

1. Задание № 1, 2, стр.1 4, раздел 4 читать, переводить, выражения записать в тетрадь.

4

Business Conversations

Using Business English does not only involve reading or writing emails, documents, or contracts but also speaking about business matters with other people.

Phone calls

When you work in a company, a lot of your work is done over the telephone, so being able to speak over the phone is a fundamental skill in business.

- 1** Look at this list of typical sentences used when speaking on the phone and fill in the gaps with sentences from the box.

Right. I'll give him your message I'm sorry but the line is busy. Thank you. Goodbye.
Can I speak to Jack Barnes, please? Would you like to leave a message? Yes, please. I'll hold.

Receiver

Brown Ltd, good morning. Can I help you?

Just a moment. I'll put you through.

I'm sorry but Mr Parker is not in the office.

(2) _____

(3) _____

Would you like to hold?

(5) _____

Right. I'll get him to call you back.

All right. I'll tell him that you called.

Thank you for calling. Goodbye.

Caller

Good morning. This is Ted Lee from Kelly & Sons.


(1) _____

Yes, please. Can you ask him to call me back, please?

(4) _____

It's OK, thanks. I'll call back later.

(6) _____

- 2**  **4** Listen to a phone call and complete it with the missing words and phrases.

Operator: (1) _____ . Delta Limited. Can I help you?

Karen Mills: Ah, yes, good morning.
(2) _____ Karen Mills from Jenkins Marketing.
(3) _____ Jan Dixon, please?

Operator: Good morning Mrs Mills.
(4) _____ .

I'll put you through... I'm sorry, Mrs Mills, but (5) _____ . Would you like to hold or (6) _____ ?

Karen Mills: I'll leave a message. Can you ask him to (7) _____ , please? I'd like to ask him a few questions about his last order.

Operator: No problem. I'll (8) _____ to call you back as soon as he's free.
Thanks (9) _____ . Goodbye.

Karen Mills: Thank you. (10) _____ .



2. Задание 3,4 стр. 15. Читать выражения, перевести, заполнить таблицу.

- 3** Tom White works for a company called Scott Bikes. He calls one of his customers, Action Sports, and asks to speak to Alice Ellis. The operator connects him but then says that the line is engaged. He says he'll call back later. Complete the dialogue.

Operator: Good morning. (1) _____ ?
 Tom White: Good morning (2) _____ .
 Operator: Just (3) _____ . I'll (4) _____
 _____ ... I'm sorry (5) _____ . Would you like
 (6) _____ ?
 Tom White: It's (7) _____ .
 Operator: OK, Mr White. I'll tell Mrs Ellis that (8) _____ .
 Tom White: Thanks.
 Operator: Thank you for (9) _____ .
 Tom White: (10) _____ .

Fixing appointments

One of the reasons people speak over the phone is to fix appointments and organise meetings.

- 4** Can you complete the translations of these typical questions and answers? When you have finished, check the translations with your partner.


A: Can we / I'd like to fix an appointment (?)
 (1) _____
 B: Yes, certainly. Let me get my diary.
 (2) _____

B: Is Tuesday at 10 OK for you?
 (3) _____
 A: I'm afraid I'm busy. Shall we meet on / What
 about Tuesday afternoon, instead?
 (4) _____
 B: Yes, that's fine. Shall we make it 3 o'clock?
 (5) _____
 A: OK. I'll see you on Tuesday at 3 in your office,
 then.
 (6) _____

B: When would be convenient for you?
 (7) _____
 A: I'm free on Friday morning.
 (8) _____
 B: OK. What time shall we meet?
 (9) _____
 A: Shall we say at 10? / Would 10 be OK for you?
 (10) _____
 B: That's fine. See you on Friday at 10 in your
 office, then.
 (11) _____




Домашнее задание: упр. 7, стр. 16, написать в тетрадь предложения.

- 5  Listen to a phone call and complete the memo.

ARTTOUCH LTD.

To: (1) _____
 Name of caller: (2) _____
 Company: (3) _____
 Phone number: (4) _____
 Message: (5) _____

- 6  Listen to a phone call between Brett Collins and Sarah Young and choose the correct alternative.

- 1 Brett Collins...
 - a wants to speak to Sarah Young.
 - b receives a phone calls from Sarah Young.
- 2 a Brett wants to fix an appointment.
 - b Sarah
- 3 Brett is...
 - a free on Monday and Wednesday afternoon.
 - b busy
- 4 They decide to meet on...
 - a Monday.
 - b Wednesday.
- 5 They will meet at...
 - a 5.
 - b 3.



- 7 Write the dialogue following the instructions.

Operator: *(Answer the phone. The name of your company is Martins Electronics.)*

Henry Palmer: *(Greet. Say your name. You work for Olsen Ltd. You want to speak to Matt Russell.)*

Operator: *(Ask him to hold. Put Matt Russell through.)*

Henry Palmer: *(Thank him.)*

Matt Russell: *(Greet Mr Palmer. Ask him how he is.)*

Henry Palmer: *(You are fine, now ask him.)*

Matt Russell: *(You are fine. Ask him what you can do for him.)*

Henry Palmer: *(You want to fix an appointment for the next month. Suggest Wednesday 18th.)*

Matt Russell: *(You are busy. Suggest Friday 20th.)*

Henry Palmer: *(Accept. Ask him morning or afternoon.)*

Matt Russell: *(Suggest 9 in the morning in your office.)*

Henry Palmer: *(You have another appointment at 9. Suggest 11.)*

Matt Russell: *(Accept. Repeat the details of the appointment.)*

Henry Palmer: *(Confirm. Thank. Say goodbye.)*

Matt Russell: *(Thank. Say goodbye.)*