

Stay on the line.
C. Douglas Bisset

Everyday Telephone Conversations in English
People and Places

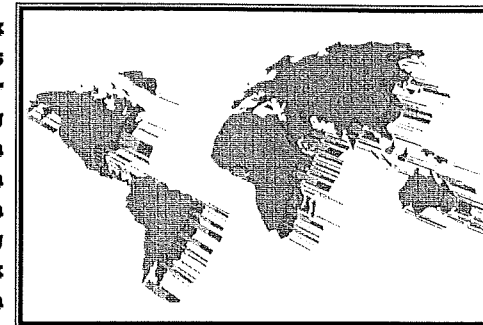


People and Places (and how to spell them)

Spelling: People and Places

Spelling is important. Do you know the alphabet? Can you spell easily? More important: can you understand names and words when people spell them to you? Spell the names of the following places. Do you know where they are? The answers are at the bottom of the page. If you cannot spell them smoothly, you need to work on the alphabet. See the exercises which follow.

Blagoveshchensk
Aguascalientes
Eskischir
Neijang
Uwajima
Yogyakarta
Czestochowa
Shijiazhuang
Amadjuak
Asahigawa



NOTE:
Most people have difficulty with the alphabet. Please pay special attention to the vowels (A,E,I,O,U) and G,J,Y,W,U, and K and Q.

1.1. Write the names you hear spelled.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.



Be sure that you can distinguish between <Mr.>, <Mrs.>, <Miss> and <Ms.> For more information, please see the reference notes at the end of this file, and listen to all model dialogues very carefully.

1.2. Spell these names.

- | | | |
|------------------------|-----------------------------|----------------------------|
| 1. Miss Zelda Jennings | 5. Mr. Francis McDuff | 9. Miss Alison Vickers |
| 2. Mrs. Marge Giles | 6. Mrs. Eleah Makhalla | 10. Mr. Wandong Dai |
| 3. Mr. Howard Lapinsky | 7. Mr. Said Al Radhzada | 11. Ms. Zhao |
| 4. Mrs. Wenda Uantz | 8. Ms. Tanya Chernashchinya | 12. Mrs. Zeinab Al-Harithi |

Blagoveshchensk (RUSSIA); Aguascalientes (MEXICO); Eskischir (TURKEY); Neijang (CHINA); Uwajima (JAPAN); Yogyakarta (JAVA, INDONESIA); Czestochowa (POLAND); Shijiazhuang (CHINA); Amadjuak (CANADA); Asahigawa (JAPAN)



1.3. More practice with place names

Write down the ten place names you hear. They are all real places. The speaker in each case tells you where they are. Correct spellings are at the bottom of the page.

- | | |
|---------|----------|
| 1. | 6. |
| 2. | 7. |
| 3. | 8. |
| 4. | 9. |
| 5. | 10. |



1.4. Slow Down!

When you spell, give the other person time to understand and write each letter. Here are 3 examples. In the first instance, the speaker spells TOO FAST, but spells at the correct speed in the second example.

- | | |
|------------------------|-------|
| 1. A. TOO FAST! | |
| B. RIGHT! | |
| 2. A. TOO FAST! | |
| B. RIGHT! | |
| 3. A. TOO FAST! | |
| B. RIGHT! | |



a good idea

Take a pen or pencil — or use your finger. Say the letter, pause for one second, then make the appropriate movement to write it, then say the next letter, pause for one second, then imagine writing the letter.

Did you know?

Names around the world.

IN ENGLISH-SPEAKING COUNTRIES: JOHN SMITH, FOR EXAMPLE

In the UK Smith is the "family name," or "surname"; John is the "Christian name" or "given name." Edward is the "middle name."

In the USA, Smith is the "last name", "John" is the "first name" and Edward is the "Middle name." Americans often write their names like this: John E. Smith (E is the "Middle Initial").

The Americans and the British are less formal: they use first names (John, Sue) almost immediately.

CHINA AND ASIAN COUNTRIES

The last name (or family name) is almost always

given first, followed by the given name. Family names are usually short (one syllable) and given names longer. First names are for intimate friends only!

Chen Wennzhong: you say, Mr. Chen, NOT Mr. Wennzhong.

ARAB COUNTRIES

In Arab countries names are composed of a first name and the father's name, and often the paternal grandfather's name. 1. You will sometimes find the words *ibn* (son of) or *bint* (daughter of). Mohammed *ibn* Saud (Mohammed, son of Saud). Arabs usually use first names immediately. As a rule,

File #1

Reference Notes for You

1. When addressing a man or a woman



careful!

1 In writing, Americans put a full-stop [.] called a "period" in the USA, after Mr and Mrs, but not after Miss. In the UK, a full-stop is not used.

2 **Ms.** is especially common in the USA.

3 **Ladies** is correct when speaking to more than one woman, but NEVER use the word lady when addressing one woman.

With her name	Direct form of address
• Miss pronounced: <MIs> unmarried woman, the usual form of address for a young woman	Miss
• Mrs. married woman	madam (ma'am)
• Ms. pronounced <MlZ> you do not know if she is married, or she does not want to indicate that she is married	miss or madam

NOTE

In very informal talk people often use the word **GUY** when referring to a man, and often use **GUYS** when addressing two or more men.
Guys, are you ready?

With his name	Direct form of address
• Mr. pronounced: <Mlster> There is no absolute rule, but we tend to use "sir" especially when we do not know the person's name.	Sir
• NO USUAL PLURAL	Gentlemen



Fill in the blanks in the following "dialogues" or statements with the appropriate form of address.

Symbols: = (young) woman, probably not married

= man

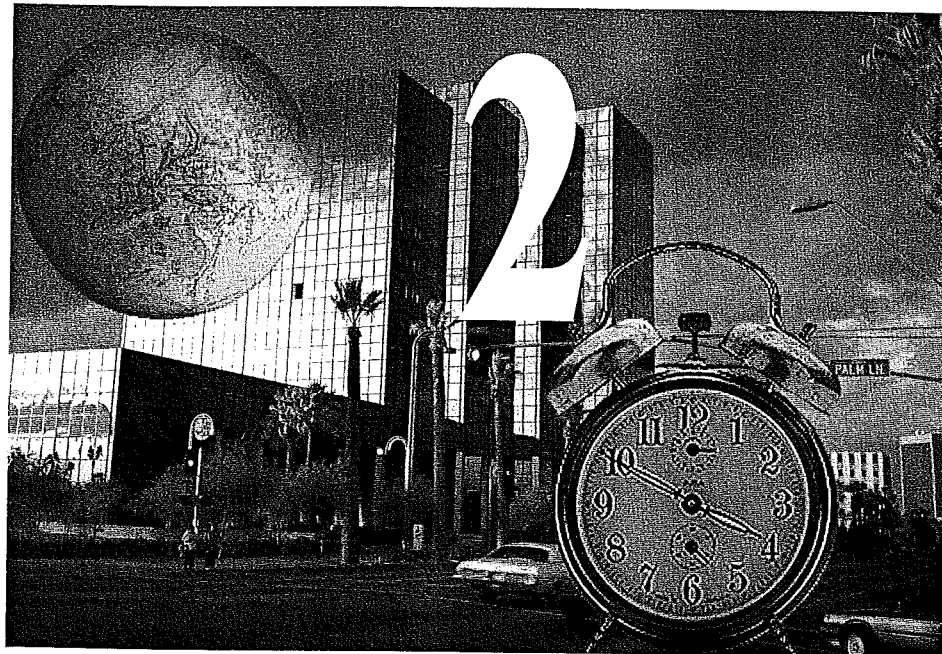
= woman (older, or married)

- "Excuse me, (), are you () Howard?"
- "I'm going to speak to () Smith and () Daniels."
- "Excuse me, (), do you know where 4th Avenue is?"
- "Good morning, (). Where is () Adam's office?"
- "Say, (), will you please bring me another cup of coffee?"
- "Certainly, here's your coffee, ()."
- "Well, (), that is the real problem."
- "Good afternoon, (). Are you () Adams?"

ANSWERS:
1. sir... Mr. 2. Mr. ... Mrs. 3. Madam or "Madam" ... 4. Madam or "Madam" ... 5. Miss... 6. Miss 7. Gentlemen. 8. Miss

ANSWERS TO 1.3: (1) YANGQUAN (2) WAUKKEGAN, ILLINOIS (3) HODMEZOVASDRILEY (4) DNEPRIDZERZHEZINK (5) CHEBOKSARY (6) XINMIANG (7) WAKAYAMA (8) QINJINGIN IN JINQISU PROVINCE (9) MEI WIAN (10) JUNAGADH, a mountain in India ANSWERS TO 1.4: CARLSLE / 612 413-71E / YIELD

File



Figures, References, Dates and Time

Numbers and Figures

These are just as important as the alphabet because we need them to give:

- addresses
- prices
- time
- dates
- reference numbers
- flight numbers
- specifications

2.1. Review Exercises



In English, the comma [,] is used where a point [.] is used in many languages. Note also the decimal point in English!

- | | |
|----------------|---------------------|
| a. 60 | k. 2,450 |
| b. 16 | l. 2,880 |
| c. 100 | m. 345,700 |
| d. 102 | n. 35.4% |
| e. 213 or 230? | o. \$25.99 |
| f. 360 or 316? | p. £45.70 |
| g. 475 or 745? | q. 1 Euro = about 6 |
| h. 999 | Francs, or \$US1 |
| i. 1,000 | r. 35cm X 115cm |
| j. 1,017 | s. 45.2m |

2.2. Write down the numbers you hear!

- | | |
|---------|---------|
| A. | F. |
| B. | G. |
| C. | H. |
| D. | I. |
| E. | J. |

2.3. Exercise. Write these in figures.

- | | |
|--|--|
| A. twenty pounds fifty | D. twenty seven and a half percent |
| B. eighty dollars and seventy-five cents | E. thirty and eight-tenths percent |
| C. three Euros ninety-eight | F. the equivalent of pi (p) |
| | G. 10 divided by 4 = ? |
| | H. 50% of \$15 : |

ANSWERS 2.2
(A) 880 (B) 3,318 (C) 25,550 (D) 50,515 (E) 17,090 (F) 490,719 (G) 1,524,733 (H) 512,006,278 (I) 43,542,100 (J) 5,414,440
ANSWERS 2.3
(A) £20.50 (B) \$80.75 (C) 3,80 Euros (D) 27.5% (E) 30.8% (F) 3.1415..... (G) 2.5



2.4. Prices and References

You hear a reference for one of the objects here (but NOT in the order shown), and the price (in US dollars, pounds sterling, or Japanese yen. Find the object and write down the price.

AYJ-7070

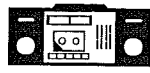
stereo radio cassette player



Price

YAG-1770

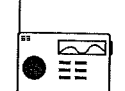
stereo radio, cassette and CD player



Price

EIA-7017

battery powered portable radio



Price

GIA-1808

wireless phone range: 1000 feet rechargeable

Price

JEA-8008

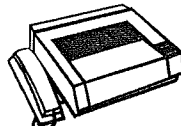
wireless phone range 2000 feet video/TV screen



Price

JIE-1880

phone, fax & answering device also relays messages



Price

VEJ-7070

90-minute cassette set of 5



Price

AEQ-1717

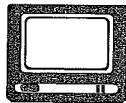
100-minute CD set of 5



Price

DEG-2760

color TV, 50cm screen



Price

DIJ-2716

color TV, 75cm screen stereo sound



Price

GAE-19YB

Diesel truck



Price

JEA-90YB

racing bicycle



Price

MEY-80

camping trailer



Price

MEY-18

sports car



Price

MEY 18: 3,615,000 Yen
JEA 90YB: \$580
DIJ 2716: \$948
GAE 19YB: \$11,518

AYJ 7070: £117
YAG 1770: £170
VEJ 7070 (set of 5): £7.89
EIA 7017: £7.89
JIE 1880: \$140
DEG 2760: \$780
AEQ 1717 (set of 5): \$10.80

ANSWERS
AYJ 7070: £117
YAG 1770: £170
VEJ 7070 (set of 5): £7.89
EIA 7017: £7.89
JIE 1880: \$140
DEG 2760: \$780
AEQ 1717 (set of 5): \$10.80

2.5. Time and Time Again

The first example in each case is the commonest way of expressing the time. For instance, in the second case (10:15) it is more common for North Americans to say *It's ten-fifteen*, while people in the UK and elsewhere say *It's a quarter past ten*.



N. AMERICA and UK:

ten (o'clock)
It's ten am, or ten pm.



N. AMERICA:

ten fifteen
fifteen after (past) ten
quarter after (past) ten

UK: quarter past ten



N. AMERICA:

ten thirty
half past ten

UK:

half past ten
half ten
ten thirty



N. AMERICA:

ten forty-five
fifteen (minutes) to eleven
a quarter to eleven

UK:

a quarter to eleven
fifteen (minutes) to eleven
ten forty-five



N. AMERICA:

almost ten (minutes) to eleven

UK:

almost ten (minutes) to eleven

2.6. Exercise. Write out in words the times shown here.



1.
2.
3.
4.

2.7. Dates

Pay careful attention to the way we write and say the dates.

NORTH AMERICA:

MONTH - DAY - YEAR: Friday, October 13, 1995

UK AND ELSEWHERE:

DAY - MONTH - YEAR: Friday, 13 October 1995
Friday, 13th October 1995

When speaking, we always say

the *thirteenth* of October or
October *thirteenth*

october						
sun	mon	tue	wed	thu	fri	sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

(1) ten after one, ten past one, one ten (2) a quarter past three, fifteen past three, fifteen after three, three-fifteen (3) half past four, four-thirty (4) a quarter to eight, fifteen to eight, seven forty-five

ANSWERS TO 2.6.

2.8. Exercise. Write the dates.

On the left, dates written in the UK (and European) format. On the right, dates written in the American manner. Be very careful of the dates in 7-12.

1. 15/03/97	7. 12/3/97
2. 28/10/98	8. 10/18/98
3. 3/7/95	9. 3/7/95
4. 12/12/98	10. 12/2/98
5. 11/08/2000	11. 11/8/2000
6. 04/05/99	12. 4/5/99



2.9. Exercise. Write the dates and the times.

A.
B.
C.
D.
E.
F.
G.
H.
I.
J.

ANSWERS TO 2.9. (in American fashion)
 (A) Friday, April 12, at 9:15pm (B) October 10, at exactly 10:50 (C) June 5 at 5:20 pm (D) August 23, between 11:15am and 1:45 pm (E) at 7:45pm on July 2, 1998 (F) at 11:30 on March 18, 1997 (G) December 4, 1992 at 3:15pm (H) December 14, 1992 at about 4:30pm (I) at 5:35am on February 27, 1996 (J) at 11:40pm on May 12, 1989

Remember: You can also say the fifteenth of March, the twenty-eighth of October, and so on.
 two thousand 12. April fifth nineteen ninety-nine
 9. March seventh nineteen ninety-eight 10. December second, nineteen ninety-eight 11. November eighth
 nineteen ninety-five 7. December third nineteen ninety-seven 8. October eighteenth nineteen ninety-eight
 teen ninety-five 4. December twelfth nineteen ninety-eight 5. August eleventh two thousand 6. May fourth
 1. March fifteenth nineteen ninety-seven 2. October twenty-eighth nineteen ninety-eight 3. July third nine-
 ANSWERS TO 2.8. (given here in the American fashion)



Reference Notes for You

File #2

Spelling



Differences in British and American usage:

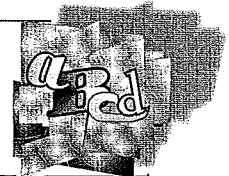
double letters: letter; middle, beer, feet, etc...

In British usage we say *double t*, *double d*, *double e*, and so on

In North America, people say each letter individually: t-t, d-d, e-e.

The letter **Z**

In British usage this is pronounced <zed>, but in North America, <zee>.



Note that some words are spelled differently in the USA (and Canada)

UK

honour/colour

theatre/centre / manoeuvre

licence / defence / practise

connexion / inflexion

civilisation / realise / realisation

travelling / cancelling

(bank) cheque

USA

honor/color

theater (theatre is also found) / center / maneuver

license / defense / practice

connection / inflection

civilization / realize / realization

traveling / canceling

(bank) check

Dates



In British usage, people say June 24th, or the 24th of June, but they usually write the date this way:

24 June 19XX or

24th June 19XX

In North America, people say March 24th, or the 24th of March, but they write the date this way:

June 24, 19XX.

It is also possible to see the date written this way in North America:

24 June 19XX

but it is not very common.



Time



Remember the two ways of expressing time:

British usage:

a quarter past three

a quarter to four

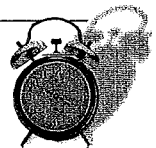
half three

North American usage:

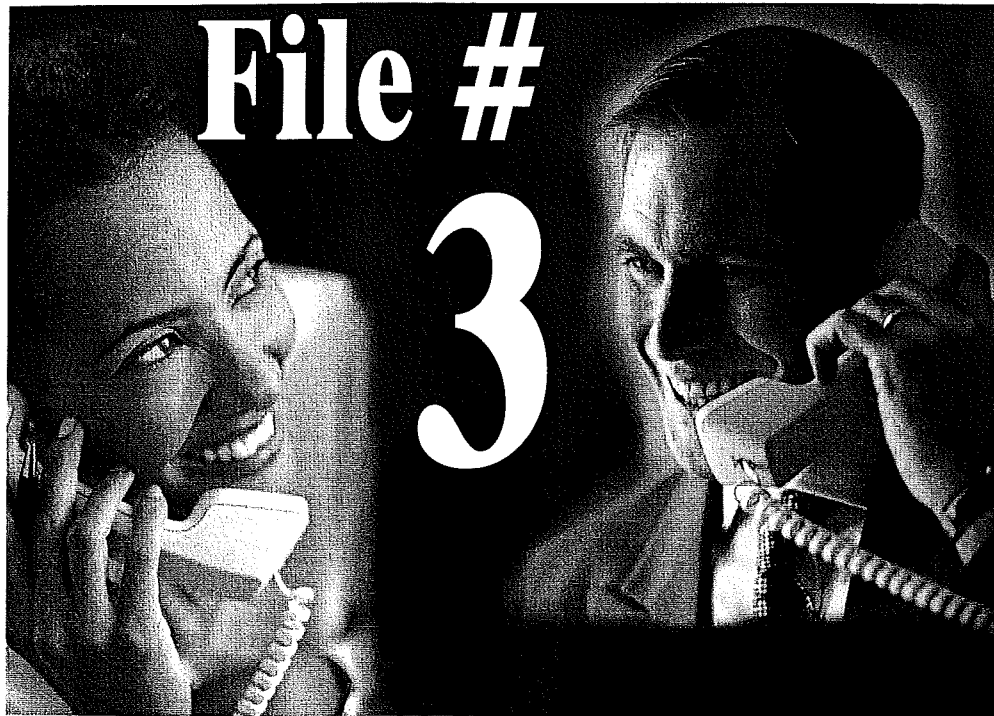
three fifteen / fifteen after (past) three

three forty-five / fifteen (minutes) to four

never heard in North America : three-thirty



On your CD: an American asks a British woman when the meeting starts. Note carefully how he clarifies his understanding: *Sorry? I don't understand. Do you mean three thirty or two thirty?*



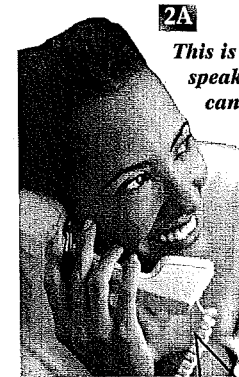
Making and Receiving Simple Telephone Calls: Identifying Yourself on the Telephone

3.1. The Simple Basics

The beginning of a simple telephone conversation. Judy Daniels answers. Rob Jenkins, import agent for the PGY Company, is calling from Budapest.

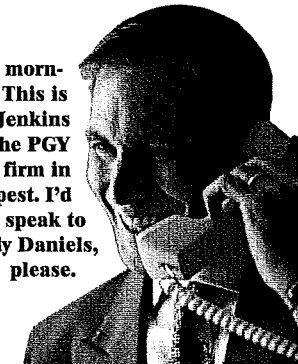


1A *Good morning, ABC Company.*



2A
This is Judy Daniels speaking. What can I do for you, Mr. Jenkins?

1B
Good morning. This is Rob Jenkins from the PGY firm in Budapest. I'd like to speak to Judy Daniels, please.



NOTE
Always use a greeting:
Good morning
Good afternoon
Good evening
Hello!
and always identify yourself. The commonest way:
This is (from + the name of your firm)

variation

1A *Good morning, ABC Company. This is Judy Daniels.*

2A *How are you, Mr. Jenkins?*

3A *Very Well, thanks. Now, what can I do for you?*

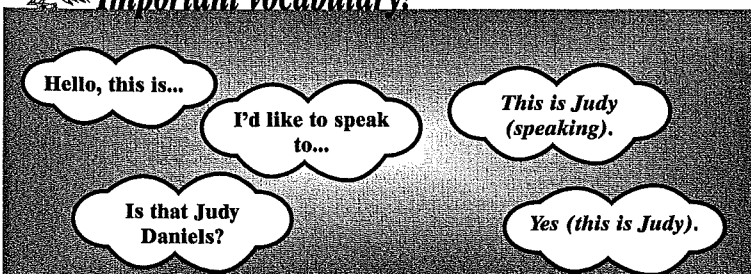
1B *Good morning, Ms. Daniels. This is Rob Jenkins from the PGY firm in Budapest.*

2B *Fine, thank you. And you?*

NOTE
After the greeting, Judy gives the name of the company and her name.

The caller knows immediately who is on the line.

 **Important vocabulary!**





3.2. Mr. Jenkins calls Mr. Smith

Conversation. Mr. Jenkins calls Mr. Smith at the ABC Company in London. Judy Daniels answers, and explains that Mr. Smith is not in the office. Mr. Jenkins is on this page; Judy is on the facing page.



1B Good morning, Ms. Daniels. This is Rob Jenkins from PGY. Could I speak to Mr. Smith, please?

2B I see. Well, I'll call back later. Bye.

Variation 1

1B Good morning. Could I speak to Mr. Smith, please?

2B Sorry, this is Rob Jenkins from PGY in Budapest.

3B After three-thirty? Yes, I'll call back then. Thank you.

4B You, too. Bye.

Variation 2

1B Hello, I would like to speak to Jim Smith, please. Is he in?

2B Sorry, this is Rob Jenkins from PGY in Budapest.

3B I'll call back. When's the best time?

4B Thanks. I'll call back between 2 and 3.

5B Thanks. The same to you. Bye.

NOTE

Again, Rob does not introduce himself (a mistake!).

IMPORTANT!
He asks **When is the best time?**

Then he states a precise time: **between 2 and 3.**

NOTE

Notice that Rob Jenkins does not identify himself in this variation. Also note Judy's question: **WHO'S CALLING?**

NOTE

Rob repeats the important **information: after three-thirty?** (he's American or Canadian).

1A Good morning, ABC. This is Judy Daniels speaking.

2A I'm sorry, Mr. Jenkins, but Mr. Smith is out.

3A All right, Mr. Jenkins. Bye.

Variation 1

1A Good morning, ABC. Judy Daniels.

2A Who's calling, please?

3A I'm sorry, Mr. Jenkins, but Mr. Smith is out right now. Can you call back this afternoon, after half past three?

4A Goodbye, Mr. Jenkins. Have a nice day!

NOTE
Be precise. MS. Daniels says **after half-past three** instead of **later** which is a vague word.

Variation 2

1A Good morning, ABC. This is Judy Daniels.

2A Who's calling, please?

3A I'm sorry, Mr. Jenkins, but Mr. Smith is out of the office this morning. Can I take a message, or would you prefer to call back?

4A This afternoon, after 2.

5A All right, Mr. Jenkins. Have a good day.

NOTE
Here Judy asks if she can take a message, or if Rob wants to call back. He has a choice.



a good idea

Avoid confusion and possible misunderstandings.

1. Always be precise! Specify when you will call back:

- I'll call back between 2 and 3.
- I'll call back in 15 minutes.
- I'll call back tomorrow morning.

Make a note and be sure to do it!

2. If you say that your colleague is out or away, tell the caller when he or she will be back, if you know:

- He'll be back tomorrow morning.

See File 4: expectancies



3.3 Over to you! Variation 2

1. Role 1: You are answering (Judy Daniel's role). Answer, then speak to Rob Jenkins.
2. Role 2: You are calling speak to Judy when she answers.



Important Vocabulary

- I'm sorry, but he/she is... (out, away, ill, at a meeting...)
- Can you call back this afternoon at 2, tomorrow morning after 10, on Wednesday...?
- Who's calling, please?
- Have a nice day! Have a good day.

a good idea



Be sure to ask:

- When's the best time?
- When's the most convenient time?
- When should I call back?
- When do you advise me to call back?



3.4. The Switchboard

Most people have direct lines today. But there is still a chance that you will speak to a receptionist, operator, or other person who will transfer your call. Below, some typical calls on a busy day at the ABC company.

Hello, I'd like to speak to Jack Jones. Could you put me through to him, please?

I'm sorry, he's not in. Would you like to talk to his secretary?

No thanks, I'll call back later.

Good afternoon, ABC company.

Hello. I need to speak to somebody in the accounting department.

Hold on, please. I'm trying to put you through.

ABC, good afternoon. Julia Adams.

I'm calling from New York. Could you connect me with customer service, please?

Hold on, please... Sorry, the line's engaged. Will you hold or would you prefer to call back?

This is important. I'll hold, thank you.

All right, sir.

ABC good afternoon.

Customer service, please. I called 15 minutes ago but the line was busy.

Hold the line, please. I'll put you right through.

Hello, you want to speak to somebody in customer service, right?

That's right.

I'm very sorry, but that line is still engaged. Do you still want to hold?

No, I'll call back.

Fine, sir. Try in about 15 minutes.

Engineering.

This is Dave Spencer from CAB in New York. I need to speak to Jerry Gladstone.

Sorry, Mr. Spencer, but Jerry's in Germany this week. Would you like to speak to somebody else?

I'm very sorry, sir, but nobody answers.

All right. I'll call back.

Use this page for your notes.

File



Making Simple and Polite Request to Check Your Understanding

4.1. Conversation.

Robert Smith from Manhattan Investments in New York wants to reach Karl Hartz at European Transit in Berlin, Germany. Renata offers to take a message, but Robert prefers to call back.



1A Good afternoon, European Transit. This is Renata Schneider speaking.

2A I'm sorry, I don't understand. Would you speak slowly, and repeat your name, please?

3A Mr. Hartz is out of town for the week, Mr. Smith. Would you like to leave a message, or would you prefer to call back?

4A You'll call back on Monday. Fine. Goodbye, Mr. Smith.

1B Hello, this is Robert Smith from Manhattan Investments. I'm calling from New York. Could I speak to Karl Hartz, please?

2B Yes, sorry. This is Robert Smith from Manhattan Investments in New York. I would like to speak to Karl Hartz.

3B I'll call back on Monday. Thank you.

4B Bye.

NOTE

Robert clearly states what he will do, and Renata repeats it (and perhaps makes a note).



Polite Requests

- Would you please repeat your name?
- Could you repeat your name, please?
- Would you please (Will you please) spell that (for me)?
- Would you please speak slowly?
- Would you please call back later / this afternoon / tomorrow... (etc) ?
- Would you like to leave a message?
- Could I speak to, please?

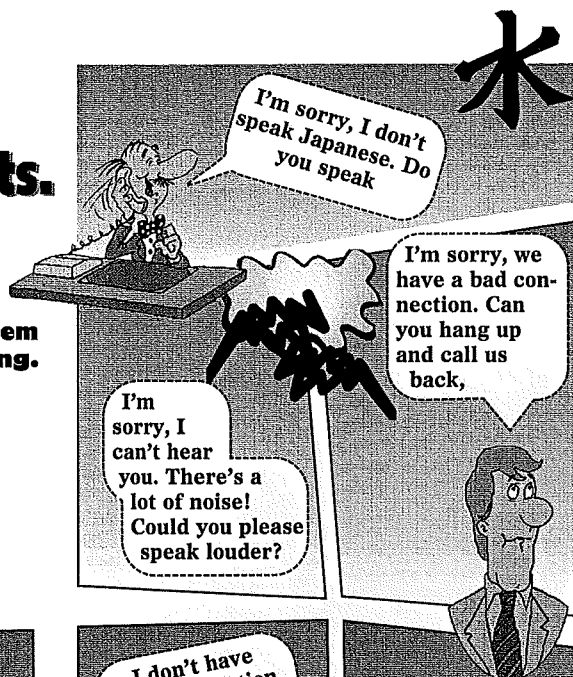
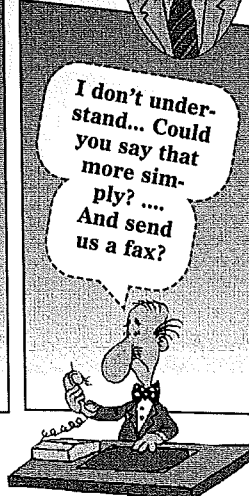
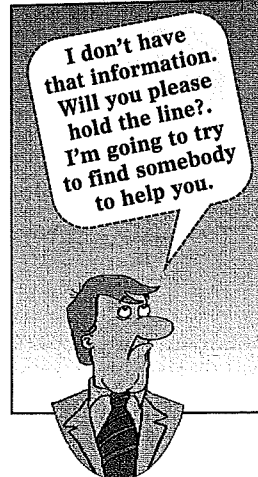
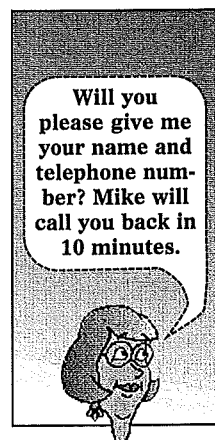


4.2. Other Requests

Here are some simple requests when there is a problem.

Other Requests.

Simple requests when you have a problem understanding.



4.3. Checking Your Understanding

Before you listen to the conversation, see if you can find the correct response from Renata for each of Rob Smith's questions. Then listen to Renata and Rob Smith.



I want to be sure that I understand. Mr. Hartz is out of town for a week, so he will be back next week. Am I right?

So, if I understand correctly, Mr. Hartz is not in the office this week. Will he be back next week? [Can I reach him at work next week?]

OK. Let me make sure I have got this right: Mr. Hartz is away for the week. Is that right?

If I understand right, Mr. Hartz is away. Is there anybody else who can help me?

That's right, Mr. Smith. He'll be away all week.

Yes, you are, Mr. Smith. He'll be back next week.

I can't tell you, Mr. Smith. Please hold the line. I'm going to check.

He'll be back on Monday morning. You can call then.

NOTE

Why say at work? Because perhaps Mr. Hartz will be back next week but not at the office.



Important Vocabulary

- I want (would like) to be sure that I understand.
- Let me make sure I have this right
- Let me make sure I have the right information.
- If I understand correctly, ...
- If my understanding is correct ...

4.4. Over to You.

Here are two exercises to do with your CD. In each case, the pause is sufficient for your response.



Exercise 1. ANSWERING

5 telephone calls. In each call there is a problem. To help you, the problem is shown in the notes below. Practice the expressions in 4.2.

1 Many people speak too fast. Here's an excellent example!

2 Many people do not speak loudly or clearly enough.

3 People's names are not always easy to understand. Spelling helps!

4 People suppose that you, the answerer, have all the information!

5 Jim Smith is out for a few minutes. Get the caller's name and number.



Exercise 2. THE CALLER

Imagine now that you need to make 5 telephone calls to reach the people shown here. Practice checking your understanding. Use the expressions in 4.3.

call
1
Tony
Smith.

call
2
Helmut
Berger

call
3
Giampaola
Fermi

call
4
Jane
Stevenson

call
5
Alan
Fredricks

EXERCISE : Making requests

Practice making polite requests using **WILL YOU / WOULD YOU / COULD YOU?** Don't forget the word **please!**

1. Call back this afternoon.
2. Please call back this afternoon.
3. Will you please call back this afternoon?
4. Would you please call back this afternoon?
5. Spell that for me.....
6. Repeat that slowly.
7. Send a fax with instructions.....
8. Give me your name again.
9. Tell Mr. Smith that I need the information.

4.5. Contractions

Contractions are very common in English. Native speakers use them all the time. Here is an exercise to help you identify the main contractions used in Files 1 through 4. Listen carefully, and write in the contracted forms.



- | | |
|---|-------------------------------|
| a. busy. | h. it be ready? |
| b. Judy..... be here at 2. | i., like to see it. |
| c. Wenzhong..... out.
..... be here in 15 minutes. | j., like it. |
| d. the 8th. | k. appreciate it. |
| e. she be back? | l. be very happy. |
| f. the conference? | m. be there at 7. |
| g. Jim, do you know? | n. away. (name: Barbara) |

Grammatical reminders

1. USING THE FUTURE: WILL

WILL is used to express the future and is followed by the infinitive without **TO**.

- I will call you back at three.
- I will tell him that you called.
- He will call you back tomorrow morning.

It is used in questions, and **POLITE REQUESTS**.

- When will you be in? (question)
- Will you be in tomorrow afternoon? (question)
- Will you please repeat that? (polite request)

Note that the negative is contracted to won't

- I won't be in tomorrow.

CAREFUL: The negative can be very, very strong and even suggest a refusal.

- I won't do it! (I refuse to do it)
- He won't agree.

2. CAN IS USED FOR THE PRESENT AND FUTURE

CAN is used to describe ability or capability, and refers to present or future time.

- I can call you back this afternoon.
- I can't finish it before next week.
- I can tell you tomorrow.

It is used in questions.

- Can you send it to me by fax?
- Can she call me back?

Note that the negative is contracted to CAN'T

- I can't tell you now.

IMPORTANT REMINDERS

(1) You must ask a question by putting the auxiliary before the subject.

present: Do you have it?
Does Tom have it?

can: Can you tell me?

future: When will he be in?

request: Would you please send me a copy?

(2) Modal auxiliaries

CAN

COULD (conditional of can)

WILL

WOULD

are followed by infinitives without **TO**.

Other verbs, such as want, like, and need are followed by the full infinitive.

I would like to speak to him.

I need to speak to him.

I want to have a copy.

Grammatical reminders

3. WOULD: THE CONDITIONAL

WOULD is used to form the conditional and is very common in polite requests.

- I would be happy to help you..
- I'd like to speak to Jim Smith, please.

Here are some polite requests:

- Would you please call back at 10:00?
- Would you please spell that for me?

Be careful of the contraction:

- I'd like to speak to him.
- She'd like to see you.

4. SAY/TELL/ASK

SAY is used with the preposition **TO** or when we want to repeat somebody's words.

- She says that she is busy. (her words: I'm busy)
- We say "hello" when we see somebody.

TELL is used when we refer to another person, often with **NO PREPOSITION**.

- I'll tell Mr. Smith (that) you called.
- Please tell him (that) I need the information.

ASK is used with **NO PREPOSITION** and is followed by the infinitive!

- Please ask Tom to call me back.

Note: ASK SOMEBODY FOR SOMETHING

- Please ask Judy for that information. I need it.
- They are asking us for another copy.



4.6.Expectancies

Here you learn other ways to ask when the person you want will be back. On your CD, each question and answer is preceded by a signal. Repeat once.

Good morning, this is Paul Stanworth, from the Greater London Council. I'd like to speak to Juan Harito, please.

I'm sorry, Mr. Stanworth, but Juan isn't here now. Would you like to leave a message or call back?

Do you know when he'll be back?

He'll be back in a few minutes, I think.

When will he be back, do you know?

In two days.

Have you got any idea when he'll be back?

He'll be back between 10 and 11 tomorrow morning.

When do you expect him back?

He's expected back on Tuesday morning.

When is he expected back?

We expect him back on Monday.

Prepositions in time expressions

- on Monday, Tuesday...
- on the 2nd of November, on the 3rd of next month
- in the morning, afternoon, evening...
- at night
- at 6pm this evening
- in two or three minutes, in two or three hours / months/ days
- during the morning / the afternoon / the day / the week



4.7.When will she be back (in)?

For this exercise, **assume that today is Tuesday, October 10. It is 2pm.** You want to speak to the people shown. Write down where each person is, and the date(and/or time) when he or she will be back.

Greg Halthy

.....
.....

Gail Abernathy

.....
.....

Li Zhaozeng

.....
.....

october						
sun	mon	tue	wed	thu	fri	sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Ahmad Al-Tawil

.....
.....

Marsha Young

.....
.....

Pietro Delcampo

.....
.....

Paolo Marcusi

.....
.....

Exercise

You see the reason for each person's absence and expected return date below. Write a complete sentence using different expressions. Assume again that today is **Tuesday, October 10th.**

Kamal Najjar:
in Cairo
back in the
afternoon

Marianne Sommers
in New York :
back

october						
sun	mon	tue	wed	thu	fri	sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Ken Wilbury:
ill probably
back in the
morning

Jamie Dodson
out of town
probable
return one of
these days

See the next page for a review of expressing dates.

Greg Halthy is in Paris; he'll be back on the 16th at 9. Gail Abernathy is ill. She's expected back on the 25th. Zhaozeng's at a conference. He's expected back at the end of the month on the 30th. Ahmad's on vacation; he'll be back next Monday (that's the 16th). Mr. Marcusi is on a mission in South America and is expected back on the 26th or the 27th. Miss Young's away for a few days. She'll be back on Wednesday morning (tomorrow!!!)

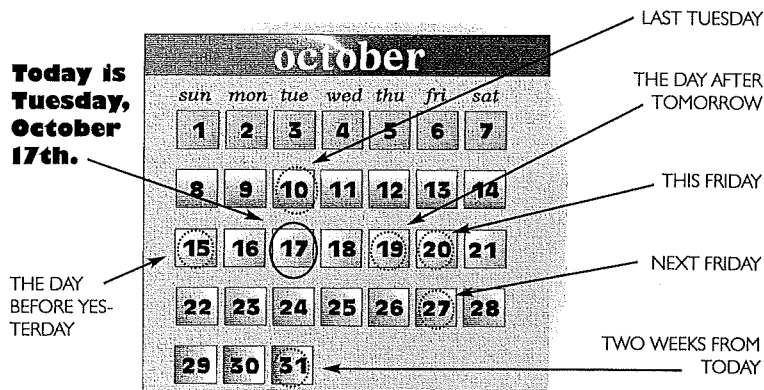
ANSWERS TO 4.7.



Are you sure you know to

EXPRESS DATES IN REFERENCE TO TODAY?

Languages have different ways of expressing dates in reference to today. Below you will find the common ways we do this in English.



4.8. Introduction to Paraphrasing

Communications experts say that we make mistakes because we do not listen carefully. One way to make sure that we understand correctly is to repeat or paraphrase (say the idea in different, or simpler, words. Here are some typical examples.



you hear

Can you call back in a few minutes?
That'll be fine!

you say

If I understand, I can call back in 20 or 30 minutes. Is that right?

NOTE

If your party uses a vague word or expression try to be more precise. What does "a few minutes" mean?

He'll be back in 2 days.
Yes, that's right. He'll be here.
Oh, I'd say you should call in the morning!

So I can call back on Friday. Is that right?

In the morning or the afternoon.

NOTE

Suppose today is Wednesday. Your party says that Joe will be back in 2 days. That means Friday, right? By following this simple procedure you will be forced to listen attentively.

Please call back after 2.

That's right, sir. After 2, yes.

That will be fine. I will tell her that you called.

So I can't reach her before 2 this afternoon.

I'll call back at half-past 2. Will that be OK?

NOTE

Saying the idea in a different way means that you listen carefully and understand. It reduces the risk of error. Again, state a precise time. Ask Will that be all right (OK)? This makes your party listen more carefully.

She's expected back next week.

Oh, I'd say on Monday.

Let me make sure I understand. I can't reach her until next week. On what day can I call back?

NOTE

Restate an affirmation as a negative, a negative as an affirmative. Then ask when exactly you can call back (or when exactly the person you want will call you back).



4.9. Practice Paraphrasing.

Here are some practice exercises in paraphrasing. The first four are on your CD. In the first statement you repeat the main idea, then you ask a question to get more precise information. Please write exercises 5-10.

1. "Fred will be back on Tuesday. Can you call back then?"
paraphrase: I see. So I can't reach him until Tuesday. Is that right?
clarification: What time can I call him (reach him) on Tuesday?
2. "Cathy Stevens is away this week."
paraphrase: _____
clarification: _____
3. "Bernard Stevenson is out of the office at the moment."
paraphrase: _____
clarification: _____
4. "Jill Tomlin will be back at the end of next week."
paraphrase: _____
clarification: _____
5. "Bill Nomsy is at a meeting this morning. Please call back later."
paraphrase: _____
clarification: _____
6. "Wenzhong is on holiday this week. Can you call back next week?"
paraphrase: _____
clarification: _____
7. "I'm afraid Paolo is very busy, and I don't know where he is."
paraphrase: _____
clarification: _____
8. "Katerina doesn't work in this department. I'm very sorry."
paraphrase: _____
clarification: _____
9. "Mr. Hendrikson is away for most of the week."
paraphrase: _____
clarification: _____
10. "Giampaola isn't in the office right now. Can I help you?"
paraphrase: _____
clarification: _____

ANSWERS TO 4.9.
 2. Cathy Stevens is away this week. You'll have to wait until next week. She'll be back on Monday morning. The best time to call is between 9 and 10.
 3. Bernard Stevenson is out of the office at the moment. But he's at the office today. Call back in half an hour — at 10:30.
 4. Jill Tomlin will be back at the end of next week. On Thursday morning.



Reference Notes for You

File #4

to reach somebody

When can I reach him?

Can I reach her tomorrow morning?

You can reach her tomorrow morning.

Do you have a number where I can reach her?

Where can he be reached?

• NOT...UNTIL

I can't reach her until late this afternoon.

available

He's out for the moment.

He's away for the day.

He's out of town for the day / for the week.

He's not available at the moment.

She's not free right now.

She'll be in all morning.

I'll be in until 3pm this afternoon.

to expect somebody

We expect him back tomorrow.

We expect her very soon.

She's expected sometime this morning.

He's not expected back until tomorrow evening.

File

5

Leaving and Taking Simple Messages

5.1. A Colleague is Absent.

We assume that there is no switchboard; that is, people call their parties directly. In this File, we look at ways of taking and leaving simple messages. It is important to remember that mistakes and misunderstanding are, unfortunately, very common. You will learn ways to make sure that you give and take clear messages.

CAST OF CHARACTERS

Evelyn Davis: (English), in the accounting department at Plumber and Olson Industries
Mike Jackson: (English), from Emberton Industries in Dayton, Ohio

1B Hi, is that you, Linda?

2B Oh... This is Mike Jackson from Emberson Industries in Dayton, Ohio.

3B Excuse me. This is Mike Jackson, from Emberson Industries.

4B I'm calling about an error on your last invoice.

5B Fine. Thank you for your help. Excuse me, but I don't remember your name.

6B Well, thank you very much for your help, Ms. Davis.

7B That's all right. Bye.

1A Accounting office.

2A No, I'm sorry. Linda's ill this week. This is Evelyn Davis. I work with her.

3A I'm sorry, I didn't get that. Will you say that again, please?

4A Yes, Mr. Jackson? Is there anything I can do for you?

5A I see. There's an error on our last invoice. I'm very sorry about that, Mr. Jackson. I will leave a message for Linda. She will call you back on Monday morning.

6A I'm Evelyn, Evelyn Davis.

7A You're welcome, Mr. Jackson. Sorry about the error.

8A Bye.

Notice how Mr. Jackson asks if the woman on the end of the line is Linda. Is that you, Linda?

Is there anything I can do for you. Evelyn offers to help.

I'm sorry about that. Evelyn says she is sorry about the error, and says what she will do.



How do you respond to "thank you"?

TYPICAL AMERICAN EXPRESSIONS

You're welcome!
Don't mention it!

TYPICAL BRITISH EXPRESSIONS

My pleasure!
That's all right!



5.2. Mr. Jackson's Problem

Michael Jackson (not the Mike in the previous conversation!) works in a large European company employing many Europeans and some Americans. Mike (an American) is supposed to participate in a meeting at 3pm this afternoon in the engineering department. It is now 2pm. He knows that he is going to be late and decides to call Phil Turner (a British engineer). Rich White, an American in Phil's department, answers.

CAST OF CHARACTERS

Rich White: (American) works in the CAD division
Michael Jackson: (American) in the design office

1B Ted? Mike Jackson here. Look, sorry to bother you now... I know you're busy, but...

2B Excuse me. Do you know where I can reach Ted? It's important.

3B Yes, this is Mike Jackson in the design office. We have a meeting scheduled for 3pm this afternoon. I have something urgent to finish and so I am going to be about 1 hour late for that meeting. Can you please give Ted the message if you see him?

4B That's right. At least one hour!

5B Thank you. Tell him I'm sorry about this, and that I will explain everything this afternoon.

6B Bye.



1A CAD division.

2A Sorry, Ted's out of the office. This is Rich White, his assistant.

3A No, I don't. I think he's at lunch, or in one of the meeting rooms on the second floor.

Is there something I can help you with?

4A

Certainly. Let me be sure I understand. You're Mike Jackson in the design office. You have something urgent to do, so you will be at least one hour late for the meeting this afternoon.

5A I'll give Ted the message.

6A OK, Mr. Jackson. Bye.



Important Vocabulary

- Is there something I can help you with? = Can I help you with something? (you are perhaps thinking of one or two specific things)
- Is there anything I can help you with? = Can I help you with anything? (More general)
- I'm sorry to bother you.



5.3. An Important Change

Mr. Blake (Australian) from the Koala Hotel Chain in Sydney, is in Toronto for the month preparing advertisements that are going to appear in Canada and in Europe next month. He wants to talk to Gail Sanders at VanGuard, a large advertising agency, about a change in an advertisement. Edward Lewis (Canadian) answers the phone.

CAST OF CHARACTERS

Tom Blake: (Australian) from Koala Hotels
Edward Vincetto: (American) in the design office

1B Hello, my name's Tom Blake. I'd like to speak to Gail Sanders.

2B No, she's the only person who can help me. Is there another number where she can be reached?

3B I understand. Have you got any idea when she's expected back?

4B Please tell her that I need to make some changes in our advertisements that will be appearing in Europe next month. I would like to meet with her to talk about that.

5B Yes. We have to have a final version before next Monday.

6B Yes. 771-554-80-90.

7B That's correct.

8B Thank you. I will be in until 6 this evening, and all morning tomorrow.

9B Thank you very much for your help.

10B The same to you. Bye.

1A Good afternoon VanGuard. This is Edward.

2A Gail is out of the office. Would you like to speak to somebody else?

3A I don't know. Hold on, please. I'll see if I can find out. [pause] Mr. Blake? Thank you for holding. We don't have another number where she can be reached. I'm sorry.

4A Late this afternoon or tomorrow morning. Would you like to leave a message, or would you prefer to call back?

5A Right, Mr. Blake. You want to meet with her to discuss some changes you want to make in next month's European ad project. Is that right?

6A Ah, so it's urgent! Will you please give me your number?

7A I'll repeat that: 771-554-80-90.

8A I will have Miss Sanders call you back as soon as I see her.

9A I'll make a note of that: till 6 tonight...and tomorrow morning.

10A Don't mention it, Mr. Blake. Thanks for calling VanGuard, and have a great afternoon.



REMINDER

Offer people a choice: would you like... or would you prefer?

This allows the caller to participate in the conversation.

NOTE

Is the subject urgent? Then say so!

Don't mention it.

See 5.1. for ways to respond to "thank you."

5.4. A good message.

We do not always give clear messages. To us the subject is very clear. To other people it is not so clear. All good messages should have answers to the following questions:

Who is the caller?
 From what firm?
 Whom is the call for? Whom does the caller want or need to speak to?
 What is the call about?
 If about an item, which item? (Which fax? Which letter? Which invoice? Which order?)
 What time did the person call?
 Why is the caller making this call?
 What follow-up (future) action does the caller expect?
 • He or she will call us back (if so, when?)
 • We will call him or her back (if so, when?)
 • Will do the following: (be specific)
 How does the caller feel? Dissatisfied? Angry?



What to say:

This is Mark Green, from Dodson Ltd. We're a parts distributor in Copenhagen — and a new customer for you.

I need to speak to _____ about the payment procedure because we plan to place a large order for your new car telephones.

Please ask Marcello to call me back (today, tomorrow). I'll be in the office until 5pm.

The number is (do you have a pen?) 555-555-555.

WHO
WHAT
WHERE
WHICH
WHEN
WHY



What to ask:

I didn't get your name. Can you give it to me again, please?

Where is your firm located?

Are you already a customer?

What is your call in reference to? (What are you calling about?)

Which contract, order, etc... are you referring to?

Who would you like to speak to?

Will you give me your number? OR: Let me have your number, please.

When can Marcello reach you? Will you be in all day? What time can he reach you tomorrow?



Reference Notes for You

File #5

Offering to help

REMINDERS

(1) There is little difference between **ANYTHING** and **SOMETHING**. The first tends to be more general.

(2) English speakers use constructions like *Is there anything I can help you with?* very often.

- Is there anything I can help you with?
- Can I help you with anything?
- Is there something I can help you with?
- Can I help you with something?
- Can I help you in any way?
- Is there any way I can help you?
- I'll be happy (glad) to help in any way.
- Is there anything (something) I can do for you?

I'll do it when...

• I WILL TELL HER

- as soon as I see her.
- as soon as she arrives
- when I see her.
- before I leave, before she leaves

• SHE WILL CALL YOU BACK

- as soon as she gets the message.
- as soon as she arrives
- when she arrives (when she gets here)
- as soon as (when) the meeting finishes
- before she leaves.

REMINDERS

(1) Use the future (*will*) only after the main verb. After *when*, *before*, or *as soon as* use the present.

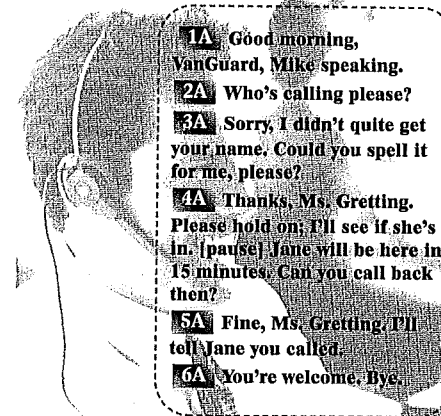
File

6

*More Complicated
Requests and Messages*

6.1. Trying to contact somebody

Paula Greeting (English) in Manchester wants to reach Jane Davis, at VanGuard (the North American advertising agency in the last file. Mike (Canadian) answers the phone.



1A Good morning, VanGuard, Mike speaking.

2A Who's calling please?

3A Sorry, I didn't quite get your name. Could you spell it for me, please?

4A Thanks, Ms. Greeting. Please hold on; I'll see if she's in. (pause) Jane will be here in 15 minutes. Can you call back then?

5A Fine, Ms. Greeting. I'll tell Jane you called.

6A You're welcome. Bye.

1B Hello, I would like to speak to Jane Davis, please.

2B Sorry, this is Paula Greeting in Manchester, England.

3B Greeting: G-r-e-t-t-i-n-g.

4B Certainly. I'll call back at 10:30.

5B Thanks very much.

REMINDER

- (1) Always identify yourself.
- (2) You hear: call back in 15 minutes. If it's 10:15, you say, I'll call back at 10:30.

6.2. The second time around.

This is a familiar experience. We call our party back, and he or she is still not available. Here, Dave Wajinsky (American) wants to contact Phil Barlow at Knight Fabrics. Karen (English) answers the phone.

1A Good afternoon, Knight Fabrics. This is Karen.

2A I'm very sorry, Mr... Mr... Mr. Wajinsky, but Phil hasn't called in yet. If you'll leave your number, Phil will call you back just as soon as he arrives, or as soon as he calls in.

3A I'll try to find out. May I put you on hold for a minute?

4A Mr. Wajinsky? Sorry to keep you waiting. Phil has an appointment at 3, so we expect him back very shortly.

5A I think so.

6A That's all right!

7A Bye.

1B Good afternoon, this is Dave Wajinsky. I'm trying to reach Phil Barlow. I called earlier and was told he would be back this afternoon. Is he there now?

2B All right. It's 215-566-3234. Do you have any idea how much longer it will be?

3B All right.

4B OK, then I can expect his call in the next 20 minutes or so?

5B Thanks very much for your help.

6B Bye Bye.

PARAPHRASING

Dave checks his understanding with a question. He has a clearer idea when Phil will probably call back.



an excellent idea!

Don't be authoritarian! Ask if you can put people on hold: "May I (can I) put you on hold for a minute? Will you hold the line for a minute?". And when you come back on the line, apologize for keeping your party waiting: ("Sorry to keep you waiting") or thank the person for waiting. ("Thanks for holding.") It shows respect and courtesy for the caller!



6.3. A Change in Hotel Reservations.

Steve Edis (English) changes a hotel reservation at the Sheraton in New York where Tom (American) answers and transfers him to Voytek (American), the reservationist.

1B *I'm calling from London. I have a problem concerning a room reservation at your hotel.*

2B *All right, thanks.*

3B *This is Steve Edis in London. But I'm sorry, I didn't get your name.*

4B *I have a problem concerning my room reservation at the Sheraton. I was supposed to arrive on Wednesday, the 22nd, and leave on Saturday morning, the 25th.*

5B *No, I am not coming to New York, but my company is sending another person in my place. Can I change the reservation?*

6B *My family name's Edis : E-D-I-S, and my Christian name's Steve.*

7B *Her name is Sue Parsley.*

8B *Yes... Parsley. Exactly like what you put on salads and food.*

9B *Right.*

10B *Yes, that's right.*

11B *The country code is 44, and the number is 171 823 23 34 21.*

12B *That's right.*

13B *That's great! Thanks for your help.*

14B *Bye.*

1A *Good afternoon, Sheraton Hotel. This is Tom. How can I help you?*

2A *OK, if you'll hold on, I'll transfer you to reservations.*

3A *Good afternoon, reservations. This is Voytek.*

4A *My name's Voytek. V-O-Y-T-E-K. It's not a common name. How can I help you, sir?*

5A *And you need to change those dates?*

6A *That's no problem at all. I don't remember your name. Could you give it to me again?*

7A *OK... Hold on, I'm going to check on the computer. Edis... Steve. Arriving the 22nd. Yes, I have it, Mr. Edis. Now I need the name of the other person.*

8A *Parsley?*

9A *P-a-r-s-l-e-y. Sue. Right?*

10A *The same dates?*

11A *Sue Parsley. The firm is Kensington Electronics. Arrival the 22nd, departure the 25th. That's 3 nights, single room. Ok. I've made the change. I need Ms. Parsley's fax or e-mail number so I can send the confirmation.*

12A *44 171 823 34 21.*

13A *The confirmation will go out in the next 20 minutes.*

14A *You're welcome. Bye-bye.*

NOTE

How can I help you? is very common today. It asks your party to tell you immediately the subject of the call

6.4. Over to you

Repeat the dialogue, taking the role of Steve. First you will speak to Tom who answers the telephone at the Sheraton. Then you will speak to Voytek, the reservationist. The objective here is to be able to answer smoothly. If you can use the expressions which appear in 6.3., that is excellent. But concentrate on communicating clearly.

6.5. Exercise.

Fill in the blanks with an appropriate response.

1. TOM: Good afternoon, Sheraton Hotel. This is Tom. How can I help you?
YOU:
2. TOM: OK. Please hold on while I transfer you to reservations.
YOU:
3. RESERVATIONIST: Reservations, how can I help you?
YOU:
4. RESERVATIONIST: Would you like to change those dates?
YOU:

6.6. Exercise.

Now reverse the roles: you are answering. Fill in the blanks with a suitable statement or question.

1. YOU :
Hello, this is Elena Eshimir in Istanbul. I would like to make a change in my reservations.
2. YOU :
ELENA : All right, thank you.
3. YOU:
ELENA : Hello, this is Elena Eshimir in Istanbul. I have a reservation for 3 nights at the Sheraton, but I need to make a minor change.
4. YOU :
ELENA : I was supposed to arrive on the 23rd in the evening, but I will arrive instead on the 22nd. Can I reserve an extra night?
5. YOU :
ELENA: Thanks.

Use this page for your notes

File # 7

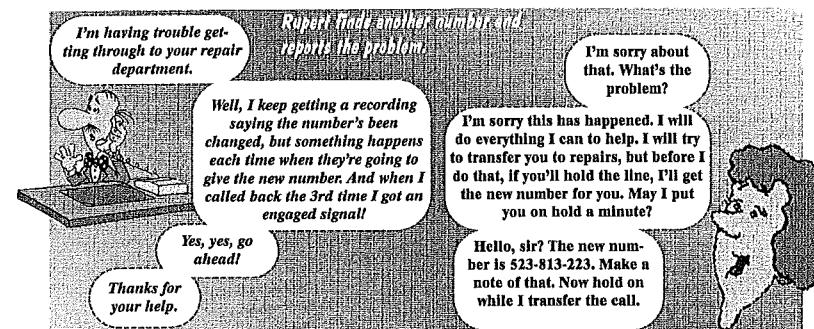
Problems and Predicaments: Recorded Announcements

7.1. Problems Getting Through.

Like it or not, the computer age is here to stay. We often get recorded messages reporting changes, or giving us instructions to reach the person or department we want. Sometimes our experiences with voice mail or recordings go well. At other times it can be very frustrating, as Rupert's experience here makes clear.

Rupert's first call.

Rupert discovers that his party's number has changed.

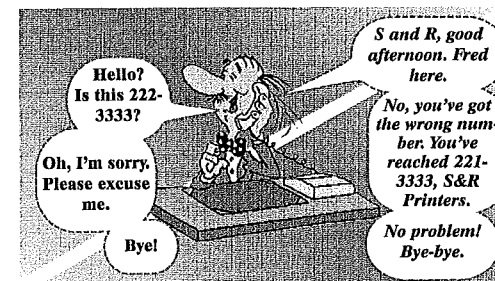


NOTE

Rupert says he got an engaged signal. In the USA he would say a busy signal. Note especially how Linda apologizes for the inconvenience and explains clearly what she is going to do.

Rupert's second call.

This time he reaches a wrong number.



Vocabulary

Is this... (+ number)?

You have the right number
You have the wrong number

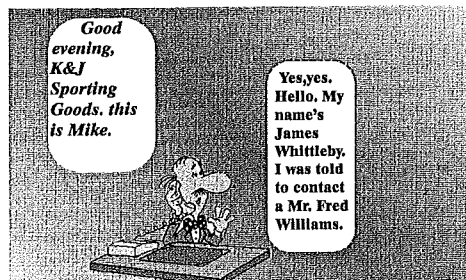
Excuse me, I have the wrong number.

I'm sorry, I have the wrong number.



Rupert's third call.

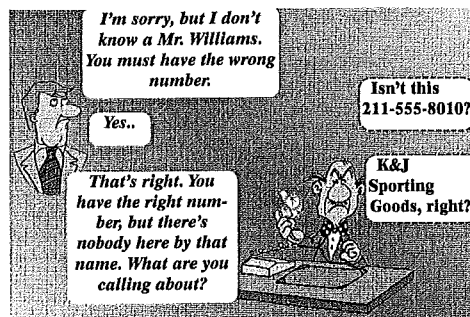
The right number but the wrong person?



NOTES

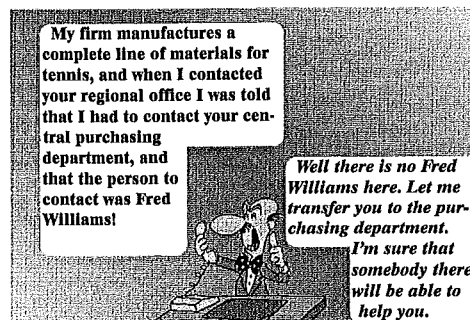
(1) . The use of the passive:
I was told to speak to...
I was told to contact...
I was told to call back...
I was put on hold...
with the verb ASK
I was asked to contact...

(2) . Use of the indefinite article **a**:
I don't know **a** Fred Williams.
I was told to contact **a** (certain) Fred Williams.



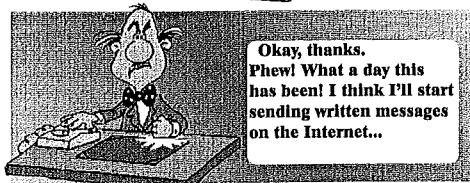
NOTE

Checking your information
Isn't this...?
In Australia, some people say two double one.
Rupert is starting to get a little angry. He's got the right number, but apparently there is a mistake concerning the person he needs to contact.



NOTE

Somehow Rupert received the wrong information. He explains why he is calling. Note carefully how Mike's tone of voice when he says "there is no Fred Williams here." He does not say this defiantly, but feels worried and concerned for the caller. He clearly explains what he is going to do: transfer the call to the purchasing department.



Poor Rupert.

Even written messages can be vague and unclear.

7.2. Other Recorded Announcements

Here are 5 examples of other typical recorded messages common in North America and the UK. See if you can understand them before looking at the words at the bottom of the page.



Can you write the number reached?

In which area code?

1

What is the problem?

- ☐ The number has been disconnected.
- ☐ This is not the number for information.
- ☐ The people have transferred their calls to another number?
- ☐ There is only partial service: people cannot receive calls.

Write the number reached:

Write the new number:

2

Write the number reached:

What is the problem?

- ☐ The number has been disconnected.
- ☐ Calls to this number are transferred.

3

What are the office hours at Petterton International?

4

On Fridays the office closes

- ☐ earlier
- ☐ later

What is the date today?

Why is the firm closed today?

- ☐ It's a bank, and all banks are closed today.
- ☐ It's closed for inventory.
- ☐ Today is a legal holiday.

5

Write the office hours:

NOTE

In the USA people use the word *holiday* when referring to days like Christmas, the 4th of July, etc. *Today's a holiday*, they would say.

Remember that in the USA the word *vacation* is used for a period or rest away from work.



Vocabulary

AVAILABLE

Is that information available now?

FURTHER = ADDITIONAL

I need further information.

I need additional information.

AREA CODE (USA AND CANADA)

A 3-digit number: New York City's area code is 212. Los Angeles: 213.

1. I'm sorry, the number you have reached : 5-6-8 8-8-9-2-9 in area code 3-1-5 is not available for incoming calls. No further information is available.
2. I'm sorry, the number you have reached: 4-5-1 6-5-4-3 has been changed. The new number is 4-5-1 6-2-8.
3. I'm sorry, the number you have reached: 7-7-3 8-1-0-5 is not in service at this time. No further information is available.
4. Good afternoon. Thank you for calling Petterton International. Our office is open from 8:30 to 5:30, from Monday to Thursday, and from 8:30 to 6pm on Fridays. Please call back during these times. Thank you.
5. Thank you for calling Fembroke. Our offices are closed today, Friday the 25th, a bank holiday. Please call back on Monday. Our regular office hours are from 9 to 6 daily, except Saturdays and Sundays.



7.3. Voice Mail

It is more and more frequent to get a recorded announcement telling us either to leave a recorded message or to press one or more numbers to reach the person or department we want. This exercise is based on an authentic message found in the USA. Listen and complete the following.

You are calling International Software Systems and hear this message.

1. What do you do if you know your party's extension?
.....
2. How do you reach a particular employee? Suppose you want to reach John Doe at ISS. What do you do?
.....
3. Suppose you are calling this company from Europe. What do you do if you want to place an order?
.....
4. Suppose you are calling from a telephone in the USA or Canada, and that you want to place an order. What do you do?
.....
5. Can you send a fax if you are calling from outside the USA?
☐ Yes ☐ No
6. To reach technical support, you press
7. To reach the accounting department, you press :
8. For information on a licensing procedure, you press:
9. If you want to listen to this information again, press
10. To speak to a real human operator, you

Did you know that

#

is called a "number sign" in English?

Here's an example:
File #7.

Now fill in the blanks to obtain a transcript of the recording.

Thank you for calling International Software Systems. If you know your party's extension, please (1) it at any time.
To reach the employee (2) by last name, press the number sign.
If you're calling from the United States or Canada, and would like to place an order, or speak to a (3) , please call (4) Or you can fax a (5) to (6)
For orders or customer service (7) the USA or Canada, press 1.
For (8) press 2.
For (9) press 3.
For (10) or press 4.
To (11) this press 5, or (12) to speak to an operator.

1. You enter it (by pressing the numbers) at any time; (2) you press the number sign to get the employee directory; (3) you press 1 (4) No, you cannot send a fax because only an 800-number is given; these can be reached only in the USA or Canada. They are toll-free, meaning that the caller does not pay. (6) "2" (7) "3" (8) "4" (9) "5" (10) stay on the line.
MISSING WORDS FROM THE COMPLETION EXERCISE (4) 1-800-515-2640 (5) request (6) 1-800-515-4620 (7) out-side (8) technical support (9) accounting (10) marketing or licensing (11) repeat this menu (12) stay on the line

ANSWERS TO THE QUESTIONS

Now suppose you stay on the line to speak to an operator. You know that it is 10am in New York, but International Software Systems is in California where it is 7am and therefore not open yet. You get this message. Can you fill in the missing words?

Hello, I'm Tim Bates, customer service representative. I'm
on another line or
Please leave your name, number and a brief message after the beep. Thank you. Bye.

MISSING WORDS
currently
away from my desk

7.4. Other recorded messages.

Here are 5 examples of good messages left on an answering machine.

1

Tanya Parova shares her phone with one or two colleagues. Ted says whom the message is for, and also what it is about. Note that he gives his number slowly!

British

I'm calling Tanya Parova. It's important for me to speak to her about the project completion. My name's Ted Wipple at BT. The number is 0181-543-7940. Thanks.

2

It is a good idea to state the date and time, especially when any legal or contractual aspect is involved. Or if there is any chance that the message will not be received on the same day, your party knows immediately when you called.

American

Today is Monday, the 13th. It's 4:30. This is John Whitley from Sanson Industries in Chicago. This message is for Mike Nidrickson, and is about the warranty on the new equipment. Please call me back as soon as possible at 203-551-2918. That's a direct line. Thank you. Bye.

A WARRANTY

Guarantee or legal promise concerning the performance or quality of merchandise.

3

Alison does not know the person whom she needs to contact. Remember to give your number slowly so that your party will not have to replay it once or twice! Notice that Alison all says when she will be in today and tomorrow.

British

Hello. This is Alison Drouzhby from British Gas. My name is spelled D-R-O-U-Z-H-J-B-Y, and my number is 1718 25 27. I would like to speak to somebody about changes in our contract. Please call me back until 3pm or anytime tomorrow.

ANYTIME

at no particular time

4

Robert is calling a person whom he knows very well. He knows that only this person will receive the message. Therefore he does not need to say whom the message is for. He does not leave his number because his party knows it.

British

Hello. It's 1:30, on Monday, June 13th. This is Robert Cauldings from UK Electronics. There's a problem on your last order. The modems are not available. Please call me back. Thanks. Bye.

AVAILABLE

what you can have, what is at your disposal

5

Again, only one person will receive Vanessa's message. And this person knows her telephone number.

British

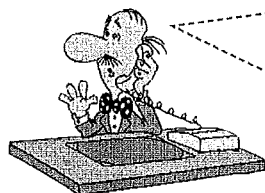
This is Vanessa Greenfield from T&R Ltd. I would like to speak to you about the fax you sent yesterday. Will you please call me back anytime today or tomorrow morning until 11. Thanks.



Reference Notes for You

File #7

- Hello. Who's this (Who's that)?
- Hello? Is this 222-3333?
- Excuse me, I have the wrong number.
- I'm very sorry, I have the wrong number.
- Is this Gorky 24-55-44-33-55-44?



- I'm having trouble getting through to...
- I keep getting a recording saying...
- I keep getting an engaged (USA: busy) signal.
- I get a fax signal, so I must have a fax number.
- Something happened, we were cut off (disconnected).
- We keep getting cut off (disconnected).
- The phone stops ringing, but nobody answers (the line goes dead).

- I'm having trouble hearing you. Could you speak a little louder, please?
- We have a bad connection.
- There's something wrong with the line / with the connection.
- There's a lot of noise (on the line).
- I'm sorry, but I'm having trouble understanding. Can I send a fax?

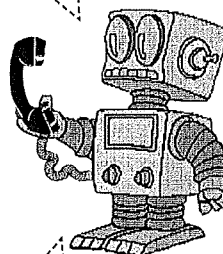


Grammar reminder: trouble!

TO HAVE TROUBLE (DIFFICULTY) DOING SOMETHING

- I always have trouble pronouncing this word.
- I'm having trouble reaching Tom White.

- I'm sorry, you have the wrong number.
- You have the right number, but there's nobody here by that name.
- I'm sorry, but I don't know a Mrs. Williamson.
- There isn't a Mrs. Williamson here.



- I'm sorry this has happened.
- I'm sorry for the inconvenience.
- I will do everything I can to help.
- I will try to solve the problem. Please stay on the line. If we get disconnected, please call back.
- Please hang up and I'll call you back.
- You're right. (There is a lot of noise).

HOW TO TALK TO A MACHINE

Talking to an answering device should not be as difficult as talking to another person. But we often have difficulty speaking coherently. The problem is that we have not prepared our telephone call. This is a serious mistake. Go back to clear messages in section 5.4. Before you make a telephone call, be sure you can answer those questions. When you get a recorded announcement inviting you to leave a message after the beep, do these things:

1. Say hello (or good morning, etc.)
2. Give your name and your firm's name. (*This is...*)
3. State the date and the time. (*It's...*)
4. Say whom the message is for. (*This is a message for...*)
5. Briefly explain the subject: *I'm calling about...*
6. Say exactly what you will do or what you would like:
 - Please call me back (give your number slowly.
 - I'll call you back at (give exact time)
7. End the message. Say thank you and goodbye.



File #

8

Appointments: Making, Changing, and Cancelling Them

8.1. Setting Up an Appointment

Situation: Don Adams (American) from Long Island Laboratories, is going to Los Angeles next week and would like to meet with Weldon Shelling from West Coast Distributors. Because the two men know each other, their conversation is a casual and friendly one.



1A Good morning. This is Weldon Shelling.

2A Well, hello Mr. Adams! How have you been?

3A Just fine, thanks. What can I do for you?

4A Sure. What day?

5A I'm afraid I won't be in the office on Thursday morning. What about the afternoon?

6A Can we say 3?

7A You're down for 3.

8A Oh, Mr. Adams: Are you still interested in Asia for your new vaccinations?

9A I'll have some good news for you.

10A You're welcome. Have a good weekend.

11A Bye.

1B Hello, Mr. Shelling. This is Don Adams from Long Island Laboratories.

2B Up to my ears in work, but aside from that, OK. How about yourself?

3B I'm coming to L.A. next week, and I'd like to talk to you about some new items we're going to be putting on the market soon. Could we schedule an appointment?

4B How about Thursday, in the morning?

5B What would be a convenient time for you?

6B That'll be

fine: 3pm, Thursday the 18th.

7B Thanks.

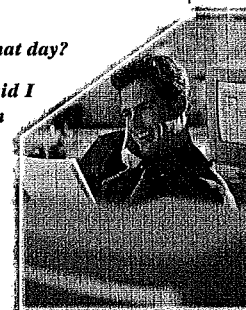
8B Of course!

9B Great! Thanks again, Mr. Shelling.

10B You have a good one, too. Bye

Over to you:

The dialogue will be repeated with pauses. Take the role of Don Adams. Use your name.



Useful everyday expressions

QUESTION

How have you been?

How about you / How about yourself?

ASIDE FROM, APART FROM...

Aside from the work, the bad weather, the pressure ...

Very busy, but aside from that...

REPLY

(I've been) just fine, thanks.

Not too bad, thanks.

8.2.

Meetings and Appointments

Requesting an Appointment with somebody

- Can we / could we make an appointment?
- Can we / could we set up an appointment?
- I would like to make an appointment with
- I would like to set up an appointment with.....
- I would like to schedule an appointment with...

Making Suggestions

- I would like to suggest (+ date and time).
- Could I suggest (+ date and time)?
- Might I suggest (+ date and time)? *
- How about... (+ date and time)?
- What about ... (+ date and time).
- Could we say... (+ date and time)?

Questions

- Is that all right?
- Is that convenient (a convenient day, time) for you?
- Would that be convenient for you?

Open Replies

- Anytime will be / would be fine with me.
- I'm free all day / all morning / all afternoon.
- Whenever you're free.

Declining politely and Making Counterproposals

- I'm afraid that's not very convenient for me.
- That isn't the best time (day) for me.
- I'm afraid I can't on (+ date or time).
- I've got an appointment at that time.
- I'm going to be away / at a meeting... etc.

We make, set up, *schedule an appointment* with somebody for a certain day, at a certain time.

We *have an appointment with somebody* on a certain day, at a certain time.

When that day arrives, we *keep our appointment*.

If we cannot keep it, we either *reschedule it* for another day and time, or *cancel it*.

Important grammar notes

1. The gerund after certain verbs and expressions

• LOOK FORWARD TO

I'm looking forward to seeing you again.

We're looking forward to discussing that with you.

• APPRECIATE

I would appreciate receiving a copy of the report.

• ENJOY

I will enjoy talking to you about that.

• GO ON (= continue)

We will go on using the same procedure.

• STOP

We stopped using that procedure because it was expensive.

• AVOID

We will avoid paying too much.

• POSTPONE

We had to postpone going to Los Angeles.

• DISLIKE (= don't like)

I dislike giving people bad news.

There are many other verbs in English which MUST be followed by the gerund (-ING form of a verb). Consult a good grammar book for more information. *ENGLISH STRUCTURE PRACTICES* contains a complete section on gerunds.

2. Use of ANY + NOUN

- (a) You may call (at) anytime from 8am to 6pm.
(b) Anytime you call will be fine.
- (a) Please notify us of any change in the schedule.
(b) Any change requires our approval.
- (a) We can accept any arrangement.
(b) Any arrangement you can make will be fine.
- (a) I would appreciate any advice on this subject.
(b) Any advice (you can give) will be appreciated.

ANY has a negative idea (NOT ONE) only when used with a negative verb or a negative word. See 3 below.

3. ANY in affirmative vs. negative statements or questions

AFFIRMATIVE

- Do anything you like.
- Say anything (you like).
- You can go anywhere.

NEGATIVE

- Don't do anything without my approval.
Do nothing without my approval.
- Don't say anything (about this)!
Say nothing (about this!)
- You can't go anywhere. (You must stay here)
You can go nowhere.

File #9

Information Calls

9.1. A Preliminary Information Call

Situation: the Pembroke Company is a British distributor of speciality foods, and is interested in expanding into South America. Peter Gordon calls Brace and Roberts, an export agency, for the first time for preliminary information.



CAST OF CHARACTERS

Peter Gordon: (British) marketing director, Pembroke
Karen Jameson: (British) receptionist at Brace and Roberts
Brian Bodonsky: (American) director of speciality food division



1A Good afternoon, Brace and Roberts. This is Karen Jameson.

2A Fine, Mr... Peters. You did say your name was Peters, right?

3A Sorry, Mr. Gordon. You need to speak to Mr. Bodonsky. Please hold on while I transfer you to him.



1B Good afternoon. This is Peter Gordon from the Pembroke Company. We market speciality food items. I'd like to speak to somebody for some preliminary information on market studies.

2B No, my name's Gordon, Peter Gordon.

4B Hey, I was just getting ready to leave, but, OK: I'll take him. Brian Bodonsky.



4A Brian, I have a Mr. Peter Gordon who wants some information on a market study for speciality food items.

The conversation now continues with Peter Gordon speaking directly to Brian Bodonsky.

5A Hello, this is Peter Gordon from the Pembroke Company. I need some detailed information about the South American market for speciality food items, and I understand you're the person I need to speak to. Can you give me 5 or 10 minutes of your time?

6A Fine. What time?

7A Can we say 3?

8A Thanks.

9A Bye.



5B To tell you the truth, Mr. Gordon, I have to leave the office right away. Could I call you back this afternoon?

6B What's the most convenient time for you?

7B Three it will be. Can you give me your number? (HE WRITES DOWN PETER'S NUMBER) Right. Excuse me again for this. I'll call you back at 3.

8B Bye-bye.



9.2. A Brief Interview Over the Phone

Situation: Ann Calloway is conducting a survey by telephone and is calling many regional firms in Britain. Here she is calling the export agency Brace and Roberts (see 9.1.)

Ann Calloway
Karen Jameson
Mark Vylino

CAST OF CHARACTERS:
(British) from the Midlands Star newspaper
(British) receptionist
(Australian) assistant director

1A Brace and Roberts, good afternoon. Karen Jameson.

2A Carl Winch, our director is in Buenos Aires, but his assistant is here. But I don't know if he can talk to you. Would you hold on a minute, please?

1B Good afternoon. This is Ann Calloway from the Midlands Star newspaper. I'm doing a survey of firms in our area and would like to speak to the manager, or somebody who could give me information about your current export activities.

2B Yes, thank you.

(to MARK) Mark, I have a woman from the Midlands Star newspaper on the line. She's doing a survey, and wants to get some information on our current export activities. Do you want to talk to her?

3A NOW SPEAKING MARK
Hello, Miss Calloway? Sorry to have kept you waiting. I'm going to transfer you to Mr. Mark Vylino, assistant manager.

4A Vylino, I'll spell it for you. Got a pen?

That's all right. I'll transfer you to his office.

(MARK VYLINO SPEAKING TO KAREN):
Yes, I can talk to her. Put her through, thanks.

3B Oh-Oh-Oh... Can you repeat his name, please?

4B Yes, go ahead.

Thanks.

The conversation now continues between Mark Vylino and Ann Calloway.

5A Mark Vylino.

6A Yes, yes.

5B Good afternoon, Mr. Vylino. My name's Ann Calloway from the Midlands Star newspaper. We're doing a special report on the firms in our area, and I'd like to ask you some questions about your agency. It will take 5 or 10 minutes. Is that all right?

6B Thanks, Mr. Vylino. First, how many people do you employ?

Vylino answers, and the interview proceeds smoothly until the end (on the next page).

7A So you see, if the current trend continues, we should increase regional exports to those South American countries by at least 35% over the next 5 years.

8A Yes, go ahead.

9A That's quite all right. Have a good day, Miss Calloway.

10A Bye.

7B Well, that does it, Mr. Vylino. May I use your name in the article?

8B Mr. Vylino, thank you for your time. I appreciate your help.

9B The same to you. Bye!



a good idea

Steps and useful expressions to use when you want to talk to somebody for information. It is always a good idea to ask your party if he or she can give you a few minutes of his or her time. Do not launch right into your conversation, only to have your party interrupt you and say that this is not the best time to discuss the subject!

OPENING

- I would like some information on...
- I'm calling to get some information on...
- I would like to speak to somebody about...

DESCRIBING YOUR FIRM

- We're a (small, large) firm located in...
- ABC is a firm specialized in...

IS THIS THE RIGHT TIME?

- Can you give me 5 or 10 minutes of your time?
- Can you give me a few minutes of your time, or would you like me to call back later?
- When can I call you back?
- When's the best time for me to call you back?

YOU ARE THE PERSON

- I can help you.
- I'll be happy to help you if I can.
- I'll do what I can to help. Just what exactly would you like to know?

YOU ARE NOT THE PERSON

- Please stay on the line; you need to speak to (name). I'll see if he/she is available.
- You need to speak to (name). I'll see if he/she can talk to you. May I put you on hold?

IT IS, OR ISN'T THE BEST TIME

- Certainly, go ahead.
- I'm sorry, but this is not a convenient time for me. Could you call me back (+ date and time)?
- I'm sorry, but I can't talk to you right now. Can I call you back? (arrange a suitable time)

File

10



Difficult Calls and Confrontations

What do you do when your interlocutor is furious and criticizes you — justly or unjustly? How do you keep calm in such circumstances? In Western civilization we express ourselves openly. We say what we feel; we tell the other person that he or she is wrong or has made a mistake; we do not hesitate to say that we are not pleased. Not so in other cultures!

Asian cultures place great value on hierarchical organization. The verbs in many Asian languages — Korean, for instance — may have dozens of different forms depending on the status of the person to whom we are speaking. (These are called honorifics). French has two words for YOU (*vous* and *tu*). German has three: *Du*, *Sie* and *Ihr* (second person plural familiar form). So is it hard to imagine a language having twenty or thirty?

One thing is common in most Asian cultures: the respect for face. It is considered rude and terribly low to criticize another person because that person "loses face." Speaking of oneself and of one's accomplishments is also considered in bad taste.

Everything is done to preserve social contacts and group harmony. Western civilization, and in particular American culture, stresses the individual. Asian cultures stress the group.

Arab cultures on the other hand place great value on familiarity. This does not mean, however, that you can criticize a person, or otherwise find fault with that person. The Arab will find this insulting, an attack on his honor and dignity. Arabs swear by God or insist with great force when speaking. But they will never openly criticize or find fault with another person.

Intercultural communication is a vast subject and an important one. It is impossible to cover this subject in three or four pages. Keep in mind one thing: when you find yourself in any problem situation, follow the suggestions on the following pages.



10.1. The wrong way!

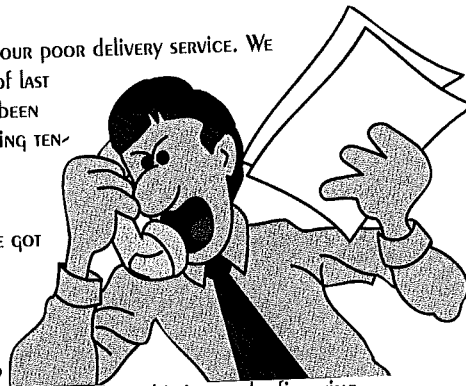
A customer is complaining

I'm calling to complain about your poor delivery service. We placed an order on the 25th of last month. What have you people been doing? You... You... BEEN playing tennis all day?

Yes! Busy satisfying other customers. Do you realize that we got our own customers down our backs?

Now listen here! Do you take me for some kind of idiot who doesn't know how to place an order by fax? This is not the first time we've done business with you, but it very well may be the last!

No, I didn't get one! Now listen here: you get that order to us by tomorrow afternoon or else!



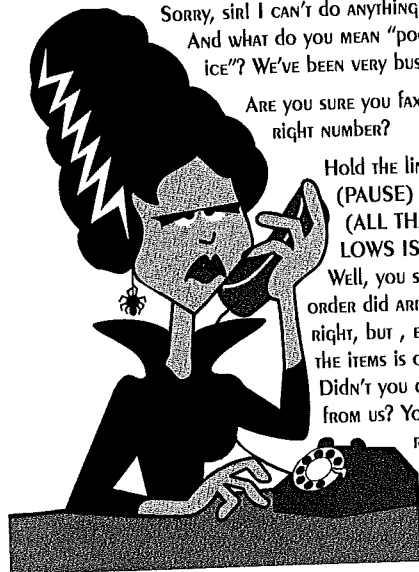
Sorry, sir! I can't do anything about it. And what do you mean "poor service"? We've been very busy!

Are you sure you faxed it to the right number?

Hold the line!
(PAUSE) Hello, sir?
(ALL THAT FOLLOWS IS A LIE!)

Well, you see, your order did arrive all right, but, eh, one of the items is out of stock. Didn't you get a note from us? You must have received one!

All right, sir. Bye.



NOTE

Mary does not take any responsibility and uses the typical defense: *IT'S NOT MY FAULT*. She responds to anger and accusation with her own anger and accusation (*What do you mean...?*)

10.1. The right way!

A customer is complaining

I'm calling to complain about your poor delivery service! We placed an order on the 25th of last month. What have you people been doing? You... You BEEN playing tennis all day?

By fax! As we usually do!

What? What? Since the 25th of last month? You haven't even got our fax?

All right! Look... I appreciate your help and....thanks.

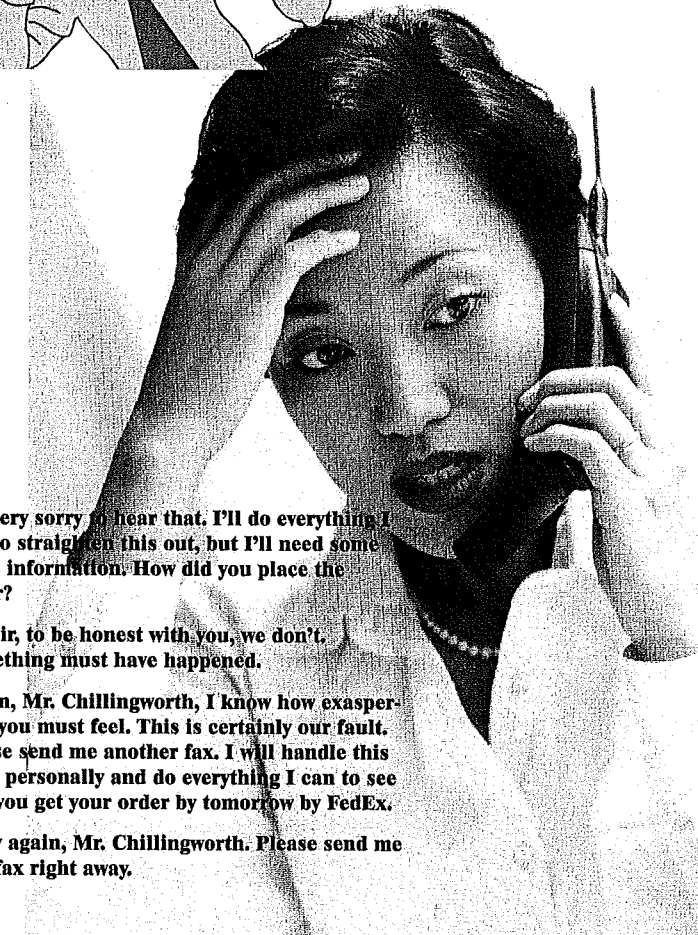


I'm very sorry to hear that. I'll do everything I can to straighten this out, but I'll need some more information. How did you place the order?

No, sir, to be honest with you, we don't. Something must have happened.

Listen, Mr. Chillingworth, I know how exasperated you must feel. This is certainly our fault. Please send me another fax. I will handle this error personally and do everything I can to see that you get your order by tomorrow by FedEx.

Sorry again, Mr. Chillingworth. Please send me that fax right away.



NOTES

(1) *to straighten out*: to put back in order, to solve a problem

(2) Mary is honest and does not try to lie, or defend herself or her firm. Note that she says that she knows how exasperated Chillingworth must feel. She then offers to do everything she can to help.

10.2. How to handle angry callers

When a caller is angry, follow these simple recommendations. Remember that "it takes two to tango." This means that when you are involved in conflict, what you say can alleviate or worsen the situation. Do you want to pour oil or water on that fire?

never

- immediately try to avoid responsibility. There is always something you can do.
- go on the defensive and try to defend yourself or your company.
- look for excuses or invent excuses. This will make the caller even angrier.
- ask questions like *Are you sure that you... Are you certain that you...* This suggests that the caller is wrong.
- lie. Studies prove that in many cases it is easier to detect lies and deceit on the telephone than in face-to-face situations.
- raise your voice or use abusive words, even if the caller does this. As the saying goes, two wrongs do not make a right. Remember that other cultures do not express fault as easily as we do!

always

- volunteer to help. Get all the information you can concerning the problem. Offer to transfer the call to the right person.
- be honest. If something has gone wrong, say so. You will be respected more for your honesty.
- think of the other person. Many cultures place great value on "face-saving" or personal honor (Asians and Arabs particularly). Be sensitive and say nothing that could be interpreted as a personal insult.
- ask neutral questions: when did you send it? What number did you fax it to? etc.
- keep calm and try to imagine how you would feel if you were on the other end of the line. Express concern for the other person's feelings: *I know how angry you are (you must feel).*

10.3. How to act when you're angry

There are times when we are all angry or dissatisfied about something. Deliveries are late. Invoices are wrong. Defective equipment is received. The tax collector notifies you that you must pay an enormous fine. There are ways of expressing yourself in these — and other — situations that will help you to get what you want without insults or hard words.

Try to:

- wait until you are calm.
- separate the person from the subject. Focus on the problem or the issue and not on the person to whom you are speaking on the telephone.
- talk of and about yourself and your feelings. Avoid using YOU (especially in accusations). For instance, rather than say "*You didn't not send me the fax!*" say "*I did not receive the fax you promised to send.*"
- express how you feel: "*I feel irritated when we have to wait so long.*" rather than "*you make me irritated.*" (this is an accusation; the previous sentence describes how you feel and nobody can challenge that.) Similarly: "*I feel angry when you do that.*" is better than "*You make me angry when you...*"

FILE #3

3.1. Vocabulary File

Good morning
Good afternoon
Good evening
Hello
This is...

} opening greetings

(This is) Judy Daniels speaking.

What can I do for you?

I'd like (= I would like) to speak to ...

firm = company

How are you?

Fine, thank you. And you?

Very well, thanks. Now what can I do for you?

??? How to answer the question **HOW ARE YOU?**

- (I'm) fine
- (I'm) very well
- Not too bad
- (I'm) all right

!!! To identify yourself : **THIS IS...** (+ first and last names)
Question: Is that (you) (+ name)?

!!! Always identify yourself (and give the name of your firm!)
The caller knows immediately who is on the line.

3.2. Mr. Jenkins calls Mr. Smith

Could I speak to..., please?

I'm sorry

Mr. Smith is out.

I see.

Well, I'll call back later.

All right.

Variation 1

Who's calling, please?

Sorry (= I'm sorry, = here: excuse me)

He's out right now.

Can you call back this afternoon, after half past three?

After three-thirty? Yes, I'll call back then. Thank you.

Variation 2

Is he in? = Is he there?

Mr. Smith is out of the office this morning. Can I take a message, or would you prefer to call back?

💡 Judy asks if she can take a message or if Rob wants to call back. He has the choice.

I'll call back. When's the best time?

I'll call back between 2 and 3.

Have a good day.

The same to you = You, too.

💡 Ask When is the best time?

💡 Then state a precise time : I'll call back between 2 and 3.

I'm sorry, he/she is

- not in / not here / not in the office
- away (out of town) (not in New York)
- ill
- at (in) a meeting

Have a good day, have a nice day.

Stay on the line

DOSSIER #3

3.1. Vocabulaire

Good morning = Bonjour (jusqu'à 12H)
Good afternoon = Bonjour (de 12H à 17H)
Good evening = Bonsoir (après 17H ou 18H)
Bonjour (hello est plus familier mais toujours acceptable !)
Je suis... (formule à utiliser pour vous identifier au téléphone)

Variation : (This is) Judy Daniels speaking.

Que puis-je faire pour vous ?

J'aimerais, je voudrais parler à ...

firm = company : entreprise, société

Comment allez-vous ?

Bien, merci. Et vous ?

Très bien, merci. (Alors) que puis-je faire pour vous ?

??? Réponses à la question **COMMENT ALLEZ-VOUS ?**

- (Je vais) bien.
- (Je vais) très bien.
- Pas trop mal.
- Ça va.

!!! Pour vous identifier : **THIS IS...** + prénom suivi du nom
Notez bien la question : **IS THAT...** (+ nom) ?

!!! Identifiez-vous toujours (et donnez le nom de la société).
Votre interlocuteur saura immédiatement à qui il parle.

3.2. M. Jenkins appelle M. Smith

Pourrais-je parler à ... SVP ?

Je suis désolé(e), navré(e)

M. Smith n'est pas là (il est sorti)

Je vois (= je comprends)

Bon (alors), je rappellerai plus tard (ou : ultérieurement)

(Très) bien, ou : d'accord

Variation 1

C'est de la part de qui ?

Sorry = désolé mais ici plutôt : Excusez-moi.

Il est absent (sorti) en ce moment.

Pouvez-vous rappeler cet après-midi, après 15H30 ?

Après 3H30 ? Oui, je rappellerai à ce moment-là. Merci.

Variation 2

Est-il là (à son bureau) ?

M. Smith est absent (du bureau) ce matin. Est-ce que je peux prendre un message, ou préférez-vous rappeler ?

💡 Judy demande si elle peut prendre un message ou si Rob souhaite rappeler. Il a donc le choix.

Je rappellerai. Quel est le meilleur moment ?

Je rappellerai entre 14H et 15H.

Bonne journée.

Vous de même, ou : pareillement, ou : vous aussi.

💡 Demandez Quel est le meilleur moment ?

💡 Annoncez une heure précise : Je rappellerai entre 2H et 3H.

Je suis désolé(e), il/elle

- n'est pas là, n'est pas au bureau
- est en déplacement (n'est pas à New York)
- est malade
- est en réunion

(Je vous souhaite une) bonne journée.

APARTADO 3

3.1. Vocabulario

Good morning = buenos días (7:00 - 12:00)
Good afternoon = buenas tardes (12:00 - 17:00)
Good evening = buenas tardes/noches
Hello = hola, buenas (informal pero siempre correcto)
Soy...Le habla... Vd. habla con ...

Variante : (This is) Judy Daniels speaking.

¿Qué puedo hacer por Vd.?

Quisiera hablar con ...

firm = company = empresa

¿Cómo está Vd.?

Bien gracias. ¿Y Vd.?

Muy bien (también) gracias. ¿Qué puedo hacer por Vd.?

??? Qué responder a **¿CÓMO ESTÁ VD.?**

- (Estoy) Bien.
- (Estoy) Muy bien gracias.
- No me va mal.
- Me va bien.

!!! Preséntese : **THIS IS...** (+ nombre + apellido)
Y la pregunta : **IS THAT...** (+ [nombre] + apellido)?

!!! Preséntese Vd. siempre (su nombre y su empresa). La persona que llama sabe rápidamente con quien habla.

3.2. El Sr. Jenkins quiere hablar con el Sr. Smith

¿Podría hablar con el Sr. Smith por favor?

Lo siento.

El Sr. Smith ha salido

Bueno (comprendo)

Bueno. Llamaré más tarde.

De acuerdo.

Variante 1

¿Quién le llama, por favor? ¿De parte de quién?

Disculpe.

No está en la oficina en este momento. (Ha salido)

¿Puede Vd. llamar esta tarde, a partir de las 3 y media?

¿A partir de las 3 y media? Bueno. Volveré a llamar. Gracias.

Variante 2

¿Está en la oficina?

El Sr. Smith ha salido de la oficina esta mañana. ¿Puedo dejarle un mensaje o prefiere llamar más tarde?

💡 Judy pregunta si quiere dejar un recado o si prefiere llamar más tarde. El Sr. Jenkins puede elegir.

Le llamaré más tarde. ¿Cuándo le parece que es el mejor momento?

Volveré a llamar entre las 2 y las 3.

Buen día (Que tenga un buen día)

Gracias. Igualmente.

💡 Pregunta: ¿Cuándo es el mejor momento? También la precisión del tiempo: Volveré a llamar entre las 2 et las 3.

Lo siento, pero (el Sr. Smith)

- no está (en la oficina) en este momento (ha salido)
- no está in (Nueva York) / está viaje
- está enfermo
- está en una reunión

Que tenga un buen día

ABSCHNITT 3

3.1. Wortschatz

Good morning = Guten Tag (7H-12 Uhr)
Good afternoon = Guten Tag (12 Uhr - 17 Uhr)
Good evening = Guten Abend (gewöhnlich nach 17 Uhr)
Hello = Hallo (Umgangssprache, aber immer korrekt)
This is = Hier ist... (+ Ihr Vorname + Ihr Name)

Variante : (This is) Judy Daniels speaking.

Was kann ich für Sie tun ?

Ich möchte mit ... sprechen.

firm = company = Firma, Gesellschaft

Wie geht es Ihnen (Wie geht's) ?

Gut, danke. Und Ihnen ?

Sehr Gut, danke. Was kann ich für Sie tun ?

??? Antwort zur Frage **WIE GEHT ES (IHNEN) ?**

- Gut.
- Sehr Gut, danke.
- Nicht schlecht.
- Es geht, danke.

!!! sich vorstellen : **THIS IS...** (+ Vorname + Name)
Und die Frage : **IS THAT...** (+ [Vorname] + Name) ?

!!! Nach der Begrüßung stellen Sie sich immer vor ! So weiß der Anrufer sofort, wer am Apparat ist.

3.2. Herr Jenkins ruft Herrn Smith an

Könnte ich mit Herrn Smith sprechen?

Tut mir leid.

Herr Smith ist nicht da. (ist nicht in seinem Büro)

Ach so.

Ich rufe also dann zurück.

In Ordnung.

1. Variante

Wer ist denn am Apparat bitte?

Entschuldigung.

Er ist im Augenblick nicht da.

Können Sie am Nachmittag zurückrufen, nach halb vier ?

Nach 15H30 ? Gut. Ich rufe also dann zurück. Danke.

2. Variante

Ist er da ?

Herr Smith ist heute nicht in seinem Büro. Kann ich eine Nachricht für Sie hinterlassen oder möchten Sie lieber später zurückrufen ?

💡 Hier fragt Judy, ob er eine Nachricht hinterlassen oder zurückrufen will. So hat Herr Jenkins die Wahl !

Ich rufe zurück. Wann wäre die beste Zeit ?

Danke. Ich rufe also zwischen 2 und 3 zurück.

Angenehmen Tag wünsche ich.

Danke. Gleichfalls.

💡 Er fragt : Wann wäre die beste Zeit ? und sagt wann er zurückruft : zwischen 2 und 3.

Tut mir leid, aber er ist

- im Augenblick nicht da.
- nicht in New York, (er ist verreist)
- krank
- auf einer Besprechung

Schönen Tag wünsche ich.

💡 Avoid misunderstandings and possible confusion.
1. Always be precise. Specify when you will call back:
● *I'll call back between 2 and 3. (not I'll call back later)*
Make a note of it and be sure to do it!

2. If you say that your colleague is out or away, tell the caller when he or she will be back, if you know.

● *He'll be back tomorrow morning.*

3. When you want to call back, ask

- *When's the best time?*
- *When's the most convenient time?*
- *When should I call back?*
- *When do you advise me to call back?*
- *I'll call back at 3. Will that be convenient?*

3.4. The Switchboard (or transferring calls)

Could you put me through to ... (+ name) = GB

Could you connect me with ... (+ name) = USA

Would you like to talk to his secretary?

I need to speak to somebody in the accounting department.

Hold on, please = Please hold on = Please hold the line.

I'm trying to put you through (GB)

I'm trying to connect you (USA)

I'm calling from ... (+ city and/or country)

The line's engaged (GB) = The line's busy (USA)

Will you hold?

This is important. I'll hold, thank you.

Jerry's in Germany this week. (= for the week).

Would you like to speak to somebody else?

Hello, you want to speak to somebody in customer service, right?

That's right.

That line is still engaged (busy). Do you still want to hold?

Fine. Try in about 15 minutes.

!!! Useful Expressions

To verify: ● *You want to speak to ... , (is that) right?*

● *You want to speak to ... don't you?*

To answer: ● *(Yes), that's right.*

● *No, I want to speak to ...*

somebody else?

● *Would you like to speak to somebody else?*

● *Can somebody else help you?*

Try

● *Try tomorrow morning.*

● *Try in about 15 minutes.*

I'll put you right through (GB) = I'll connect you right away (USA)

I'll transfer you to ... (person, department).

Nobody answers.

FILE 4

4.1. Conversation

Would you speak slowly, and repeat your name, please?

Mr. Hartz is out of town for the week.

I'll call back on Monday.

Fine.

out of town, out of the office

💡 Evitez la confusion et les erreurs potentielles !

1. Soyez toujours précis : Dites quand vous rappellerez.

● *Je rappellerai entre 2H et 3H (et non je rappellerai plus tard).*
Notez le sur votre agenda et soyez sûr de le faire !

2. Si vous dites que votre collègue est absent(e), dites à votre interlocuteur quand il ou elle sera de retour, si vous le savez.

● *Il sera de retour demain matin.*

3. Quand vous voulez rappeler, demandez :

- *Quelle est la meilleure heure ?*
- *Quel est le meilleur moment ?*
- *Quand est-ce que je devrais rappeler ?*
- *Quand me conseillez-vous de rappeler ?*
- *Je rappellerai à 15H. Est-ce que ça ira ?*

3.4. Le Standard (ou les transferts d'appels)

Pourriez-vous me passer ... (+ nom) = GB

Pourriez-vous me passer ... (+ nom) = USA

Voudriez-vous parler à sa secrétaire ?

J'ai besoin de parler à quelqu'un au service comptabilité.

Ne quittez pas, SVP. (Ou : Veuillez rester en ligne)

J'essaie de vous passer (de vous mettre en rapport avec ...)

put you through to (GB) = connect you with (USA)

Je vous téléphone de (+ ville et/ou pays)

La ligne est occupée (engaged = GB ; busy = USA)

Voulez-vous patienter ?

C'est important. Je patienterai, merci.

Jerry est en Allemagne toute la semaine.

Voulez-vous parler à quelqu'un d'autre ?

Allô ? vous voulez parler à qn. au service clientèle, n'est-ce pas ?

Oui, c'est cela (ça) / Oui, c'est exact.

La ligne est toujours occupée. Voulez-vous encore patienter ?

Très bien. Essayez dans un quart d'heure.

!!! Expressions Utiles

Pour vérifier : ● *Vous voulez parler à ... c'est bien cela ?*

● *Vous voulez parler à n'est-ce pas ?*

Répondre : ● *Oui, c'est exact / Oui, c'est cela.*

● *Non, je désire parler à ...*

Quelqu'un d'autre ?

● *Voudriez-vous parler à quelqu'un d'autre ?*

● *Est-ce que quelqu'un d'autre peut vous aider ?*

Essayer

● *Essayez demain matin.*

● *Essayez dans un quart d'heure.*

Je vous passerai (nom de la personne/ le service...)

Je vous transférerai (à + nom de la personne) / (au service...)

Personne ne répond (Ou : Il n'y a personne)

DOSSIER 4

4.1. Conversation

Veuillez parler plus lentement, et répéter votre nom, SVP.

M. Hartz est en déplacement cette semaine.

Je rappellerai lundi.

Très bien.

en déplacement, sorti(e) (momentanément) du bureau

💡 Para evitar confusiones y posibles malos entendidos:

1. Sea preciso. Especifique cuando volverá a llamar !

● *Volveré a llamar entre las 2 y las 3. (Es mejor que más tarde)*
¡Apúnteselo y no se olvide de hacerlo!

2. Si dice que la persona por quien preguntan ha salido, o está de viaje, precise cuando volverá si lo sabe:

● *Estaré de vuelta mañana por la mañana.*

3. Infórmese bien antes de responder a responder como éstas :

- *¿Cuándo podría hablar con ... ?*
- *¿Cuándo es el momento más conveniente ?*
- *¿Cuándo podría volver a llamar ?*
- *¿Cuándo me aconseja que llame a ... ?*
- *Volveré a llamar a las 3. ¿Es conveniente ?*

3.4. La centralita

¿Puede ponerme con ... (+ Nombre) = GB

¿Puede ponerme con ... (+ Nombre) = USA

¿Quiere hablar con su secretaria?

Quisiera hablar con alguien del departamento de contabilidad.

Un momento por favor. No cuelgue.

Le pongo con ... / Ahora le paso con ...

put you through to (GB) = connect you with (USA)

Llamo desde ... (ciudad y/o país)

La línea está ocupada (engaged = GB ; busy = USA)

¿Quiere esperar?

Es importante. Prefiero esperar, gracias.

Jerry está en Alemania esta semana.

¿Quiere hablar con otra persona?

Vd. quiere hablar con alguien del Servicio de Clientela. ¿verdad?

Sí, así es.

La línea está ocupada. ¿Quiere seguir esperando?

Está bien. Vuelva a intentarlo dentro de 15 minutos.

!!! Vocabulario útil

para verificar: ● *¿Quiere hablar con ... ¿verdad?*

● *Vd. espere hablar con ... ¿no es eso?*

Responder: ● *Sí, así es (eso es) (es correcto)*

● *No, quisiera hablar con ...*

¿Otra persona?

● *¿Quiere hablar con otra persona?*

● *¿Puede otra persona ayudarle?*

Vuelva a intentarlo

● *Vuelva a intentarlo mañana por la mañana.*

● *Vuelva a intentarlo dentro de 15 minutos.*

Le pongo con el servicio de ...

Le paso con el servicio de / Le paso a (Pedro, María...)

No hay nadie.

APARTADO 4

4.1. Conversación

¿Podría decírmelo más despacio y repetirme su nombre?

El Sr. Hartz está de viaje esta semana.

Volveré a llamar el lunes.

De acuerdo.

de viaje, salida de la oficina

💡 Vermeiden Sie Konfusionen und Mißverständnisse.

1. Seien Sie immer präzise ! Vor allem, beim Zurückrufen :

● *Ich rufe zwischen 2 und 3 zurück (anstatt später)*
Notieren Sie es und Seien Sie sicher, daß Sie können !

2. Wenn Sie sagen, daß Ihr Kollege nicht da ist, dann sagen Sie Ihrem Gesprächspartner, wenn er zurück ist, falls sie es wissen.

● *Er ist morgen früh zurück.*

3. Fragen Sie immer :

- *Wann kann ich ihn/sie erreichen ?*
- *Wann wäre die beste Zeit / Wann paßt es am besten ?*
- *Wann kann ich zurückrufen ?*
- *Wann raten Sie mir, zurückzurufen ?*
- *Ich rufe um 3 zurück. Ist das die beste Zeit ?*

3.4. Die Vermittlung

Könnten Sie mich mit in Verbindung setzen ?

(Can you put me through to ... (GB) = connect me with (USA)

Möchten Sie gern mit seiner Sekretärin sprechen ?

Ich möchte mal mit jemandem von der Finanzabteilung sprechen.

Bleiben Sie dran bitte.

Ich verbinde Sie (mit ...) sofort.

put you through to (GB) = connect you with (USA)

Ich rufe aus (Stadt und/oder Land) an.

Die Leitung ist besetzt. (engaged = GB ; busy = USA)

Möchten Sie warten ?

Es ist wichtig. Ich werde warten. Danke.

Jerry ist für die ganze Woche in Deutschland.

Möchten Sie mit jemand anderem sprechen ?

Sie möchten mit jemandem von Kundendienst sprechen, richtig ?

Ja, das ist richtig.

Die Leitung ist noch immer besetzt. Möchten Sie noch warten ?

Gut. Versuchen Sie es am besten in etwa 15 Minuten.

!!! Wichtiger Wortschatz

Fragen : ● *Sie möchten mit ... sprechen, richtig ?*

● *Sie warten auf ..., richtig?*

Antwort: ● *Ja, das ist richtig. (Genau)*

● *Nein, ich möchte mit ... sprechen.*

Eine andere Person ?

● *Möchten Sie mit jemand anderem sprechen ?*

● *Kann jemand anders Ihnen helfen ?*

Versuchen Sie ..

● *Versuchen Sie es morgen früh.*

● *Versuchen Sie es am besten in etwa 15 Minuten.*

Ich verbinde Sie mit...

Ich setze Sie mit ... in Verbindung.

Es ist niemand da.

ABSCHNITT 4

4.1. Gespräch

Könnten Sie bitte langsamer sprechen und Ihren Namen wiederholen?

Herr Hartz ist die ganze Woche verreist.

Ich rufe am Montag zurück.

Alles klar.

verreist, nicht im Büro

 Avoid misunderstandings: repeat important information.
Robert clearly says what he'll do : he'll call back on Monday.
Renate repeats it (and perhaps makes a note for Mr. Hartz).

4.2. Other Requests

I don't speak... Do you speak ... ?
I can't hear you. There's a lot of noise.
Could you please speak louder?
I'm sorry, we have a bad connection. Can you hang up and call us back?
Will you please give me your name and telephone number?
I don't have that information. Will you please hold the line? I'm going to try to find somebody to help you.
Could you say that more simply? And send us a fax?

?? HOW DO YOU FORMULATE A REQUEST?

- Will you please...? (Will you please repeat?)
- Would you please ... (Would you please repeat?)
- Please ... (Please repeat.)
- Can you please ... ? (Can you please repeat?)
- Could you please ...? (Could you please repeat?)

See pages 17, 22 and 23.

4.3. Checking your understanding

I want to be sure (that) I understand.

Note the questions and the answers:

- | | |
|--|-----------------------------|
| • Am I right? | Yes, you are. |
| • Is that right? | Yes, that's right. |
| • Will he be back next week? | Yes, he will. No, he won't. |
| • Can I reach him at work next week? | Yes, you can. |
| • If I understand right | |
| • Let me make sure I have got this right. | |
| • So, if I understand correctly, ... | |
| • If my understanding is correct (or : right)... | |
| • Is there anybody else who can help me? | |
- I can't tell you. Please hold the line. I'm going to check.*

4.4. OVER TO YOU. Exercise I. Answering.

- !!! 1. Many people speak too fast. Here's an example.
- !!! 2. Many people do not speak loudly or clearly enough.
- !!! 3. People's names are not always easy to understand.
- !!! 4. People suppose that you, the answerer, have all the information.
- !!! 5. Jim Smith is out for a few minutes. Get the caller's name and number.

4.6. Expectancies

?? HOW TO ASK AND ANSWER QUESTIONS ABOUT A PERSON'S RETURN

QUESTION: *Do you know when he'll be back?*
ANSWER: *He'll be back in a few minutes, I think.*
QUESTION: *When will he be back, do you know*
ANSWER: *(He'll be back) In two days.*
QUESTION: *Have you got any idea when he'll be back?*
ANSWER: *He'll be back between 10 and 11 tomorrow morning.*

 Évitez des malentendus en répétant les éléments importants.
Robert précise clairement ce qu'il fera : il rappellera lundi.
Renate le répète (et peut-être en fait une note pour M. Hartz.)

4.2. D'autres requêtes

Je ne parle pas ... Parlez-vous ... ?
Je ne vous entends pas (ou mal). Il y a beaucoup de bruit.
Pourriez-vous parler plus fort ?
Je suis désolé, mais nous avons une mauvaise ligne. Pouvez-vous raccrocher et nous rappeler ?
Veuillez me donner votre nom et votre numéro de téléphone.
Je ne dispose pas de ces informations. Veuillez rester en ligne : je vais essayer de trouver quelqu'un pour vous aider.
Pourriez-vous dire cela plus simplement ? Et envoyer un fax ?

?? COMMENT FORMULER UNE REQUETE :

- Voulez vous... ? (Voulez-vous répéter, SVP ?)
- Voudriez-vous...? (Voudriez-vous répéter, SVP ?)
- Veuillez... (Veuillez répéter, SVP.)
- Pouvez-vous...? (Pouvez-vous répéter, SVP ?)
- Pourriez-vous...? (Pourriez-vous répéter, SVP ?)

Voir également les pages 17, 22 et 23.

4.3. Vérifier que vous avez bien compris

Je veux être sûr d'avoir (bien) compris.

Notez bien les questions et les réponses :

- | | |
|--|-------------------|
| • C'est cela (ou : ai-je raison) ? | Oui, c'est ça. |
| • Est-ce bien cela (dont il s'agit)? | Oui, c'est exact. |
| • Sera-t-il de retour la semaine prochaine ? | Oui / Non. |
| • Est-ce que je peux le joindre au bureau la semaine prochaine ? | Oui, tout à fait. |
| • Si j'ai (bien) compris... | |
| • Laissez-moi vérifier que j'ai bien compris | |
| • Donc, si je comprends correctement (ou : j'ai bien compris...) | |
| • Alors, d'après ce que j'ai compris ... | |
| • Y a-t-il quelqu'un d'autre qui puisse m'aider ? | |
- Je ne sais pas. Ne quittez pas, SVP. Je vais voir.*

4.4. A VOUS DE JOUER. Exercice I. Répondre

- !!! 1. On parle trop vite au téléphone. Voici un exemple.
- !!! 2. On ne parle pas assez fort ou assez distinctement.
- !!! 3. On a du mal à comprendre les noms de personnes.
- !!! 4. On croit souvent que vous, qui répondez, disposez de toutes les informations.
- !!! 5. Jim Smith est sorti pendant quelques minutes. Demandez à votre interlocuteur son nom et son numéro de téléphone.

4.6. Les Expectatives

?? FORMULER LES QUESTIONS ET LES RÉPONSES CONCERNANT LE RETOUR DE QUELQU'UN

QUESTION : *Savez-vous quand il sera de retour?*
RÉPONSE : *Il sera là dans quelques minutes, je pense.*
QUESTION : *Quand sera-t-il de retour, le savez-vous?*
RÉPONSE : *(Il sera de retour) Dans 2 jours.*
QUESTION : *Avez-vous une idée de quand il sera là ?*
RÉPONSE : *Il sera de retour entre 10 et 11H demain matin.*

 Para evitar confusiones debe repetir los puntos importantes.
Robert precisa lo que hacera : "volveré a llamar el lunes."
Renate lo repite (y quizás también toma nota).

4.2. Otras peticiones

No hablo ... / Habla Vd. ... ?
Disculpe, pero no le oigo. Hay mucho ruido.
¿Puede hablar más alto?
Perdone, hay interferencias en la línea. Creo que será mejor cuelgue y que vuelva a llamar.
¿Le importaría darme su nombre y su número de teléfono?
No estoy al corriente. ¿Le importaría esperar un momento? Voy a ver si puedo informarme (o : si otra persona puede ayudarle).
¿Podría decírmelo mas simplemente, por favor? ¿Y si nos lo envía por fax?

?? COMO HACER EDUCADAMENTE PETICIONES

- ¿Puede repetírmelo, por favor?
- ¿Podría repetírmelo, por favor?
- Repetírmelo, por favor.

Vea las páginas 17, 22, y 23.

4.3. Para asegurarse de que ha comprendido

Me gustaría estar seguro/a de que he comprendido.

Vocabulario útil: preguntas y respuestas

- | | |
|--|------------------------------|
| • ¿Es eso? | Sí, eso es. |
| • ¿Es correcto? | Sí; es correcto (Así es) |
| • Volverá la semana que viene, ¿verdad? | Sí / No. |
| • ¿Podré hablar con él la próxima semana? | Sí, podrá llamarle entonces. |
| • Si he comprendido bien... | |
| • Permítame que le repita lo que he comprendido. | |
| • Si he entendido bien... | |
| • Si le he comprendido... | |
| • ¿Es que podría hablar con alguien? (con otra persona)? | |
- No sabría decírselo. ¿Podría esperar un momento, mientras me informo?*

4.4. AHORA LE TOCA A VD. Ejercicio I. Responda.

- !!! 1. Hay mucha gente que habla demasiado rápido.
- !!! 2. Hay otros que no hablan claro o suficientemente alto.
- !!! 3. Los nombres y apellidos son difíciles.
- !!! 4. La persona que llama piensa que Vd. está al corriente de todo.
- !!! 5. Jim Smith ha salido un momento. Pida el nombre y el número de la persona que llama.

4.6. Expectativas sobre el regreso

?? COMO FORMULAR PREGUNTAS Y RESPUESTAS SOBRE EL REGRESO DE UNA PERSONA

PREGUNTA: *¿Sabe cuando volverá?*
RESPUESTA: *Llegará dentro de algunos minutos.*
PREGUNTA: *¿Cuándo regresará? ¿Lo sabe?*
RESPUESTA: *Dentro de dos días.*
PREGUNTA: *¿Tiene Vd. idea de cuando volverá?*
RESPUESTA: *Volverá entre las 10 y las 11 mañana por la mañana.*

 Vermeiden Sie Mißverständnisse. Wiederholen Sie das Wichtige
Robert sagt klar, was er tut : "Ich rufe am Montag zurück."
Renate wiederholt es (und vielleicht notiert sie es auch).

4.2. Andere Bitten oder Gesuche (bei Problemfällen)

Ich spreche kein ... Sprechen Sie ... ?
Tut mir leid, aber ich kann Sie nicht hören. Es herrscht viel Lärm. Könnten Sie bitte lauter sprechen ?
Tut mir leid. Wir haben schlechte Verbindung. Könnten Sie auflegen und uns zurückrufen ?
Würden Sie mir bitte Ihren Namen und Ihre Telefonnummer geben ? Ich weiß davon nicht Bescheid. Würden Sie bitte dranbleiben ? Ich versuche jemanden zu finden, der Ihnen helfen kann. Könnten Sie das einfacher sagen ? Und uns ein Fax schicken ?

?? WIE FORMULIEREN SIE HÖFLICHE BITTEN ?

- Würden Sie bitte wiederholen ?
- Bitte wiederholen Sie !
- Können Sie bitte wiederholen ?
- Könnten Sie bitte wiederholen ?

Siehe Seiten 17, 22 und 23.

4.3. Überprüfen Sie Ihr Verständnis

Ich möchte sicher sein, daß ich richtig verstanden habe.

Notieren Sie die Fragen und die Antworten !

- | | |
|--|----------------------|
| • Ist das richtig ? | Ja, das ist richtig. |
| • Ist das richtig ? | Genau... |
| • Kommt er nächste Woche zurück ? | Ja / Nein |
| • Kann ich ihn nächste Woche auf der Arbeit erreichen ? | Ja, sicher (genau). |
| • Wenn ich richtig verstehe ... | |
| • Lassen Sie mich sicher gehen, richtig verstanden zu haben. | |
| • Also wenn ich richtig verstanden habe, | |
| • Ist mein Verständnis richtig ? (Verstehe ich richtig ?) | |
| • Ist jemand anders da, der mir helfen kann ? | |
- Das kann ich Ihnen nicht sagen. Bleiben Sie bitte dran. Ich überprüfe es.*

4.4. SIE SIND DRAN. Übung I. Antworten

- !!! 1. Viele Leute sprechen zu schnell.
- !!! 2. Viele Leute sprechen nicht laut oder deutlich genug.
- !!! 3. Namen sind nicht immer einfach zu verstehen.
- !!! 4. Manchmal glauben Leute, daß Sie als Hörer über alles Bescheid wissen.
- !!! 5. Jim Smith ist augenblicklich nicht da. Fragen Sie den Anrufer nach Namen und Telefonnummer.

4.6. Zurückerwarten

?? AUSDRÜCKE, UM NACH PERSON ZU FRAGEN, WANN IHR GESPRÄCHSPARTNER ZURÜCKKEHRT.

FRAGE : *Wissen Sie, wann er zurückkommt?*
ANTWORT : *Ich glaube, er ist in ein paar Minuten zurück.*
FRAGE : *Wann kommt er zurück? Wissen Sie ?*
ANTWORT : *In zwei Tagen.*
FRAGE : *Haben Sie eine Idee, wann er wieder da ist ?*
ANTWORT : *Er ist morgen früh zwischen 10 und 11 wieder da.*

QUESTION : When do you expect him back?
ANSWER : He's expected back on Tuesday morning;
QUESTION : When is he expected back?
ANSWER : We expect him back on Monday.

4.7. Past and Future Dates in reference to today

- last Tuesday
- the day before yesterday
- the day after tomorrow
- this Friday
- next Friday
- two weeks from today (Tuesday)

4.8. Introduction to Paraphrasing

Communication experts usually agree that many of our misunderstandings are due to the fact that we do not listen carefully. We hear *Tuesday* but because of a momentary distraction that we are not even aware of, we may write *Thursday*. One way to avoid this is to paraphrase, that is, repeat the key words or ideas, in your own words if possible.

💡 If your party uses a vague word or expression, try to be more precise. What does "a few minutes" mean?
- Can you call back in a few minutes?
- If I understand, I can call back in 20 or 30 minutes. Is that right?
- That'll be fine.

💡 Suppose today is Wednesday. Your party says that Joe will be back in two days. That means Friday, right? By following this simple procedure you will be forced to listen attentively.
● So I can call back on Friday, is that right?
● That's right; he'll be here.
● In the morning or the afternoon?
● Oh, I'd say you should call in the morning.

💡 Saying the idea in a different way means that you listen carefully and understand. It reduces the risk of error. Again, state a precise time and ask **WILL THAT BE ALL RIGHT (OK)?** This makes your party listen more carefully.

YOU HEAR: Call back after 2 this afternoon.
YOU SAY : So I can't reach her before 2 this afternoon.
YOU HEAR: That's right. After 2, yes.
YOU SAY: I'll call back at half past 2. Will that be OK?
YOU HEAR: That will be fine. I will tell her that you called.

💡 Restate an affirmation as a negative, a negative as an affirmative. Then ask when exactly you can call back (or when exactly the person you want will call you back).
She's expected back next week.
Let me make sure I understand. I can't reach her until next week.
On what day can I call back?
Oh, I'd say on Monday.

▶ Now be even more precise if you can:
Fine. Tell her I'll call back on Monday after 10.

QUESTION : Quand pensez-vous qu'il sera de retour?
RÉPONSE : Il est attendu mardi matin.
QUESTION : Quand est-il attendu ?
RÉPONSE : Nous l'attendons lundi.

4.7. Dates du passé et du futur par rapport à aujourd'hui

- mardi dernier
- avant hier
- après demain (ou : dans 2 jours)
- vendredi prochain (ou : ce vendredi, vendredi qui vient)
- vendredi en 8, vendredi de la semaine prochaine
- aujourd'hui (mardi) en 15

4.8. Introduction à la reformulation d'idées

Les experts en communication sont unanimes : beaucoup de nos erreurs et de nos malentendus peuvent être attribués au fait que nous n'écoutons pas attentivement. On entend *mardi* mais à cause d'une inattention dont on n'est même pas conscient, on pense *jeudi*. Une méthode efficace pour éviter ce problème consiste à répéter les mots clés, ou à reformuler l'idée.

💡 Si votre interlocuteur emploie une expression vague, essayez d'être plus précis : que signifie "quelques minutes" ?
- Pouvez-vous rappeler d'ici quelques minutes ?
- Si je comprends, je peux rappeler dans 20 ou 30 minutes. Ça ira ?
- Oui, ça sera parfait !

💡 Aujourd'hui est mercredi. On vous dit que Joe sera là dans 2 jours. Cela signifie vendredi, n'est-ce pas ? En suivant cette règle, vous serez obligé d'écouter plus attentivement.
● Donc, je pourrai rappeler vendredi, c'est bien cela ?
● Oui, c'est ça. Normalement il sera là.
● Le matin ou de préférence l'après-midi ?
● Oh, vous aurez plus de chance le matin.

💡 Pour reformuler une idée, vous devez vous entraîner à écouter attentivement. Cela réduit les risques d'erreur. Répétons-le : donnez une heure ou une date précise, puis demandez **CELA CONVIENT-IL ?** Le fait de demander une réponse oblige la personne à écouter attentivement.
VOUS ENTENDEZ : Rappelez après 14H cet après-midi.
VOUS DITES : je ne peux pas la joindre avant 14H...
VOUS ENTENDEZ : Non, mais à partir de 14H.
VOUS DITES : Je rappellerai à (ou : vers) 14H30. Ça ira ?
VOUS ENTENDEZ : Très bien. Je lui dirai que vous avez appelé.

💡 Reformuler une affirmation par une négation, une négation par une affirmation. Puis demandez quand, exactement, vous pourrez rappeler (ou quand la personne vous appellera).
Elle sera de retour la semaine prochaine.
D'après ce que je comprends, je ne peux pas la joindre avant la semaine prochaine. Quel jour pourrai-je rappeler ?
A partir de lundi matin.

▶ A vous maintenant d'être encore plus précis, si possible :
Bien. Dites-lui, SVP, que je rappellerai lundi à partir de 10H.

PREGUNTA : ¿Cuándo cree que volverá?
RESPUESTA : Yo creo que estará aquí el martes por la mañana.
PREGUNTA : ¿Cree que regresará, cuándo?
RESPUESTA : El lunes, creo que vuelve el lunes.

4.7. La fecha : referencia el día de hoy

- el martes pasado
- antayer
- pasado mañana
- El viernes que viene
- El viernes de la próxima semana
- Dentro de 2 martes

4.8. Introducción a la paráfrasis

Los expertos en comunicación dicen que si cometemos errores es debido a que no sabemos escuchar. Una forma de estar seguros que hemos comprendido correctamente es repetir lo dicho por la otra persona (parafrasear), expresando la idea con sus propias palabras.

💡 Si su interlocutor utiliza términos imprecisos o vagos, intente que le precise: ¿Qué quiere decir con "más tarde"? Más cuándo?
Si he comprendido, puedo hablar con él dentro de 20 o 30 minutos. ¿Le parece bien?
¡Así es!

💡 Suponga que hoy es miércoles. Su interlocutor dice que Joe vuelve dentro de dos días. Esto significaría que el viernes estará de vuelta. Siguiendo este simple procedimiento estará forzado a escuchar con más atención.
● Entonces puedo hablar con ella el viernes, ¿no?
● Sí, ya estará aquí.
● ¿Por la mañana o por la tarde?
● Creo que sea mejor por la mañana.

💡 Exponiendo su idea de diferentes maneras querría decir que Vd. pone atención a lo que escucha para comprender. Proponga de nuevo el tiempo de forma más precisa. Pregunte si es correcto lo que propone: ¿ES CORRECTO? Esto hará que su interlocutor le escuche con más atención.
ESCUCHE : ¿Puede volver a llamar a partir de las 2 de la tarde?
DICE : Entonces no puedo hablar con él hasta después de las 2 de la tarde. ¿Es correcto?
ESCUCHE : Sí, a partir de las 2 estará aquí.
DICE : Llamaré a la 2 y media.
ESCUCHE : Está bien. Le diré que Vd. ha llamado.

💡 Convierta una frase afirmativa en negativa y una negativa en afirmativa. Después pregunte cuándo exactamente puede volver a llamar (o cuándo exactamente le llamará la persona).
Estará de vuelta la próxima semana.
Entonces no puedo localizarle antes de la próxima semana.
¿Qué día?
El lunes por la mañana.
▶ Sea preciso:
Bueno. Llamaré el lunes a partir de las 10 de la mañana.

FRAGE : Für wann erwarten Sie ihn?
ANTWORT : Er wird für Dienstag morgen erwartet.
FRAGE : Für wann wird er erwartet ?
ANTWORT : Wir erwarten ihn für Montag zurück.

4.7. Bezugsdatum (ausgehend von heute)

- letzten Dienstag
- vorgestern
- übermorgen
- am Freitag dieser Woche, am kommenden Freitag
- am nächsten Freitag, Freitag in 8 Tagen
- in zwei Wochen oder in 14 Tagen

4.8. Einleitung : das Umschreiben

Kommunikationsexperten sagen, daß viele unserer täglichen Mißverständnisse wegen unseren schlechten Zuhörens stattfinden. Wir hören doch *Dienstag*, aber wegen eines Lärms dessen wir gar nicht bewußt sind, schreiben *Donnerstag* nieder. Um diesen Fehler zu vermeiden, sollten wir die Hauptwörter oder -Ideen umschreiben, in eigenen Wörtern wenn möglich

💡 Wenn Ihr Gesprächspartner zu vag ist, präzisieren Sie selbst die Zeit ! Was bedeutet "in ein paar Minuten" ?
- Rufen Sie bitte in ein paar Minuten zurück.
- Ich kann also in 20 oder 30 Minuten zurückrufen ? Ist das richtig?
- Ja, genau.

💡 Angenommen heute ist Mittwoch. Ihr Partner sagt, daß Joe in 2 Tagen zurück ist. Sagen Sie : "Also, daß heißt am Freitag, ja ?!"
● Ich kann also am Freitag zurückrufen. Ja?
● Ja, das ist genau. Er ist wieder da.
● Am Morgen oder Nachmittag? Wann ist die beste Zeit ?
● Oh, Sie können ihn am Morgen erreichen.

💡 Um eine Idee umzuschreiben, müssen Sie selbstverständlich Ihrem Partner genau zuhören. Sie vermeiden doch Mißverständnisse. Sie sollten ein Datum und/oder eine Uhrzeit präzisieren. Dann fragen Sie, "Ist das in Ordnung? (oder : Geht das?)"

SIE HÖREN : Rufen Sie um 2 Uhr zurück.
SIE SAGEN : Er ist doch nicht vor 2 Uhr zu erreichen.
SIE HÖREN : Genau. Aber nach 2 ist er sicher da.
SIE SAGEN : Gut. Ich rufe um etwa halb 3 zurück. Geht das ?
SIE HÖREN : Alles klar. Ich sage ihm, daß Sie angerufen haben.

💡 Machen Sie aus einer positiven Antwort eine negative Antwort ; aus einer negativen eine positive ! Fragen Sie dann, wann genau Sie zurückrufen können (oder wann genau die Person Sie zurückrufen kann)
Rufen Sie nächste Woche zurück.
Ach so, ich kann ihn vor nächster Woche nicht erreichen.
An welchem Tag?
Er ist am Montag wieder da.
▶ Präzisieren Sie jetzt die Uhrzeit !
Gut. Ich rufe Montag nach halb elf zurück.

Reference notes

How to use the verb REACH (= CONTACT)

- Where can I reach him?
- Do you have a number where I can reach him?
- Where can he be reached ? (passive)

NOT...UNTIL

I can't reach her until late this afternoon.

TO GET IN TOUCH WITH

How can I get in touch with her?

AVAILABILITY (for persons)

- He's not available (at the moment)
- He's out /away (= out of town)
- She's not free right now.
- She'll be in (= here) all day.
- I'll be in until 3pm this afternoon.

FILE 5

5.1. A Colleague is absent

Hi, is that you, Linda?

► Notice how Mr. Jackson asks if the woman on the phone is Linda: IS THAT YOU, LINDA?

I'm sorry, I didn't get that. Will you say that again, please?

► Evelyn offers to help. Is there anything I can do for you? Can I help you in any way?

Is there anything I can do for you?

I'm calling about an error on your last invoice.

I'm very sorry about that.

► Evelyn says she is sorry about the error and says what she will do. The client will feel better and less angry.

I don't remember your name.

You're welcome.

Sorry about the error.

That's all right (in response to "sorry about that").

?? HOW DO YOU REPLY TO "Thank you" ?

- You're welcome! (particularly common in the USA)
- Don't mention it! (USA + GB)
- My pleasure. (more common in GB)
- That's all right ! (GB)

5.2. Mr. Jackson's problem

Sorry to bother you.

Is there something I can help you with?
the design office

We have a meeting scheduled for 3pm

I'm going to be about 1 hour late for that meeting

At least one hour late

Tell him I'm sorry about this

I will explain everything this afternoon

5.3. An Important Change

Would you like to speak to somebody else?

I'll see if I can find out.

Thank you for holding.

I need to make some changes in our advertisements that will be appearing in Europe next month

Notes de fin de section

Comment utiliser le verbe REACH = CONTACT (JOINDRE)

- Où est-ce que je peux le joindre ?
- Avez-vous un numéro où je peux le joindre ?
- Où peut-on le joindre (notez l'emploi de la voix passive)

NOT...UNTIL (=PAS ... AVANT)

Je ne pourrai pas la joindre avant la fin de l'après-midi.

TO GET IN TOUCH WITH (se mettre en rapport avec)

Comment est-ce que je peux me mettre en rapport avec lui ?

DISPONIBILITE en parlant de personnes

- Il n'est pas disponible actuellement.
- Il est sorti / en voyage, déplacement
- Elle n'est pas disponible (libre) en ce moment.
- Elle sera là (au bureau) toute la journée.
- Je serai là (au bureau) jusqu'à 15H cet après-midi.

DOSSIER 5

5.1. Un Collègue est absent

Bonjour, c'est vous, Linda?

► Notez la manière dont M. Jackson demande si la femme à qui il parle est Linda : IS THAT YOU, LINDA ?

Je suis désolée, je n'ai pas compris. Voulez-vous répéter, SVP ?

► Evelyn vient en aide : Y a-t-il quelque chose que je puisse faire pour vous ? Puis-je faire quelque chose pour vous ?

Puis-je vous être utile ?

Je téléphone au sujet d'une erreur sur votre dernière facture.

Je vous prie de nous en excuser.

► Evelyn exprime son regret et dit clairement ce qu'elle va faire. Le client se sentira moins irrité.

Je ne me souviens pas de votre nom.

Je vous en prie. (réponse à "Merci.")

Excusez-nous encore une fois pour cette erreur.

Ne vous en faites pas (Je vous en prie) En réponse à excusez-nous.

?? COMMENT REPONDRE A "Merci/Je vous remercie" ?

- Je vous en prie (particulièrement courant aux USA)
- Il n'y a pas de quoi. (USA + UK)
- My pleasure (particulièrement courant en GB)
- That's all right (=il n'y a pas de quoi) (GB)

5.2. Le problème de M. Jackson

Désolé de te(vous) déranger.

Y a-t-il quelque chose que je puisse faire pour vous ?

le bureau d'études

Nous avons une réunion prévue pour 15H.

Je vais être en retard d'environ 1 heure à la réunion.

Au moins une heure.

Dites-lui que je suis navré (à cause de cela).

Je lui expliquerai tout cet après-midi.

5.3. Une modification importante

Souhaiteriez-vous parler à quelqu'un d'autre ?

Je vais voir si je peux me renseigner.

Merci de patienter (de rester en ligne)

J'ai besoin de faire des modifications dans nos publicités qui vont paraître en Europe le mois prochain

Algunos puntos para retener

TO REACH = TO CONTACT (localizar a alguien)

- ¿Dónde puedo localizarle?
- ¿Tiene Vd. un número de teléfono donde pueda localizarle?
- ¿Dónde se le podría/puede localizar?

NOT...UNTIL (= NO...HASTA)

No puedo localizarle hasta el final de la tarde.

TO GET IN TOUCH WITH (hablar con/localizar, contactar)

¿Cómo puedo hablar con él?

DISPONIBILIDAD / INDISPONIBILIDAD

- No está disponible en este momento.
- Ha salido / está viaje
- No está disponible (libra/ libro) en este momento
- Estará en la oficina todo el día.
- Estoy en la oficina hasta las 3 de la tarde.

APARTADO 5

5.1. Un compañero está ausente

Hola, ¿Linda?

► El Sr. Jackson piensa que la persona que coge el teléfono es alguien que él conoce. Su relación es familiar : "Hola, ¿Linda?" No, lo siento pero no he comprendido todo. ¿Sería tan amable de repetírmelo por favor?

► Evelyn se ofrece a ayudar : ¿en qué puedo ayudarle?

Llamaba porque se ha producido un error en su última factura. Sentimos mucho el error producido (Disculpémos por la equivocación.)

► Nota : Evelyn dice "Sentimos mucho el error producido" El cliente estará menos enfadado o irritado.

No recuerdo su nombre.

No hay de qué, de nada (responder a "gracias")

Disculpémos por la equivocación.

No se preocupe, no es nada (responder a "lo siento")

?? QUÉ RESPONDER A "gracias"

- You're welcome (USA)
- Don't mention it. (USA. + GB)
- My pleasure (GB)
- That's all right (de nada) (GB)

5.2. El Sr. Jackson tiene problemas

Perdona que te moleste ahora.

¿En qué puedo ayudarle?

el centro des proyectos

Tenemos una reunión programada para las 3 de la tarde

Llegaré con retraso de una hora a la reunión

¡Como mínimo una hora tarde!

Digale que lo siento y que se lo contaré todo esta tarde

5.3. Un Cambio Importante

¿Quiere hablar con otra persona?

Voy a preguntar (a informarme)

Gracias de esperar.

Necesito hacer algún cambio de nuestra publicidad que saldrá en Europa el próximo mes.

Hinweise für Sie

TO REACH SOMEBODY (Jemanden erreichen)

- Wo kann ich ihn erreichen ?
- Haben Sie eine Nummer, unter der ich ihn erreichen kann ?
- Where can he be reached (Passivform) = Wo kann ich (man) ihn erreichen ?

NOT...UNTIL (NICHT VOR oder ERST)

Ich kann ihn nicht vor (erst) heute nachmittag erreichen.

TO GET IN TOUCH WITH (= sich mit jemandem in Verbindung setzen)

ERREICHBAR : andere Ausdrücke

- Er ist augenblicklich nicht da.
- Er ist verreist / nicht in der Stadt.
- Sie ist gerade jetzt nicht zu sprechen.
- Sie ist den ganzen Tag da.
- Ich bin bis 3 Uhr heute nachmittag da.

ABSCHNITT 5

5.1. Ein Kollege ist abwesend

Hallo, sind Sie's, Linda?

► Notieren Sie den Ausdruck IS THAT YOU, + Name. Man kann auch sagen, IS THAT + Name : (Is that Mr. Brown?) Entschuldigung. Ich habe Sie nicht ganz verstanden. Können Sie bitter wiederholen ?

► Evelyn zeigt sich sofort hilfsbereit : Kann ich irgend etwas für Sie tun ?

Ich rufe wegen eines Fehlers auf Ihrer letzten Rechnung an. Es tut mir sehr leid.

► Linda entschuldigt sich für den Irrtum und sagt klar, was sie tun wird.

Ich erinnere mich nicht mehr an Ihren Namen.

Keine Ursache !

Entschuldigen Sie nochmals unseren Irrtum.

Das ist in Ordnung.

?? WAS ANTWORTEN SIE AUF "Danke, vielen Dank" ?

- You're welcome (besonders in den USA) = Bitte !
- Don't mention it. (Nichts zu danken : USA + GB)
- My pleasure (besonders in GB) Gern geschehen !
- That's all right (besonders in GB) Keine Ursache !

5.2. Herr Jackson hat ein Problem

Entschuldigung dich jetzt zu stören.

Kann ich Ihnen irgendwie helfen ?

die Zeichnerabteilung

Wir haben auf 3 Uhr heute nachmittag eine Besprechung programmiert.

Ich werde etwa 1 Stunde später kommen.

Etwa eine Stunde !

Sagen Sie ihm, daß es mir leid tut und daß ich ihm heute nachmittag alles erkläre.

5.3. Eine wichtige Änderung

Möchten Sie mit irgendjemand anders sprechen ?

Ich shau' mal.

Danke erwartet zu haben.

Ich muß in unseren Werbeanzeigen für Europa nächstes Monat ein paar Änderungen vornehmen

I would like to meet with her to talk about that.
I will have Miss Sanders call you back as soon as I see her.
I'll make a note of that.

💡 Offer callers a choice: Would you like to hold or would you prefer to call back?

!!! Is the subject urgent or very important? Then say so!

5.4. A good message (is a clear message!)

WHAT TO SAY

the payment procedure
We plan to place a large order for...
The number is (do you have a pen?)

💡 Why ask "do you have a pen?" Your party may not have a pen in his or her hand and will only interrupt you if you start to give your number (or address).

WHAT TO ASK:

I didn't get your name. Can you give it to me again, please?
Where is your firm located?
Are you already a customer?
What is your call in reference to? What are you calling about?
Which contract, order are you referring to?

FILE #6

6.1. Trying to contact somebody

I didn't quite get your name.
I'll tell Jane you called.

!!! Reminder : you hear call back in 15 minutes. If it's 10:15, you say I'll call back at 10:30.

6.2. The second time around

I called earlier and was told he would be back this afternoon.
Earlier : COMMON SYNONYM : a (little) while ago
He hasn't called in yet (to see if there are any messages)
If you'll leave your number, Phil will call you back just as soon as he arrives, or as soon as he calls in.
Do you have any idea how much longer it will be (before he returns)?
I'll try to find out. May I put you on hold for a minute?

!!! Don't be authoritarian ! Ask if you can put the person on hold "May I / Can I put you on hold for a minute?" You can also say "Do you mind holding (a minute)?" When you come back on the line, say "Sorry to keep you waiting" or thank the person for holding by saying "thank you for holding (waiting)." This shows respect and courtesy for the caller.

Phil has an appointment at 3, so we expect him back very shortly. (Shortly = soon)
Ok, then I can expect his call in the next 20 minutes or so? (or so = approximately.)

► Dave checks his understanding with a question which Karen must answer with a yes or a no probably followed by more precise information. Dave has a clearer idea when Phil will probably call back.

Je voudrais la rencontrer pour en discuter.
Je demanderai à Mlle Sanders de vous rappeler dès que je la verrai.
Je vais noter cela.

💡 Proposez à vos interlocuteurs un choix : Voulez-vous patienter ou préférez vous rappeler ?

!!! Le sujet est important ? Alors, soyez sûr de le dire !

5.4. Un bon message (est un message sans ambages !)

CE QU'IL FAUT DIRE :

la politique de règlement
Nous prévoyons de passer une grosse commande de ...
Voici le numéro (avez-vous de quoi écrire) ?

💡 Pourquoi demander "avez-vous de quoi écrire" ? Votre interlocuteur n'a peut-être pas un crayon en main et vous interrompra si vous commencez à donner votre numéro ou votre adresse.

CE QU'IL FAUT DEMANDER:

Je n'ai pas noté votre nom. Pourriez-vous me le répéter, SVP ?
Où se trouve votre société ?
Etes-vous déjà client chez nous ?
Quel est le motif de votre appel ? C'est à quel sujet ?
De quel contrat, quelle commande s'agit-il ?

DOSSIER #6

6.1. En essayant de contacter quelqu'un

Je n'ai pas tout à fait compris votre nom.
Je dirai à Jane que vous avez appelé.

!!! Rappel : vous entendez Rappelez dans 15 minutes. S'il est 10H15, dites Je rappellerai à 10H30.

6.2. C'est la deuxième fois...

J'ai appelé tout à l'heure ; on m'a dit qu'il serait de retour cet après-midi (earlier=tout à l'heure en parlant du passé)
Il n'a pas encore appelé (pour voir s'il y a des messages)
Donnez-moi votre numéro ; Phil vous rappellera dès qu'il rentrera, ou dès qu'il nous téléphonera (ou : contactera).
Avez-vous une idée combien de temps encore (avant qu'il ne revienne au bureau) ?
J'essaierai de me renseigner. Puis-je vous mettre en attente ?

!!! Ne soyez pas autoritaire. Demandez si vous pouvez mettre la personne en attente. "Puis-je vous mettre en attente un instant?" Vous pouvez dire aussi, "Voulez-vous rester en ligne un instant ?" Quand vous reprenez la personne, dites : "Désolé de vous avoir fait attendre..." ou remerciez-la en disant "Merci d'avoir patienté, merci d'être resté en ligne." Vous vous montrez respectueux envers votre interlocuteur (-trice).

Phil a un rendez-vous à 15H, donc on l'attend d'ici quelques minutes. (Shortly=soon= très bientôt, dans très peu de temps)
Bien. Alors je peux attendre son appel d'ici 20 minutes à peu près ? (or so = à peu près, approximativement)

► Dave reformule l'idée pour vérifier sa compréhension en posant une question à laquelle Karen doit répondre par oui ou par non suivi d'une précision. Dave a ainsi une meilleure idée quand Phil risque de le rappeler.

Me gustaría que nos viéramos para hablar de ello.
Le diré a la Sra. Sanders que le llame en cuanto la vea.
Tomo nota de esto.

💡 Aprenda de memoria : ¿Quiere dejar un mensaje ...? o ¿Prefiere llamar? Su interlocutor puede elegir.

!!! ¿Es urgente o muy importante? Entonces dígalos!

5.4. Un buen mensaje

QUÉ DECIR

la forma de pago
Proyectamos hacerles un gran pedido de...
Mi número es (¿Tiene con qué escribir?)...

💡 ¿Para qué traducir "Tiene con qué escribir?" Su interlocutor puede no tener un bolígrafo a mano y (solamente) le interrumpirá si Vd. comienza a darle el número o la dirección diciendo: "Disculpeme un momento, voy a buscar un bolígrafo."

QUÉ PREGUNTAR

No he retenido su apellido. ¿Puede repetírmelo por favor?
¿Dónde está situada su empresa?
¿Es cliente nuestro?
¿Cuál es el motivo de su llamada? (¿Puedo saber de que se trata?)
¿A qué contrato, pedido, etc... se refiere Vd.?

APARTADO 6

6.1. Intentando localizar a alguien

No he comprendido bien su apellido.
Le diré a Jane que Vd. ha llamado.

!!! Recuerde: Vd. escucha : "¿Puede llamar dentro de 15 minutos?" Es 10:15. Dice "Entonces. Llamaré a las 10 y media."

6.2. Es la segunda vez que llama

He llamado esta mañana y Vd. me ha dicho que llame por la tarde.
earlier = hace poco tiempo
Todavía no ha llamado
¿Podría darme su número? Phil le llamará tan pronto como llegue o en cuanto nos llame.
¿Tiene alguna idea de cuánto va a tardar?
Voy a intentar informarle. ¿Puede esperar un momento?

!!! No sea autoritario para preguntar : "No cuelgue por favor. ¿Puede esperar un minuto?" Y cuando vuelva a hablar con ella discúlpese por haberla hecho esperar: "Lamento haberla hecho esperar." O agradezca por la espera. De esta manera mostrará respeto y cortesía.

Phil tiene una cita a las tres así que está a punto de llegar. (shortly = soon = muy pronto, de un momento a otro)
Está bien, entonces. ¿Espero su llamada en los próximos 20 minutos más o menos? (or so = más o menos)

► Dave quiere verificar si ha comprendido con una pregunta. "¿Espero su llamada en los próximos 20 minutos más o menos?" Karen debe responder "Sí" o "No."

Ich möchte sie deshalb sehen, um mit ihr darüber zu sprechen.
Ich sage sie bei ihrer Rückkehr, daß sie Sie sofort zurückrufen soll.
Ich notiere das.

💡 Stellen Sie Ihren Gesprächspartnern die Wahl vor : "möchten Sie eine Nachricht hinterlassen, oder möchten Sie lieber zurückrufen ?

!!! Eilt die Angelegenheit / Sache ? Sagen Sie's !

5.4. Eine "gute" Nachricht

SAGEN SIE :

das Zahlungsverfahren
Wir haben vor, eine große Bestellung für...aufzugeben
Meine Nummer ist (haben Sie etwas zu schreiben ?)

💡 Warum fragen "Haben Sie etwas zu schreiben ?" Ihr Gesprächspartner hat vielleicht nichts zu schreiben und deshalb muß Sie unterbrechen. "Ach. Ich habe nichts zu schreiben. Moment, bitte. Ich hole etwas zu schreiben."

FRAGEN SIE :

Ich habe Ihren Namen nicht behalten. Könnten Sie ihn mir bitte noch einmal geben ?
Wo befindet sich Ihre Firma ?
Sind Sie schon Kunde ?
In welcher Angelegenheit rufen Sie an ? (Worum geht es ?)
Auf welchen Vertrag / welche Bestellung beziehen Sie sich ?

ABSCHNITT 6

6.1. Man versucht jemanden zu erreichen

Ich habe Ihren Namen nicht ganz mitbekommen.
Ich sage Jane, daß Sie anrufen haben.

!!! Man sagt Ihnen : "Rufen Sie in 15 Minuten zurück. Es ist 10:15. Bestätigen Sie also, "Ich rufe um halb elf zurück."

6.2. Ein zweiter Anruf

Ich habe vorhin schon einmal angerufen, und man hat mir gesagt, er sei heute nachmittag zurück. (earlier= vorhin)
Er hat noch nicht zurückgerufen.
Wenn Sie Ihre Nummer hinterlassen wollen, kann Phil Sie zurückrufen, sobald er zurückkommt oder uns anruft.
Haben Sie eine Idee, wann er zurückkommt ?
Augenblick, bitte. Ich erkundige mich. Wollen Sie ein paar Minuten warten ?

!!! Seien Sie nicht autoritär. Fragen Sie, ob Ihr Gesprächspartner dranbleiben will : "Kann ich Sie darum bitten, ein paar Minuten zu warten?" Kommen Sie zurück, entschuldigen Sie sich für das Warten : "Entschuldigung für das Warten." Das zeigt Respekt und Höflichkeit gegenüber dem Anrufer !

Phil hat um 15 Uhr einen Termin. Wir erwarten ihn also für sehr bald zurück. (shortly = soon = in a (little) while)
Okay. Dann kann ich für in 20 Minuten auf seinen Anruf warten ; (or so = ungefähr)

► Dave will sich sichern, alles richtig verstanden zu haben. Deshalb stellt er seinem Gesprächspartnern eine Frage, die Karen mit entweder Ja oder Nein antworten muß, und die weitere Erklärungen erfordert. Dave hat eine noch präziser Idee, wann Phil ihn zurückrufen wird.

6.3. A Change in Hotel Reservations

💡 *How can I help you* is very common today, especially in the USA. It asks your party to state immediately the subject of the call.
Family name (GB) = Last name (USA)
Christian name (GB) = First name (USA)
▶ See page 2 (File 1) for information on names.
I'm going to check on the computer
to check (= verify) :
I'm going to check our information.
single room
country code
That's great! (familiar expression) = *That's fantastic.*

FILE #7

7.1. Problems Getting Through

first call
I'm having trouble getting through to...
HAVE TROUBLE DOING SOMETHING
I keep getting a recording saying...
Something happens each time...
I got an engaged signal (GB) = *a busy signal* (USA)
I'm sorry this has happened. I will do everything I can to help.
I'll get the new number for you.
▶ Linda apologizes for the inconvenience and explains clearly what she will do.
Yes, go ahead!

second call
You have (have got) the wrong number.
Is this 222-3333?
Excuse me, I have the wrong number.

third call
▶ Not the use of the passive voice
I was told to contact
I was asked to contact...
I was put on hold
▶ Note the use of the indefinite article **a** : *I was told to contact a Mr. Fred Williams. I don't know a (any) Fred Williams.*

▶ Note how we check our information:

- Isn't this 222-3333?
- Isn't this the Sheraton Hotel?

You must have the wrong number.
There's nobody here by that name.
central purchasing department

7.2. Other Recorded Announcements

Note: in the USA people use the word *holiday* when referring to days like Christmas, New Year's, the 4th of the July, and so on. Americans also speak of a *legal holiday* (a day when most banks or stores are closed). In Britain people say *a bank holiday*. Remember that in the USA the word *vacation* is used for a period of rest away from work.

6.3. Une Modification de Réservation d'Hôtel

💡 *Que puis-je faire pour vous ?* est très courant, surtout aux USA. Cette question demande que votre interlocuteur précise le motif de son appel.
Nom de famille = Family name (GB) ; Last name (USA)
Prénom = Christian name (GB) ; First name (USA)
▶ Voir la page 2 (Dossier 1) pour des informations sur les noms.
Je vais regarder , vérifier sur l'ordinateur.
to check = vérifier, s'assurer :
Je vais vérifier nos informations.
chambre simple
numéro d'accès (pour le pays)
C'est parfait ! = C'est fantastique !

DOSSIER #7

7.1. Des Problèmes pour aboutir

premier appel
J'ai du mal à aboutir (ou : à joindre ...)
AVOIR DU MAL A FAIRE QUELQUE CHOSE
Je tombe à chaque fois sur un enregistrement qui dit ...
Quelque chose se passe à chaque fois que...
Cela sonnait occupé.
Je suis désolée. Je ferai tout ce que peux pour vous aider.
J'obtiendrai le nouveau numéro pour vous.
▶ Linda présente des excuses pour la gêne et explique clairement ce qu'elle fera
Oui, allez-y. (Ou : Oui, je vous en prie)

deuxième appel
Vous faites erreur / vous vous êtes trompé de numéro
Je suis / je ne suis pas au 222-3333 ? C'est bien le 222-3333 ?
Excusez-moi ; je me suis trompé de numéro.

Troisième appel
▶ Notez l'emploi de la voix passive :
On m'a dit de contacter...
On m'a demandé / prié de contacter...
On m'a mis en attente...
▶ Notez l'emploi de l'article indéfini **UN (a)** : *On m'a dit de contacter un certain Monsieur Fred Williams. Je ne connais pas de Fred Williams.*

▶ Notez comment on demande une vérification

- Je ne suis pas au 222-3333 ?
- Je ne suis pas au Sheraton Hotel ?

Vous vous êtes trompé de numéro.
Il n'y a personne ici à ce nom.
service central d'achat

7.2. D'autres Messages enregistrés

Aux USA on parle de *holiday* pour désigner un jour férié comme Noël, le Jour de l'An, la fête nationale etc. Les américains disent aussi *a legal holiday*. (un jour où la plupart des banques et des commerces seront fermés). En Grande Bretagne on dit *a bank holiday*.
Notez qu'aux USA on utilise le mot *vacation* en parlant des congés, des vacances, alors que les anglais disent *holiday*.

6.3. Un cambio de reservación en el hotel

💡 *¿En qué puedo servirle? = ¿Qué puedo hacer por Vd?"*
Muy útil porque de esta manera Vd. le pide a su interlocutor que le precise el motivo de su llamada.
Mi apellido (family name (GB) ; last name (USA)
mi nombre (Christian name (GB) ;, first name (USA)
▶ Vea la página 2 (Apartado 1) Nombres y apellidos
Voy a comprobar en el ordenador.
to check : comprobar :
Voy a comprobar nuestras informaciones.
habitación individual
¡Estupendo!

APARTADO 7

7.1. Dificultades

Primera llamada
Estoy teniendo problemas para localizar a ...
HAVE TROUBLE DOING SOMETHING = TENER DIFICULTADES/ PROBLEMAS PARA HACER ALGO
Escucho un contestador con una grabación que me dice...
Algo pasa cada vez que...
La línea estaba ocupada. (obtengo la señal de ocupado)
Disculpenos, veré lo que puedo hacer para ayudarle.
Voy a buscarle el nuevo número.
▶ Observe lo agradable que es dar con una persona que se excusa por lo desagradable de la situación y que le explica claramente lo que va a hacer para ayudarle.
Se lo agradezco. Gracias.

Segunda llamada
Se ha equivocado de número.
¿Es el 222-3333? ¿No es el 222-3333?
¡Oh! Disculpeme, me he equivocado de número.

Tercera llamada
▶ Observe la forma pasiva
Me ha dicho...
Me han dado el nombre de la persona a quien debo contactar
En inglés: I/We don't know a/any Fred Williams.
En español: No conocemos el Sr. Fred Williams.
Non hay nadie con eso nombre. No conocemos el Sr..."
No hay niguna persona que se llame Fred Williams.

▶ ¿No es le ...? para verificar la información:

- ¿No es el 222-3333?
- ¿No es el hotel Sheraton?

Se ha equivocado de número.
No hay nadie con eso nombre.
servicio de Compras
El servicio central de Compras

7.2. Otros mensajes grabados

USA: HOLIDAY = Día de fiesta, día festivo, un día de la semana que no se trabaja, no laboral ; VACATION = vacaciones.
G.B. : HOLIDAY = VACATION = vacaciones, pero A BANK HOLIDAY = un día que no se trabaja.

6.3. Eine Änderung in der Hotelreservierung

💡 Die Formulierung *Womit kann ich dienen ?* wird oft in den USA gebraucht. Sie erfordert eine präzise Antwort von Ihrem Gesprächspartner.
Familiennamen : family name (GB) ; last name (USA)
Vorname : Christian name (GB) ; first name (USA)
▶ Siehe Seite 2 (Abschnitt 1) für Auskünfte über Familiennamen.
Ich überprüfe auf dem Computer.
to check = überprüfen, sich erkundigen :
Ich überprüfe unsere Informationen.
Einzelzimmer (im Gegenteil zu :. *Doppelzimmer*)
Super !

ABSCHNITT 7

7.1. Mit Problemen zurechtzukommen

Erster Anruf
Ich habe Probleme, um zu ...durchzukommen.
HAVE TROUBLE DOING SOMETHING : Probleme haben, um etwas zu tun.
Ich bin auf ein Gerät gestossen, das mir gesagt hat...
Es passiert etwas jedesmal wenn...
Ich bekam ein Besetztszeichen
Entschuldigung ; ich tue alles , um Ihnen helfen zu können.
Ich hole die neue Nummer für Sie.
▶ Notieren Sie, wie die Dame sich entsprechend für den Mißstand entschuldigt.
Ja, ja. Tun Sie das !
Zweiter Anruf
Sie haben falsch gewählt./ Sie sind falsch verbunden.
Ist da 222-3333 ?
Oh, Entschuldigung. Tut mir leid.
Dritter Anruf
▶ Notieren Sie den Gebrauch des Passivs :
I was told : mir wurde gesagt
I was asked ... ich wurde beauftragt
I was put on hold : man hat mich erwarten lassen (am Apparat)
Der Gebrauch des unbestimmten Artikels :
Ich wurde beauftragt, mich mit einem (gewissen) Herrn Fred Williams in Verbindung zu setzen.
Ich kenne keinen Fred Williams.

▶ Um Ihre Informationen zu überprüfen :

- Ist da nicht 222-3333 ?
- Hotel Sheraton, ja ?

Sie müssen die falsche Nummer gewählt haben.
Hier ist niemand mit dem Namen
ein komplettes Warenangebot
Ihre Hauptverkaufsabteilung

7.2. Andere aufgenommene Meldungen

USA : HOLIDAY = Feiertag ; VACATION = Urlaub, aber in G.B. : HOLIDAY = Urlaub und auch Feiertag (A BANK HOLIDAY).
Ferien (für Kinder : zum Beispiel : Schulferien) : VACATION (USA) aber HOLIDAY (GB).

7.4. Other recorded messages

1. Tanya Parova shares her phone with one or two colleagues. Ted says whom the message is for, and also what it is about. Note that he gives his number slowly!
2. It is a good idea to state the date and time, especially when any legal or contractual aspect is involved. Or if there is any chance that the message will not be received on the same day. Your party knows immediately when you called.
3. Alison does not know the person whom she needs to contact. Remember to give your number slowly so that your party will not have to replay it once or twice! Notice that Alison also says when she will be in today and tomorrow. ANYTIME
4. Robert is calling a person whom he knows very well. He knows that only this person will receive the message. Therefore he does not need to say whom the message is for. He does not leave his number because his party knows it. AVAILABLE
5. Again, only one person will receive Vanessa's message. And this person knows her telephone number.

FILE #8: APPOINTMENTS

8.1. Setting Up an Appointment

How have you been?
 Aside from that
 How about yourself?
 some new items
 Could we schedule an appointment?
 How about Thursday?
 What about the afternoon?
 What would be a convenient time for you?
 That'll be fine.
 You're down for 3.
 Are you still interested in...

!!! TO BE INTERESTED IN SOMETHING/ IN DOING SOMETHING

Great! Thanks again.

?? How do you state a proposal or a suggestion?

- What about tomorrow? What about doing it later?
- How about tomorrow? How about doing it later?

?? How to arrange, then change, an appointment?

- We set up / schedule/ make an appointment with a person.
- We have an appointment for a certain time.
- If we cannot keep it, we reschedule it or cancel it.

7.4. D'autres messages enregistrés (messagerie vocale)

1. Tonya Parova partage son poste téléphonique avec 1 ou 2 collègues. Ted précise à qui le message est destiné ainsi que le sujet. Notez qu'il donne son numéro très lentement.
2. Il est conseillé de préciser la date et l'heure, surtout lorsqu'il s'agit d'un aspect contractuel ou juridique. Ou s'il existe un risque que le message ne sera pas reçu le même jour. Votre destinataire saura immédiatement quand vous avez appelé.
3. Alison ne connaît pas la personne qu'elle doit contacter. Pensez à donner votre numéro lentement pour éviter à l'autre personne de le repasser plusieurs fois avant de le comprendre. Vous constaterez également que Alison prend soin de préciser quand on pourra la joindre aujourd'hui et demain. ANYTIME = à n'importe quel moment
4. Robert appelle une personne qu'il connaît bien. Il sait que seulement cette personne recevra le message. Donc il n'a pas besoin de dire à qui le message est destiné, ni son numéro. DISPONIBLE
5. Encore une fois, seulement une personne recevra le message de Vanessa. Cette personne connaît son numéro.

DOSSIER #8 : LES RENDEZ-VOUS

8.1. Convenir d'un Rendez-Vous

How have you been = How are you : Comment allez-vous ?
 A part cela
 Et vous-même ?
 quelques nouveaux produits (item = chose, article, produit)
 Pourrions-nous convenir d'une rendez-vous ?
 Jeudi ? (Qu'en pensez-vous ?)
 Et l'après-midi ?
 Quelle heure vous conviendrait le mieux ?
 Cela sera parfait (très bien).
 Vous êtes sur mon agenda pour 15H !
 Etes-vous toujours intéressé par ...

!!! En anglais on doit dire TO BE INTERESTED IN SOMETHING, INTERESTED IN DOING SOMETHING.

Fantastique ! Très bien ! Merci encore une fois.

?? Comment présenter une suggestion / une proposition ?

- Et demain ? Si nous le faisons plus tard ?
- Et si nous le faisons demain ? (ces deux phrases traduisent les deux questions en anglais.)

?? Comment prévoir, puis modifier, un rendez-vous

- Nous convenons d'un RV, prévoyons un RV avec quelqu'un.
- Nous avons un RV avec quelqu'un à une certaine heure.
- Si on ne peut respecter le RV, on le reporte ou on l'annule.

7.4. Diferentes maneras de responder a un contestador

1. El teléfono de Tanya Parova es también el de 2 compañeros de trabajo. Ted dice a quién va dirigido el mensaje y también qué quiere. Fíjese como da su número muy despacio.
2. Puede ser una buena idea comenzar dejando la fecha y la hora. Sobre todo si la persona viaja a menudo y hay pocas probabilidades de que escuche el mensaje el mismo día. Así cuando escuche, podrá saber cuando ha llamado.
3. Alison no conoce el nombre de la persona con quien quiere hablar. Recuerde que debe dejar su número pronunciando clara y lentamente para que su interlocutor no pierda el tiempo escuchando 2 ó 3 veces el mensaje que Vd. deje. Alison precisa cuando se la puede localizar el día de hoy y mañana. ANYTIME = a cualquier hora, en cualquier momento
4. Robert llama a alguien a quien conoce muy bien. Sabe que es la única persona que recibirá el mensaje, así que no necesita decir a quién va destinado el mensaje. Tampoco deja su número de teléfono porque su interlocutor ya lo conoce. AVAILABLE = disponible
5. Aquí volvemos a tener, un mensaje destinado a una sola persona que su número de teléfono conoce.

APARTADO # 8: CITAS

8.1. Fijar/pedir una cita

¡Vaya! ¿Cómo estás?
 Además de, aparte de eso
 ¿Y a ti cómo te va?
 algunos nuevos artículos (item = artículo)
 ¿Te parece que fijemos una cita? Podríamos fijar una cita?
 ¿Te va bien el jueves por la mañana?
 ¿Y por la tarde?
 ¿A qué hora te va bien / te conviene mejor?
 Muy bien.
 Te espera abajo a las 3.
 Aún estás interesado por ...

!!! Nota : debe decir en inglés "TO BE INTERESTED IN SOMETHING, IN DOING SOMETHING."

Estupendo. Muchas gracias.

?? Proposiciones / Sugerencias

- ¿Que le parece... (+ fecha y hora)?
- ¿Y el ... (+ fecha y hora)?

?? Pedir, cambiar y cancelar citas

- Podemos dar/tomar/fijar una cita con alguien.
- Tenemos una cita con alguien a cierta hora/fecha.
- Si no podemos ir, debemos reprogramarla, o cancelarla.

7.4. Andere aufgenommene Mitteilungen

1. Tanya Parova teilt ihr Telefon mit ein oder Zwei Kollegen. Ted sagt, für wen die Mitteilung ist, und worüber es geht. Bemerken Sie, daß er seine Nummer langsam gibt.
2. Es kann praktisch sein, mit dem Datum und der Uhrzeit zu beginnen, besonders wenn legale- oder Vertragsaspekte im Spiel sind. Oder wenn es danach aussieht, daß die hinterlassene Nachricht nicht am selben Tag erhalten wird. Ihr Gesprächspartner weiß sofort, wann Sie anrufen haben.
3. Alison kennt die anzurufende Person nicht. Erinnern Sie sich, teilen Sie Ihrem Partner langsam die Nummer mit, so braucht er die Nachricht nicht tausendmal abzuspielen. Notieren Sie auch, daß Alison auch sagt, wann Sie zu erreichen ist. ANYTIME = irgendwann
4. Robert ruft eine Person an, die er sehr gut kennt. Er weiß, daß nur diese Person die Mitteilung bekommt. Daher braucht er nicht zu sagen, für wen die Mitteilung ist. Er hinterläßt auch seine Nummer nicht, weil sein Partner sie kennt. AVAILABLE = vorrätig
5. Hier bekommt wieder nur eine Person Vanessas Nachricht. Und diese Person kennt ihre Telefonnummer.

ABSCHNITT #8 : TERMINE

8.1. Einen Termin ausmachen

How have you been : wie geht es Ihnen ?
 Außer, abgesehen davon, daß...
 Und bei Ihnen ? Wie geht's selbst so ?
 ein paar neue Gegenstände (item = Gegenstand, Sache)
 Könnten wir einen Termin ausmachen ?
 Was halten Sie von Donnerstag ?
 Wie steht's mit Donnerstag nachmittag ?
 Was wäre die beste Uhrzeit für Sie ?
 Das ist in Ordnung.
 Ich notiere Sie für 3 Uhr.
 Sind Sie noch an interessiert ?

!!! TO BE INTERESTED IN = an etwas interessiert sein, sich für etwas interessieren

Super ! Danke nochmals.

?? Vorschläge machen

- Wie steht's mit...
- Wie halten Sie von (Datum/Uhrzeit) ?

?? Termine

- Einen Termin vereinbaren wir (mit jemandem).
- Wir haben mit jemandem einen Termin.
- Wenn wir unseren Termin nicht einhalten können, verschieben wir ihn auf eine andere Uhrzeit (auf einen anderen Tag) oder sagen wir ihn ab.

?? Asking if something is acceptable: *IS THAT ALL RIGHT?*

QUESTIONS

- Is that all right?
- Is that all right with you?
- Will that be all right?

REPLIES

Yes, that's fine (*all right*)
That's fine with me.
(Yes), that'll be fine.

FILE #9

9.1. A Preliminary Information Call

We market ...

a market study

You did say your name was Peters, right?

I was just getting ready to leave...

Can you give me 5 or 10 minutes of your time?



Before going into a long explanation, ask immediately if the person can give you 5 or 10 minutes. This way you will avoid having your party interrupt you to say that he or she doesn't have time to speak to you right now.

To tell you the truth...
right away

9.2. A Brief Interview Over the Phone

I'm doing a survey of firms in our area

information about your current export activities

!!! I need information ON or ABOUT these activities. Note the prepositions that we use.

the current trend

We should increase regional exports...

Well, that does it

FILE #10

10.1. The wrong way

to complain about

poor service

down our backs (or on our backs)

now listen here!

out of stock

or else

10.1. The right way

As we usually do

straighten this out

to be honest with you

exasperated

I will handle this error personally

Sorry again

?? Demander si qqch est acceptable : Comment dire CA VA

QUESTIONS

- Cela va ? Cela vous convient ?
- Ca vous va ? Ca vous convient-t-il ?
- Ca vous ira ? Ca vous conviendra-t-il ?

RÉPONSES

Oui, c'est très bien. Ca va
Oui, ça me va très bien.
Oui, ça sera très bien.

DOSSIER #9

9.1. Un appel préliminaire pour obtenir des informations

Nous commercialisons ...

une étude de marché

Vous avez bien dit que votre nom était Peters, n'est-ce pas ?

Je m'apprêtais à partir, j'étais sur le point de partir...

Pouvez-vous me donner / me consacrer 10 ou 15 minutes ?



Avant de vous lancer dans une longue explication, demandez si la personne peut vous consacrer 5 ou 10 minutes. Vous éviterez ainsi à votre interlocuteur la nécessité de vous interrompre pour vous dire qu'il ne peut pas vous consacrer du temps en ce moment.

Pour vous dire la vérité...
tout de suite, immédiatement

9.2. Un entretien rapide ou téléphone

J'effectue un sondage auprès des entreprises dans notre région
informations concernant vos exportations actuelles

!!! I need information ON or ABOUT these activities
J'ai besoin d'informations concernant ces activités.

la tendance actuelle

Nous devrions augmenter/accroître nos exportations régionales

Bien, c'est tout...

DOSSIER #10

10.1. La mauvaise façon

se plaindre de

mauvais service (poor = mauvais, ou mal : I speak English poorly)

sur le dos

(Maintenant) écoutez-moi bien !

en rupture de stock

ou bien...(autrement) (suivi d'une menace)

10.1. La bonne manière

Comme nous avons l'habitude de le faire

résoudre ce problème, rectifier cela

Pour être honnête avec vous

exaspéré

Je m'occuperai personnellement de cette erreur

Excusez-nous encore une fois

Preguntas: ¿Cómo le/te va (a Vd./a ti)?

PREGUNTAS

- ¿Le parece bien? ¿Le va bien?
- ¿Le conviene?
- ¿Es que (el día...) le parece posible?

RESPUESTAS

A mí me iba bien.
Me conviene muy bien.
Sí/No. (No) me parece bien.

APARTADO 9

9.1. Llamada de información preliminar

Comercializamos

estudio de mercado

Sr. Peters. ¿Es así como se llama?

¿Vaya! me disponía a salir ahora...

¿Podría concedeme 5 ó 10 minutos de su tiempo?



Primeramente, pida a su interlocutor si dispone de algunos minutos. No comience a hablar sin preguntárselo para evitar que le interrumpa diciéndole que no tiene tiempo para hablar con Vd.

En realidad...
inmediatamente

9.2. Une breve entrevista por teléfono

Estoy haciendo un estudio de las empresas de nuestra zona
informaciones de las actividades de exportaciones corrientes.

!!! I need information ON or ABOUT these activities.
Necesitaría conocer algunos detalles sobre sus exportaciones.

la tendencia corriente

debemos aumentar nuestras exportaciones regionales

Bueno, esto es todo.

APARTADO 10

10.1. La forma equivocada de tratar al cliente descontento

para quejarme de

mal servicio (poor = mal)

los clientes están esperando nuestra respuesta

Oiga, escúcheme Vd.

(un artículo) se ha agotado

o de lo contrario...

10.1. La forma correcta de tratar al cliente descontento

Como lo hacemos siempre

para resolver esta situación

par ser honesta / a decir verdad / en realidad

Me ocuparé personalmente de este error

Le ruego nos disculpe

Fragen : Paßt Ihnen das ?

FRAGEN

- Paßt Ihnen das ?
- Ist das in Ordnung ?
- Ist Ihnen das recht ?

ANTWORTEN

Ja, das paßt mir gut.
Ja, das ist mir recht.
Ja, alles klar.

ABSCHNITT 9

9.1. Ein Anruf zur Vorabauskunft

Wir bringen (Nahrungsspezialitäten) auf den Markt.
einen Überblick

Gut, Herr ... Peters. Habe ich richtig verstanden ?

Ich wollte gerade gehen.

Hätten Sie 5 oder 10 Minuten Zeit für mich ?



Setzen Sie kein Gespräch geradlinig in Gang, ohne Ihren Gesprächspartner danach zu fragen, ob er oder sie ein paar Minuten für Sie entbehren kann. Der Augenblick ist vielleicht nicht passend, über den Gegenstand zu diskutieren.

Ehrlich gesagt...
jetzt eigentlich

9.2. Ein kurzes Interview per Telefon

Ich mache gerade einen Überblick von Firmen in unserer Region
Auskünfte über Ihre laufenden Exportaktivitäten

!!! I need information ON or ABOUT these activities.
Ich möchte Auskünfte über diese Aktivitäten (bekommen)

die laufenden Trends

wir würden (sollten) die Regionalexporte ... erweitern.

Gut. Das ist alles.

ABSCHNITT 10

10.1. Die falsche Art und Weise

sich über (etwas) beschweren

miserable (Kunden)Dienst (poor = schlecht)

(jemanden) auf der Pelle sitzen haben

Jetzt hören Sie mal her !

(etwas) ist nicht vorrätig

sonst ...

10.1. Die richtige Art und Weise

So wie immer

um das gerade zu biegen

um ehrlich zu sein

Ich kümmere mich persönlich um den Irrtum

Entschuldigen Sie nochmals