I grab my wallet and keys.

Who will look after my estate when I'm gone?

IV. SAY IT! Role play the situation with the teacher.

You are going to call the travel agency to reconfirm your flight. You are going to ask the time of the flight and its cost.



Making Order and Checking by Phone



I. WARM-UP

Vocabulary

A

1. stuff
2. stock
3. shipping
4. terms of payment

B

- a. the act or business of a person that ships goods
- b. supply
- c. things
- d. the conditions under which a seller will complete a sale

II. DIALOGUE BOX

Loraine : Bunchy's Best Chocolate in town, Loraine speaking.

Gian : Hi, Loraine, this is Gian from Kiddy Candy. How are you?

Loraine : Busy. You know what it's like at this time of the year, don't you?

Gian : I know. Listen, I'm phoning to order some stuff I need in my store.

Loraine : OK! Let me take this down. I suppose you want some belt chocolates, don't you?

Gian : Yes, that's right. Send me 10 boxes of belt dark chocolates and 12 boxes of belt milk chocolates if you can.

Loraine : No problem, I've got plenty of stocks.

Gian : And I'd like to place an order for heart chocolates, 10 large and 8 small.

Loraine : OK, but we've only got 6 small boxes and 7 large boxes of heart chocolates at the moment. Would you like the rest later?

Gian : No, we'll just take those in stock and forget the rest. Do you have stock of dark chocolates with almonds?

Loraine : Can you wait until next time for those? We're a bit low on stock.

Gian : OK, but it will be ready for shipping in about two days, won't it?

Loraine : Yes, in two days. You should have it there in about a week. It's the usual terms of payments, isn't it?

Gian : Yes, the same as always.

Loraine : And you're still at the same address aren't you?

Gian : Yes.

Loraine : Anything else?

Gian : That's all for now. Thank you.

Comprehension Check

1. What are Gian's orders?
2. Are all orders available?
3. When will the dark chocolates be ready for shipping?

Making Order and Checking by Phone

III. LANGUAGE BOX

Tags

Tags

The delivery will arrive on Thursday, won't it?

There isn't supply available, is there?

The use of tag questions: the tag agrees with the tense of the main verb.

Positive beginning, negative tag-

We will deliver the pizza today, won't we?

Negative beginning, positive tag-

She doesn't like pizza, does she?

IV. SAY IT! Role play the situation.

You want to eat at a new pizza station but you can't leave your little sister alone in the house. So, you call to inquire about their pizza and place an order by phone.



LESSON D3

How to Phone Around



I. WARM-UP

Vocabulary

A

1. to give someone a ring
2. hold on
3. put through
4. pen handy
5. call back
6. expertise

B

- a. a special skill or knowledge that is acquired by study, training or practice.
- b. something you use to scribble down notes
- c. to keep a telephone connection open by not hanging up a receiver.
- d. to call someone; to phone someone
- e. to telephone someone again or return for a telephone call that they have made to you.
- f. to make the connection that allows the caller to speak to the person they are phoning.

II. DIALOGUE BOX

Rama : National Health Association. Can I help you?

Caira : I would like to talk to the Head of Health Department, please?

Rama : Just a second, I'm putting you through now.

Maia : Health Department. Good morning.

Caira : Good morning. My name is Angela Brown from L and G Company. I was directed here by your PR Department. I'm organizing a conference about health and safety at work in Cebu branch at the end of this month. And I'm trying to find a person with expertise of health awareness at work.

Maia : Well, you've got the right department and I think we can help you but you should probably speak to Jess Clark, she often gives talks on conferences.

Maia : Hold on for a moment. I'll see if she's available.

Caira : Take your time.

Maia : I'm afraid she's not here. Do you have a pen handy? I'll give her direct number. So you can call her back.

Caira : Oh! That would be fine. What will be the best time to give her a ring?

Maia : The best time would be around 8:00 am.

Caira : Thank you. Have a nice day!

How to Phone Around

Comprehension Check

1. Why is Caira looking for the head of Health Department?
2. Who does Maia recommended?
3. What is the best time to give the speaker a ring?

III. LANGUAGE BOX

The verbs telephone, call, ring, and phone do not use the preposition to.

Example:

He phoned to Tom last night. (X)
He phoned Tom last night.

I'll call to Jays and ask her out for dinner. (X)
I'll call Jays and ask her out for dinner.

The security rings to the Head Guard to warn him about the strangers who barge in during the conference. (X)

The security rings the Head Guard to warn him about the strangers who barge in during the conference.

IV. SAY IT! Role-play with your teacher

*How would you tell someone on the phone if you liked to talk to a manager of a certain office?
How would you tell someone on the phone if you like him / her to wait?*



LESSON D4

Discussing Documents on the Phone



I. WARM-UP

Vocabulary

Match the words in column A with their meanings in column B.

A

1. catalog
2. bold
3. font
4. column
5. logo
6. order form

B

- a. a set of characters of the same style and size
- b. a form to use when placing an order
- c. a list of things, such as the goods you can buy from a particular company.
- d. a special design or font a company uses on its products, notepaper, or advertisements
- e. a vertical row or list
- f. lines or designs drawn in a clear, strong way.

II. DIALOGUE BOX

Joe : Joe speaking

Lou : Hi there Joe. This is Lou. I'm phoning about the order form. Have you had a chance to look at it? I'm thinking of making little changes.

Joe : I did it this morning. All right. Go ahead!

Lou : Well, in the words "Lou's Express", the font is a bit too big. Make it a little smaller. And the logo of our store I think it would look much better on the top left-hand corner.

Joe : OK. It would save space too.

Lou : Just one more thing. Can you see the last two columns in the order form on the right-hand side of the paper?

Joe : Page number.... Catalog code....

Lou : Yes. Just have it bold font. I'm sorry if I've given you a lot of work

Joe : No, that's fine. You've been a great help.

Comprehension Check

1. What are the changes that Lou wanted for the order form?
2. How would the changes of the logo help the order form?

Discussing Documents on the Phone

III. LANGUAGE BOX

The following prepositions are used to refer to a place in a document.

- in** *the picture*
 the third line
 the fourth paragraph
 the right hand corner
- on** *page 5*
 the other side of the page
- at** *the top of the page*
 the beginning of paragraph five
 the end of the second line

Examples:

- o At the bottom of the page I wrote a note for you.
- o In the diagram you can see the sales of the newly-launched product.
- o On page 3 you can see the breakdown of the expenses

IV. SAY IT! Role-play with your teacher

You're a manager of a new supermarket in town. You don't like the design of your business card. Make changes or correct some things about the card through calling the person who designed the card.

Follow up questions:

1. Have you ever made changes of certain documents?
2. How do you check documents before you print or send them?



LESSON D5

Complaining on the Phone



I. WARM-UP

Vocabulary

Match the words in column A with their meanings in column B.

A

1. annoy
2. invoice
3. elaborate
4. modify
5. courier
6. apology
7. delay

B

- a. a person who is paid to take letters and parcels directly from one place to another
- b. to put off action
- c. to change slightly, often in order to improve it
- d. is something that you say or write in order to tell someone you are sorry that you have hurt them or caused trouble for them.
- e. to add details to; to expand
- f. is a document that lists goods and services that you have received, and says how much money you owe someone.
- g. to make someone angry and impatient

II. DIALOGUE BOX

Company Secretary : Good morning. Quickpost service.

Customer : My name is John Smith. I'm calling about a delayed delivery.

Company Secretary : I'm sorry to hear that. Could you give me your company name and elaborate the details please?

Customer : World Finance Incorporated. We asked your express delivery service that the documents need to be sent before 10:00 am but it arrived at 3:00 pm. As a result our client was very annoyed.

Company Secretary : We have obviously made a mistake. My apologies. We will figure out the reason behind the delay.

Customer : This is not the first time we have had problems with your company. I'll be making a formal complaint about this. If this happens again we will have to look for another courier who can guarantee a better service.

Company Secretary : My apologies again. We will of course modify the invoice for this delivery and speak to the manager about this problem.

Customer : Well, thank you.

Complaining on the Phone

Comprehension Check

1. What is the customer's complaint?
2. From what company is the customer working for?
3. If you were the manager of the company, how will you settle this problem?

III. LANGUAGE BOX

Using ever and never to express strong feelings about a positive or negative situation.

Positive:

I've never had such a wonderful vacation!
This is the most informative workshop I have ever had!

Negative:

I've never had such a poor service before!
This is the longest meeting I have ever attended.

IV. SAY IT! **Role-play with your teacher.**

You ordered a beauty product. It has been 2 months since you placed the order, but the product hasn't been delivered yet. You are calling to complain about the delay of the product and to cancel order.



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