



English for Telephoning

| UNIT TITLE | | TOPICS | USEFUL LANGUAGE AND SKILLS |
|------------|-------------------------------------|--|---|
| 1 | " Shall I put you through?" | Telephoning basics: identifying yourself, getting through Making excuses Dealing with communication problems | Using first names Giving bad news (I' m afraid, I' m sorry, actually) |
| 2 | " Could you spell that for me?" | Exchanging and checking information Spelling over the phone Saying email addresses | How to be less direct Active listening strategies |
| 3 | " Let me get back to you on that. " | Voicemail greetings Leaving and taking messages Prepositions | How to structure a message Referring to previous communication (reported speech) |
| 4 | " When would suit you?" | Making and confirming arrangements Saying times and dates More prepositions Mobile phone calls | Small talk Changing an arrangement (politeness strategies) |
| 5 | " I' m very sorry about that. " | Making and dealing with complaints A technical support hotline Tips for telephone customer care | Strategies for complaining, apologizing, and solving problems |
| 6 | " How does that sound?" | Making and reacting to proposals Reaching agreements | Talking about possibilities Hedges (probably, I would say...) Turn-talking |