

Student Material Phone Conversation 2

Inglés de Negocios Internacional Elemental

Activity 1.

Look at Paul's routine below and listen to your tutor's routine and habits, then describe your routine and habits to your tutor.

Paul's routine and habits

Paul Smith gets up at 6.30 a.m. and does some exercise in the gym in his house. At about 7.00 a.m., he has breakfast with his daughter. Then he checks his e-mails on his phone. He goes to work at 8.00 a.m.

At lunch time, he eats a sandwich at his desk. At work, he spends a lot of time in meetings and on conference calls. He finishes work at about 7 p.m. He travels on business a lot, so he likes to spend all his free time with his family.

ASKING QUESTIONS

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What do you do...

... at work / in your studies?

... during the day?

... in your free time?

... at the weekend?

... after work?

... in the evening?

Do you like ...? Yes, I do. / No, I don't.

How often do you ...?

EXPRESSING FEELINGS

I like/love ...

I don't like ...

I'm really into ...

I'm not into ...

I'm keen on ...

He isn't really keen on ...

I really enjoy ...

She doesn't enjoy ...

I'm interested in ...

We aren't interested in ...

Activity 2.

Work and leisure activities:

Look at the Asking Questions chart below.

Now take turns asking and answering questions about work and leisure activities. You can use some of the suggested questions here. Then think of your own questions.

Make sure you use the expressing feelings language in the chart when answering to your tutor.

How many hours a week do you work/study?

When do you finish work?

Do you meet your colleagues after work?

What do you do in your free time?

What do you like best at your job?

What do you do in your job?

Activity 3.

Sales representative and customer role play:

A. Look at the useful phrases below, which of the phrases can use if:

- You want the person to repeat.
- You don't understand anything the person says.
- The person speaks too fast.

Useful phrases:

- ***Speak slowly, please.***
- ***Do you speak Spanish?***
- ***Sorry?***

B. Imagine that there is a problem with a customer order. You are going to role-play a phone conversation where the customer (your tutor), telephones a sales representative (you), to explain the problem.

Look at the role-play card below and use the useful language chart for help during the activity.

Sales Representative

- Answer the phone.
- Ask for details.
- Apologise for the first problem.
- Apologise again and offer solutions.
- Say goodbye.

useful language

GETTING THROUGH

Can I speak to (Jane Porter), please?
Call me back later, please.

ANSWERING

Hello, this is (Carl Fisher).
Good morning, (David Seymour) speaking.

INTRODUCING YOURSELF

Hello, this is David Patterson, Hudson Motors.
Hello, David Patterson here, Hudson Motors.

STATING THE PROBLEM

I have a problem (with ...)
There are some problems with ...

APOLOGISING

(Oh dear! I'm) sorry to hear that.
(I'm very) sorry about that.

GETTING DETAILS

Can you give me some more information?
Which model is it?

GIVING DETAILS

The invoice is incorrect.
It's the wrong part/model/item.
There's a piece missing.

FINDING SOLUTIONS

We can give you a refund.
We can send you new ones.
I can talk to the manager.

FINISHING THE CONVERSATION

Thank you.
Thanks for your help. Bye.