



# 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