

Class 1

Introductions

1. Introducing yourself

Study the following dialogue:

Susan Clarke: Can I introduce myself? My name is Susan Clarke.

Alexander Strauss: Hello Susan. I'm Alexander Strauss.

Susan Clarke: Pleased to meet you, Mr. Strauss. So, what do you do for a living?

Alexander Strauss: I'm a movie producer.

Susan Clarke: Really? That sounds interesting.

Introduce yourself to the person next to you in a similar way. Use your real name and job.

2. Introducing other people

Listen and complete the dialogue between host, coworker and visitor.

Daniel Goldman: Susan, I'd like _____ meet Miles Henderson from Simtech Ltd.

Susan Clarke: Hi, nice to meet you Mr. Henderson.

Miles Henderson: Pleased _____ you. So what do you do here?

Susan Clarke: I'm _____ charge _____ our HR department. And you?

Miles Henderson: I'm responsible _____ sales and marketing.

Daniel Goldman: Is _____ your first visit _____ Boston, Mr. Henderson?

Miles Henderson: No, actually, I've been here four times already.

Daniel Goldman: Really? On vacation or business?
 Miles Henderson: Mostly business.
 Daniel Goldman: How long _____ for your company?
 Miles Henderson: Oh, I've been with Simtech for almost five years now. How about you? When did you _____ your company?
 Daniel Goldman: I started working for Xcel Systems about 10 years ago.

3. Useful expressions

Look at the following expressions from the dialogues. Put each expression in the correct category.

- Can I introduce myself? My name is ...
- I'd like you to meet ...
- I'm responsible for ...
- Nice to meet you.
- Really?
- What do you do for a living?
- How long have you been working for ..?
- I'm in charge of ...
- Is this your first visit to ...?
- Pleased to meet you.
- That sounds interesting.
- When did you join your company?

| | |
|-------------------------|--|
| Introducing yourself | |
| Greeting somebody | |
| Introducing a co-worker | |
| Making small talk | |

| | |
|------------------------|--|
| Talking about your job | |
| Showing interest | |

Now add the following expressions to the categories:

I'd like to introduce you to...

Hello, I'm ...

I work in accounts.

4. Small talk

When you meet someone for the first time, you usually make 'small talk' to get to know the person better.

Match the questions below on the left with the replies on the right. Listen to check your answers.

- | | |
|--------------------------------------|---|
| 1. How was the weather in Madrid? | a. Actually, the flight was delayed by 4 hours because of fog. Then we were stuck in traffic for another 3 hours! |
| 2. How long are you here for? | b. Just two days. I arrived on Monday. |
| 3. What do you think of our city? | c. Nice and sunny. |
| 4. How long have you been in Boston? | d. So far, very impressive. |
| 5. Did you have a good trip? | e. Until the end of the week |

5. Roll play

Walk around and introduce yourself to other people, and introduce other people to each other. Make small talk and try to show interest in other students' comments.

Class 2

Useful Phrases - Telephoning

- How can I help?
- Can I speak to ..., please?
- Who's calling, please?
- Please hold
- I'll just put you through
- Could I speak to.....please?
- Who shall I say is calling?
- Just a second I'll see if he's in
- I've goton the phone for you
- Hang on a moment

Telephone (Connecting)

1. When you telephone a company the person answering the phone may ask you a question. Which is the correct question?

- A. Who's calling please?
- B. Who calls?
- C. Who it is?
- D. Who called?

2. Which phrase means the same as 'hang on a moment'?

- A. Just a second
- B. I'll put you on
- C. Go ahead
- D. I'm ready

3. Choose the correct word: “Please and I’ll put you through.”

- A. stop
- B. stay
- C. talk
- D. hold

4. What is the expression used to connect two people on the telephone?

- A. I’m sending you through
- B. I’m putting you through
- C. I’m calling you through
- D. I’m talking you through

Transcripts

Michelle: Hello, you’ve reached the marketing department. **How can I help?**

Male: Yes **can I speak to** Rosalind Wilson, please?

Michelle: **Who’s calling please?**

Male: It’s Richard Davies here

Michelle: Certainly. **Please hold and I’ll put you through.**

Male: Thank you.

Michelle: Hello, marketing. **How can I help?**

Male: **Could I speak to Jason Roberts please?**

Michelle: Certainly. **Who shall I say is calling?**

Male: My name’s Mike Andrews.

Michelle: **Just a second - I’ll see if he’s in.** Hello, Jason, **I’ve got Mike Andrews on the phone for you ...** OK - I’ll put him through. **Hang on a moment,** I’m just putting you through.

Bonus reading about Telephone English!

Introduction

A lot of people find it difficult to make phone calls in a foreign language – and that’s understandable. You can’t see the person you are talking to, their voice might be unclear, and you might find it difficult to find the right words.

Multi-word verbs

One thing you can do to improve your telephone skills is to learn some of the multi-word verbs that are commonly used in telephone conversations. **Hold on** means ‘wait’ – and **hang on** means ‘wait’ too. Be careful not to confuse **hang on** with **hang up!** **Hang up** means ‘finish the call by breaking the connection’ – in other words: ‘put the phone down.’

And if you **pick up** the phone, (or **pick** the phone **up**) you answer a call when the phone rings.

“Hang on a second...”

If you are talking to a receptionist, secretary or switchboard operator, they may ask you to **hang on** while they **put you through** – **put through** means to connect your call to another telephone. With this verb, the object (you, me, him, her etc.) goes in the middle of the verb: **put you through**.

But if you can’t **get through to** (contact on the phone) the person you want to talk to, you might be able to leave a message asking them to **call you back**. **Call back** means to return a phone call – and if you use an object (you, me, him, her etc.), it goes in the middle of the verb: **call you back**.

Level of formality

Another thing to think about when talking on the telephone is **formality**. It's important to use the right **level of formality** - if you are too formal, people might find it difficult to feel comfortable when they talk to you. On the other hand, if you are too informal, people might think you are rude!

Generally speaking, if you are talking to someone in a business context, you should use **could, can, may** or **would** when you make a request: '**Could I speak to Jason Roberts, please?**' '**Can I take a message?**' '**Would next Wednesday be okay?**'. You should also use **please** and **thank you** or **thanks very much** whenever you ask for, or receive, help or information.

It's important to show politeness by using words like **would, could, please, thank you** etc. But it's also okay to use some of the features of informal/spoken English - short forms, phrasal verbs and words like **okay** and **bye** - in other words - everyday English! So phrases like **I'm off to a conference..., no problem, bye!** and **hang on a moment and I'll put you through** are perfectly acceptable, as long as the overall tone of the conversation is polite.

One last tip - it's better to ask for help or clarification when you're having a telephone conversation, than to pretend you understand something that you didn't. It's perfectly acceptable to use phrases like '**Could you repeat that, please?**' '**Could you speak a little more slowly, please?**' and '**would you mind spelling that for me please?**' Using phrases like these will help make sure that you have a successful phone call, and may save you from lots of problems later on. You could always say that **the line's very bad today** if you can't hear very well. And it's also a good idea to practise words, phrases and vocabulary before you make the call!