



มหาวิทยาลัยราชภัฏนครปฐม



1551111

LISTENING AND SPEAKING IN BUSINESS 1



UNIT 2

TELEPHONING



LESSON OBJECTIVES

1

Demonstrate effective telephoning skills by making and receiving calls in business contexts.

2

Engage in telephone message exchanges by giving, taking, and understanding clear and accurate messages.

3

Apply vocabulary knowledge to accurately spell names and articulate telephone numbers

4

Practice how to leave concise and professional voicemails.



LESSON CONTENT



Making a call



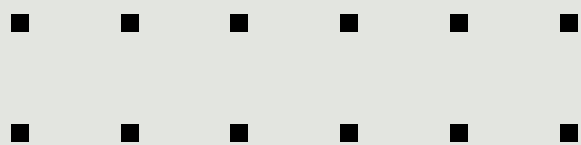
Leaving a message



Voicemail messages



Performance task



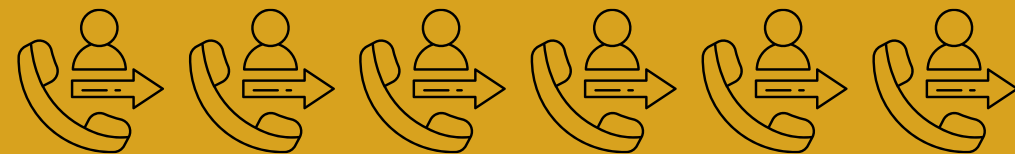


Let's start



01

MAKING A CALL



MAKING A CALL



John, an employee at Big Star Groceries, makes two phone calls. Listen carefully and answer the following questions:

Conversation 1

- 1. Who is John calling?**
- 2. What is the purpose of the call?**
- 3. What action will happen next?**

MAKING A CALL



John, an employee at Big Star Groceries, makes two phone calls. Listen carefully and answer the following questions:

Conversation 1

1. Who is John calling?

Grace Smith

2. What is the purpose of the call?

to discuss the upcoming delivery schedule

3. What action will happen next?

John will call back

MAKING A CALL

John, an employee at Big Star Groceries, makes two phone calls. Listen carefully and answer the following questions:

Conversation 2

- 1. Who is John calling?**
- 2. What is the purpose of the call?**
- 3. What action will happen next?**



MAKING A CALL

John, an employee at Big Star Groceries, makes two phone calls. Listen carefully and answer the following questions:

Conversation 2

1. Who is John calling?

Sarah Johnson


2. What is the purpose of the call?

to confirm the details of the delivery


3. What action will happen next?

John will deliver the goods






Hello, this is Linda.
How can I help you?



May I have your
name, please?




This is John White from
Big Star Groceries.




Hi, Linda. Can I
speak to Grace
Smith?


Practice the conversation with a partner.




Alright. Could you
hold on for a second,
please? I'm sorry but
she is in a meeting
right now.



I'd like to discuss
our upcoming
delivery schedule.
When is she
coming back?




She should be free
after 3 p.m.




Great. I'll call you
back then. Thanks.



You're
welcome.




Hello, this is Linda.
How can I help you?



May I have your
name, please?




This is John White from
Big Star Groceries.




Hi, Linda. Can I
speak to Grace
Smith?


Practice the conversation using your own details and the information below.
away from her desk right at the moment / our new products



Alright. Could you
hold on for a second,
please? I'm sorry but
she is **in a meeting**
right now.




I'd like to discuss
our upcoming
delivery schedule.
When is she
coming back?



She should be free
after 3 p.m.



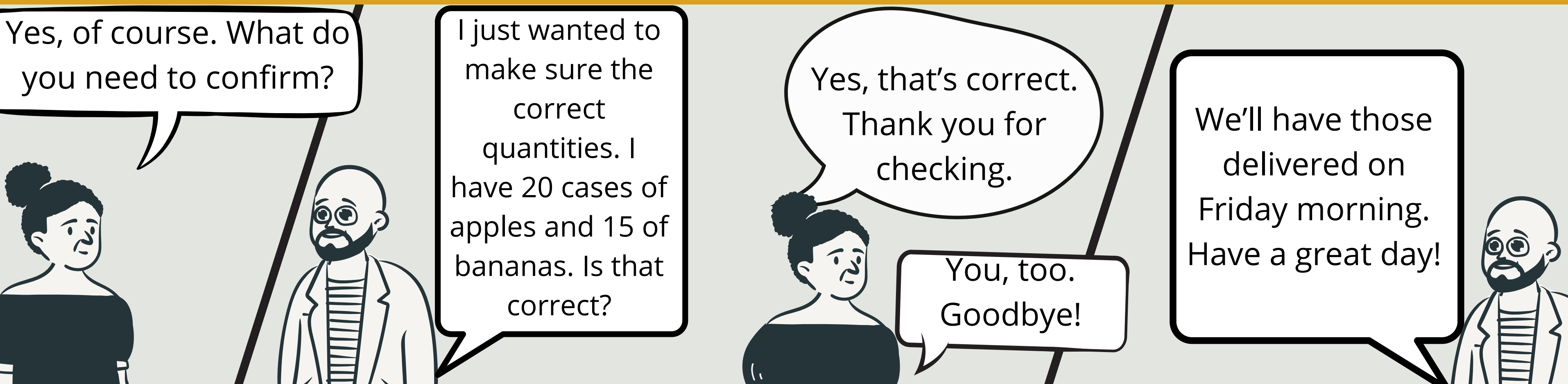
You're
welcome.

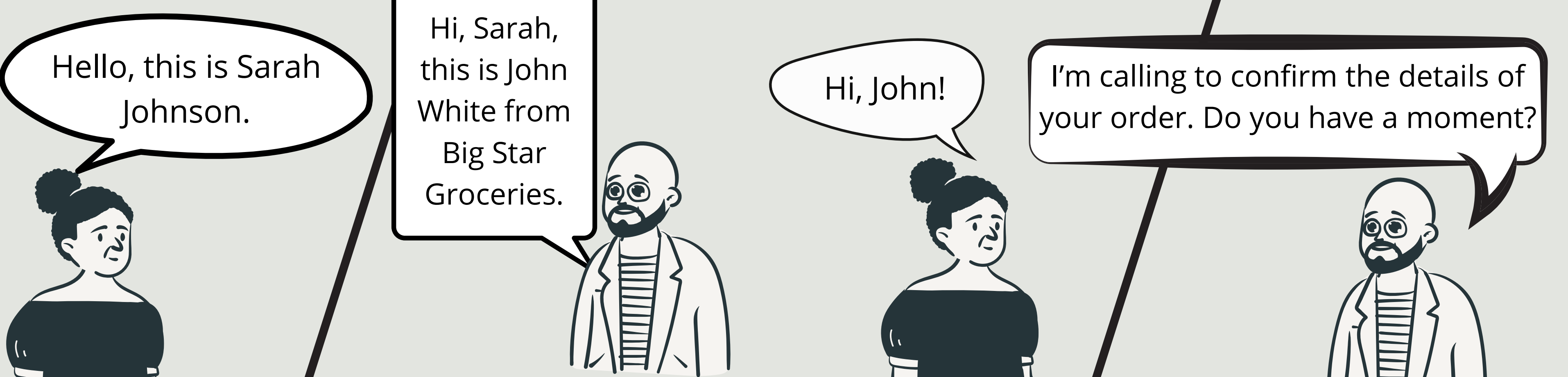


Great. I'll call you
back then. Thanks.



Practice the conversation with a partner.





Practice the conversation using your own details and the information below.
address. It's 345 White Avenue. / by Monday /



TELEPHONING

USEFUL PHRASES



Asking to speak to someone

- Could I speak to Ms. Grace Smith, please?
- Is Grace Smith available?

Asking for information

- Could you tell me who's calling, please?
- May I know what this is regarding?

Asking to wait

- Would you mind holding for a moment, please?
- Could you stay on the line for just a second?

TELEPHONING

USEFUL PHRASES



Telling the person isn't available

- I'm afraid she's not available at the moment.
- Sorry, she's out of the office right now.

Telling the purpose of the call

- I'm calling to follow up on our previous conversation.
- I'd like to clarify some details about the shipment.

Telling the actions

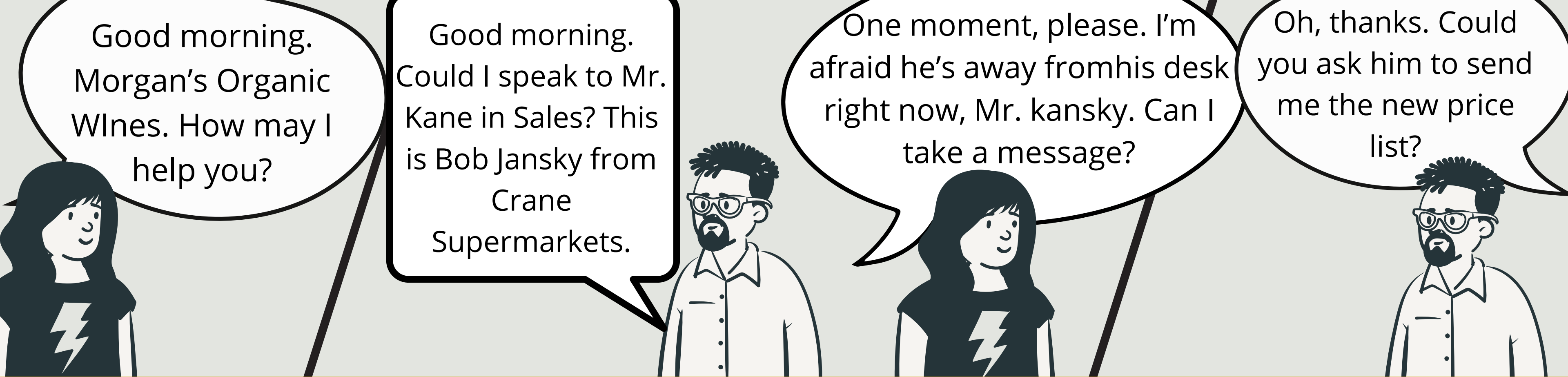
- I'll get back to you as soon as possible.
- I'll send you the information right away.



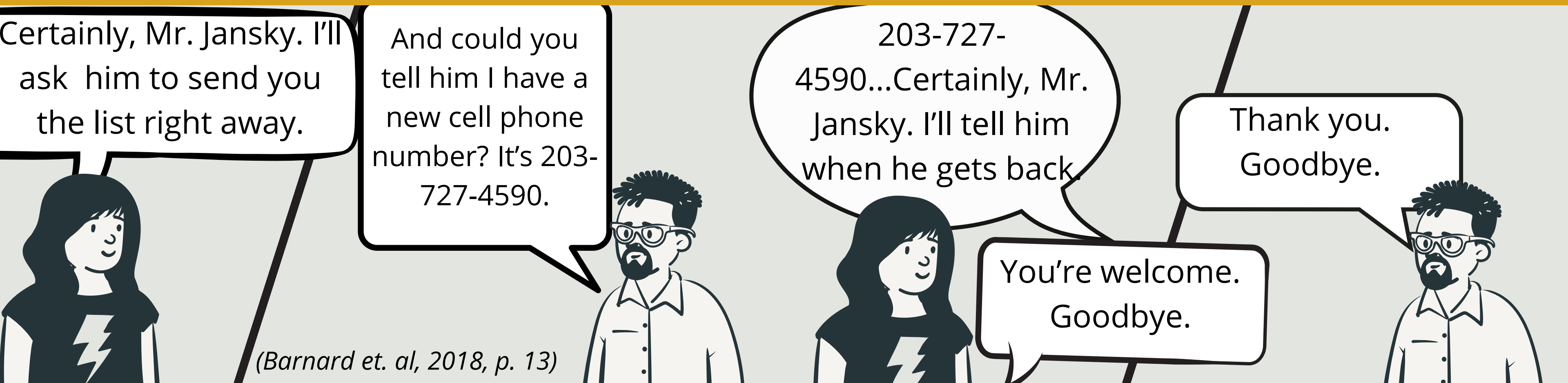
02

LEAVING A MESSAGE



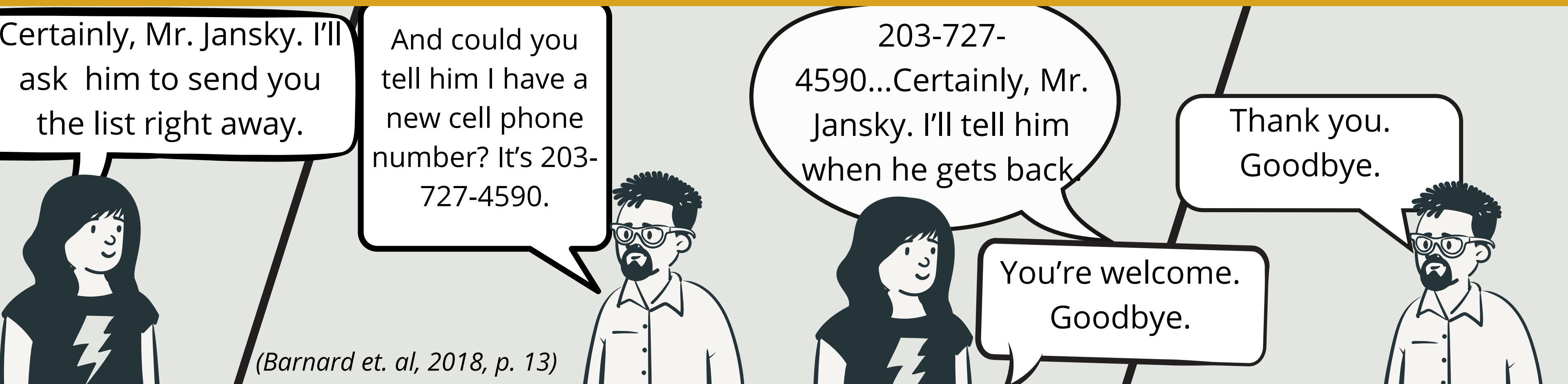


When we leave messages for people we often ask them to do something or tell them some information.

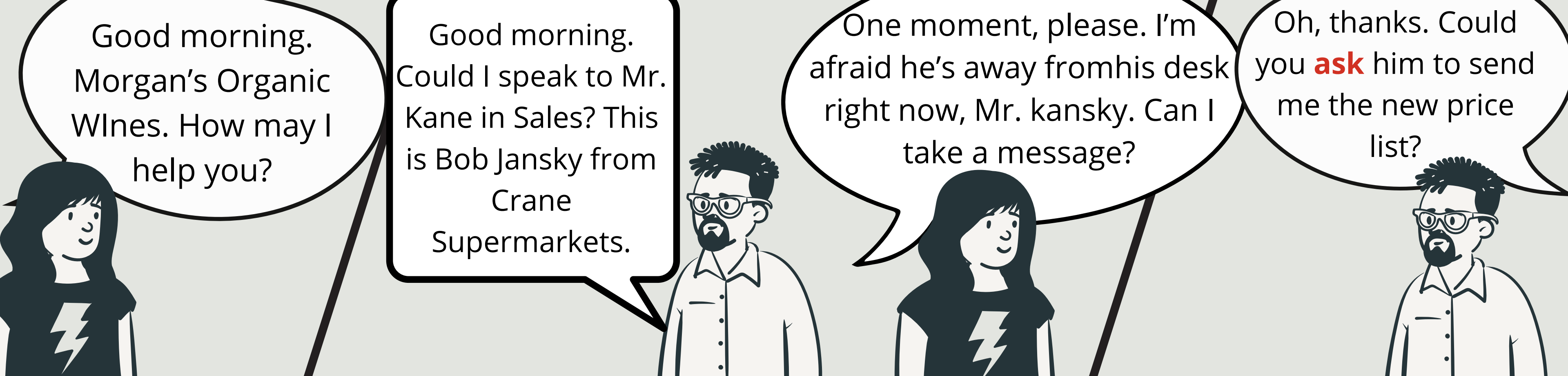




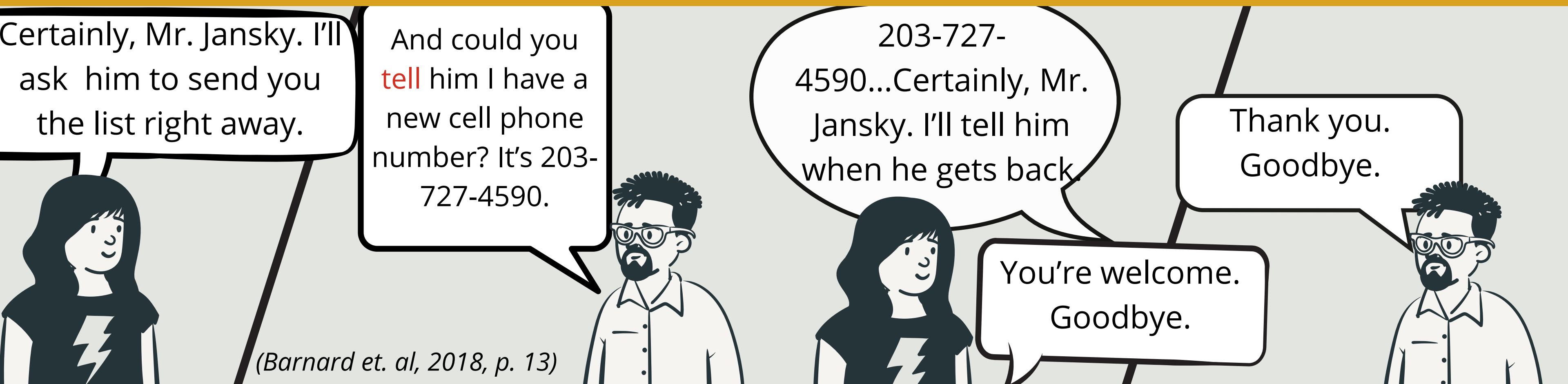
Practice the conversation with a partner.



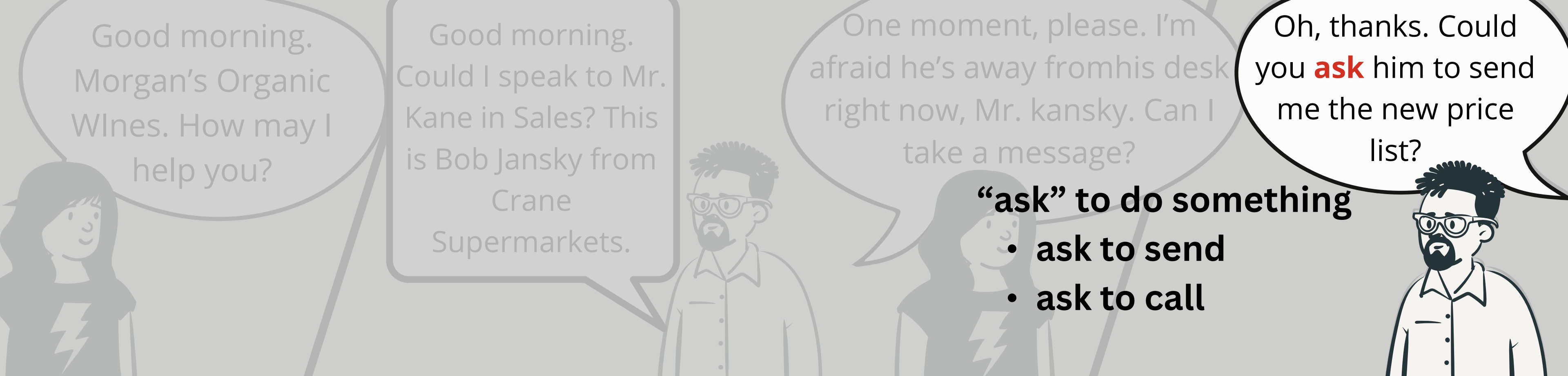
(Barnard et. al, 2018, p. 13)



Review the conversation. What's the difference between “ask” and “tell”?



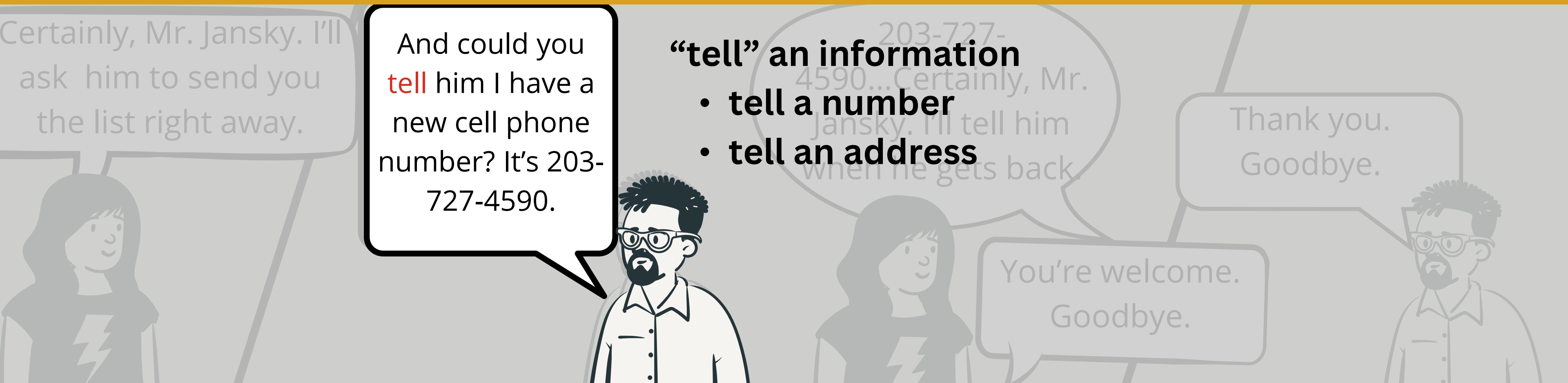
(Barnard et. al, 2018, p. 13)



“ask” to do something

- ask to send
- ask to call

Review the conversation. What's the difference between “ask” and “tell”?



“tell” an information

- tell a number
- tell an address



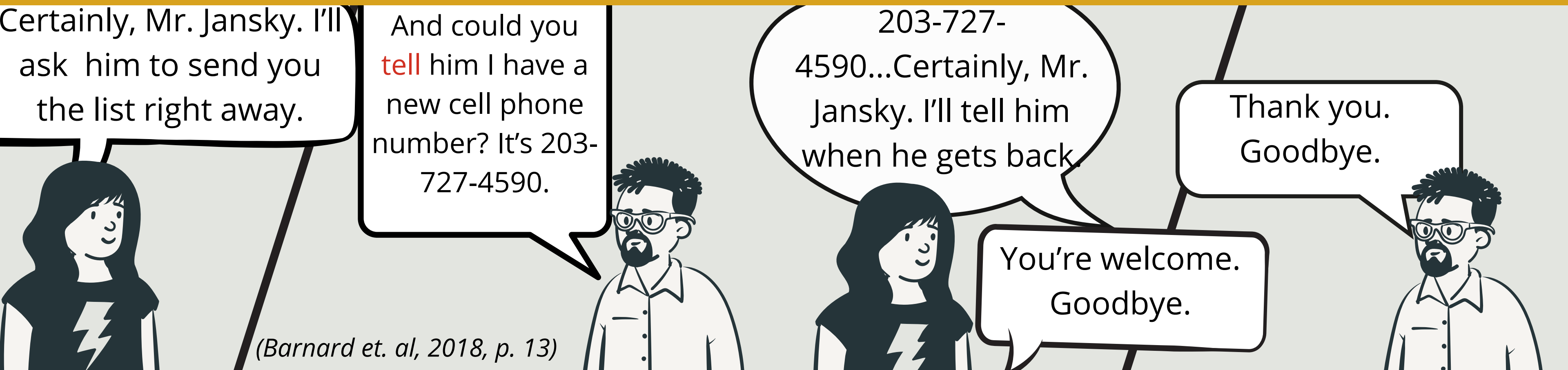
Practice again. Use the information below:

ask

- e-mail the date to the head office
- call me tomorrow morning
- send me a copy of the last invoice

tell

- the meeting starts at 2:30 pm
- the delivery has arrived
- the new organic champagne is selling well





03

VOICEMAIL MESSAGES



Review these messages for John. They were noted down by his assistant from his voicemail.



Voicemail Message 1

Sarah Lee called.

Call her back to confirm the delivery date at 555-978-6543.

Voicemail Message 2

Emma from the marketing team called.

See her in her office tomorrow.

Voicemail Message 3

Tom called.

Update him about the report.

Email him at

tom@bluesky.gmail.com.

Voicemail Message 4

James from the sales department.

Call him if you need any changes in the report at 555-456-7890.

Each message contains one mistake. Listen to the original messages carefully and correct the errors.



Voicemail Message 1

Sarah Lee called.

Call her back to confirm the delivery date at 555-978-6543.

87

Voicemail Message 2

Emma from the marketing team called.

See her in her office tomorrow.

today

Voicemail Message 3

Tom called.

Update him about the status of his report. **shipment**

Email him at tom@bluesky.gmail.com.

Voicemail Message 4

James from the sales **finance** department.

Call him if you need any changes in the report at 555-456-7890.

Listen again and answer the questions.



What did John order from Greenfield Supplies?

What does Emma need John to do before tomorrow's meeting?

How can John update Tom about the shipment status?

What document did James send to Mr. John?

Listen again and answer the questions.



What did John order from Greenfield Supplies?

electronic parts

What does Emma need John to do before tomorrow's meeting?

go to her office

How can John update Tom about the shipment status?

email him

What document did James send to Mr. John?

budget report

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04 | PERFORMANCE TASK

TASK



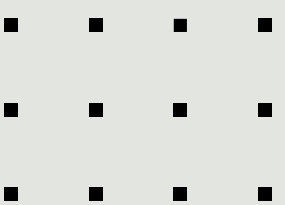
Work in pairs to perform a series of telephone conversations, using prompts provided below. Each student takes turns being the caller and the receiver.

1. Making a Call:

- **Confirming a Delivery:** A customer calls a supplier to confirm the delivery time for an order.
- **Inquiring About Services:** A potential client calls a company to ask about their services or products.

2. Leaving a Message:

- **Leaving a Message for a Manager:** A colleague leaves a message for the manager about an urgent issue about the sales
- **Requesting Call-Back:** A caller leaves a message requesting a return call at a specific time.

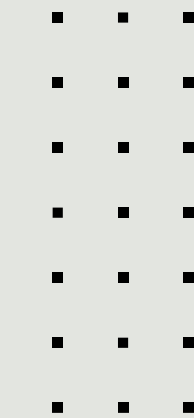


REFERENCES:

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2015). Business Venture 1. Oxford University Press.

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2018). Business Venture 2. Oxford University Press.

Helliwell, M. (2016). Business Plus: Preparing for the workplace. Student's Book 1. Cambridge University Press.



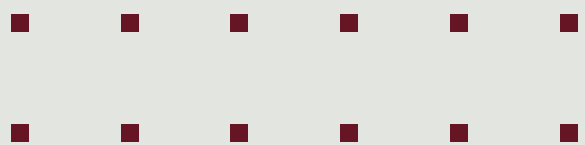
A decorative border at the top of the page features a collage of images related to business telephoning. The images are arranged in a hexagonal pattern and include: a person in a white shirt talking on a headset at a desk with a calculator and notepad; a close-up of a hand holding a telephone receiver; and a hand pressing buttons on a telephone keypad. The background of the collage consists of solid maroon and yellow hexagons.

UNIT 2 **TELEPHONING** *Thank you.*



UNIT 2 TELEPHONING

Thank you.





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