

WORKPLACE ENGLISH

2nd Edition

A HANDS-ON COURSE FOR WORKPLACE PROFESSIONALS

STUDENT'S BOOK

2



CEFR **A2-B1**



LiveABC

WORKPLACE ENGLISH

2nd Edition

A HANDS-ON COURSE FOR WORKPLACE PROFESSIONALS

2

TES Training

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UNIT 1

Looking for a Job



Checklist

In this unit, you will learn about . . .

- ☐ Browsing job ads
- ☐ Writing cover letters
- ☐ Putting together résumés

WARM-UP

Below are five major job types. Which one do you think you are most suited to considering your personality? Check (✓) your answer and discuss your reasons with a partner.

☐ Routine Work:

factory workers, operators, warehouse staff, data entry assistants . . .



☐ Service Work:

clerks, advisors, secretaries, agents, waiters, teachers . . .



☐ Creative Work:

artists, writers, designers, engineers, fashion designers . . .



JOBS

☐ Sales Work:

sales managers, sales representatives, business development reps, sales support reps, sales consultants . . .



☐ Other(s):

☐ Strategic Work:

market analysts, marketing coordinators, advertising specialists, finance managers, social media analysts . . .



PART A

JOB ADS

Track 001

Fill in the blanks with the words provided. If necessary, make changes to the words.

heard about

knowledge

paid leave

résumé



JOB OPENING Digital Marketing Executive

BiteSizeProtein is a **start-up**¹ company **specializing**² in protein-based snacks that **target**³ people in the 18 to 40 age **range**⁴. You will lead a team of three which **is responsible for** increasing **brand awareness**⁵ through online marketing **channels**⁶.

Duties

- Creating **promotional**⁷ **campaigns**⁸ with other **collaborators**⁹
- Placing ads for products (**supervising**¹⁰ photo shoots and writing ad copy)
- **Conducting**¹¹ market research and finding new opportunities for collaboration
- Working on social media campaigns with design team

Requirements

- A **bachelor's degree**
- At least three years' work experience in digital marketing
- ① _____ of Google Analytics, Adwords, and Facebook Ads Manager
- Energetic, a self-starter, and can plan independently

What We Offer

- **Competitive**¹² salary
- Flexible work schedule
- 25 days' ② _____

Please e-mail a ③ _____ and cover letter to vacancies@bitesizeprotein.com.

Tell us how you ④ _____ BiteSizeProtein and why you should work for us.

CHECK YOUR UNDERSTANDING

Answer true (T) or false (F) based on the job advertisement.

_____ 1. The advertisement is for a position in a marketing company.

_____ 2. The position requires working closely with others.

_____ 3. The candidate will be expected to make planning decisions.

LANGUAGE NOTES

Track 002

WORD BANK

1. **start-up** [ˈstɑːtʌp] *n.*

Jack's small **start-up** evolved into a successful tech company.

2. **specialize** [ˈspeʃəˌlaɪz] *v.*

In most countries' education systems, students **specialize** more as they get older.

3. **target** [ˈtɑːɡɪt] *v.*

The fast-food restaurant **targeted** young children by offering a free toy.

4. **range** [reɪndʒ] *n.*

Matt is looking to buy a phone in the two to three thousand dollar price **range**.

5. **brand awareness** [brænd] [əˈwɛəriːs] *n.*

The company invested more money in social media in an attempt to increase **brand awareness**.

6. **channel** [ˈtʃænl] *n.*

Selling online has become very popular, but companies still need to pay close attention to traditional sales **channels**, too.

7. **promotional** [prəˈmoʃənəl] *adj.*

Our marketing department will create **promotional** material to advertise the new product.

8. **campaign** [kæmˈpeɪn] *n.*

The government ran a **campaign** to clean up the city.

9. **collaborator** [kəˈlæbəˌreɪtər] *n.*

The director thanked the movie's many **collaborators** in his acceptance speech for the award.

10. **supervise** [ˈsupəˌvaɪz] *v.*

All of the workers needed to be **supervised** closely to make sure things were done safely in the factory.

11. **conduct** [kənˈdʌkt] *v.*

The scientists **conducted** experiments to try and find a cure.

12. **competitive** [kəmˈpetətɪv] *adj.*

The product's **competitive** pricing made it popular with consumers on limited budgets.

PHRASES

be responsible for

James **is responsible for** taking care of our new clients.

FYI

bachelor's degree



Other Degree Titles:

• master's degree

• doctorate

ENGLISH CORNER



I. FILLING IN THE BLANKS

Complete the sentences with words from the box. If necessary, make changes to the words.

campaign

specialize

supervise

target

- The company must first decide who it will _____, before creating the advertisement.
- Pam's parents agreed to _____ her children while she was at work.
- We're launching a new advertising _____ to try and increase sales.
- Dan has worked in many jobs, but he _____ in working with people.



II. THE PERFECT JOB AD

Take a look at the following job ads. Which one do you think is more effective? Why?



Finance Manager – Spotlight Advertising Agency

Spotlight is looking for finance managers for its Hong Kong Office.

JOB DESCRIPTION

- Reviewing financial information
- Managing budgets
- Predicting future trends and advising on their impact

JOB REQUIREMENTS

- Finance related degree
- Several years' experience in the financial field
- Analytical mind with good interpersonal and negotiation skills, business sense, and a keen eye for detail

SALARY

- \$45,000-\$50,000 per year

E-mail a résumé and cover letter to john@spotlight.com.

AdInsight is now hiring account managers.

We provide a range of advertising services to our clients.

We have a pleasant working environment.

Priority will be given to those with experience in marketing.

Send an application to hr@adinsight.com.



III. DISCUSSION

Look at the first job ad in Part II. Which of the following duties do you think the job would probably / probably wouldn't involve? Explain your reasons to a partner.

A.	Managing staff salaries
B.	Reading accounting documents
C.	Financial planning
D.	Programming financial software
E.	Making suggestions about changes in the market
F.	Writing profit & loss statements

PART B COVER LETTER

Track 003

Read the following cover letter and select the best answer for each blank.

Nate Mason

18 Pickard Drive

Fort Worth, TX 77383, USA

Cell: +1 815-393-9265

masonstyle94@gmail.com

Dear Sir/Madam,

I read your ① for the position of Digital Marketing Executive on MyJobFinder.net with interest. Your company seems like an exciting place to work, and I am ② in joining a start-up because I want to be in a **dynamic**¹ **atmosphere**² with the potential for fast growth. Furthermore, the position would be a natural step-up for me, and I find the **benefits package** **attractive**³.

I have a Bachelor of Arts degree in Marketing, and five years' experience as a digital marketing assistant. During this time, I have also been hosting my own **podcast**⁴. It's called "What Nate Says". I do it twice a week, and each **episode**⁵ **generates**⁶ an average of 3,000 **streams**⁷.

③ I **undertook**⁸ several months of market research. After it began running, I learned how to **analyze**⁹ the **statistics**¹⁰ related to my business ④ improve its quality and keep giving my audience what they want. I also run social media accounts for my podcast, which **combined**¹¹ have over 15,000 followers. I believe this is what **gives me the edge** as a **candidate**¹² for the position.

Thank you for your time. I look forward to ⑤ from you.

Sincerely,

Nate Mason

- _____ 1. **A** warning
B sign
C notice
D note
- _____ 2. **A** interesting
B interested
C surprising
D surprised
- _____ 3. **A** Given that I have so many followers,
B When I set this podcast up,
C Taking this into consideration,
D When I first noticed your advertisement,
- _____ 4. **A** in regard to
B due to
C in addition to
D in order to
- _____ 5. **A** hearing
B heard
C hear
D hears

LANGUAGE NOTES Track 004

WORD BANK

1. **dynamic** [daɪˈnæmɪk] *adj.*
Most start-up companies operate in **dynamic** environments, which makes long-term planning difficult.
2. **atmosphere** [ˈætməˌsfiːr] *n.*
Irene enjoyed her job because the **atmosphere** in her office was very warm and comfortable.
3. **attractive** [əˈtræktɪv] *adj.*
The client said it was an **attractive** offer, but he still wanted to take time to think about it.
4. **podcast** [ˈpɒdˌkæst] *n.*
The author appeared on several TV shows and **podcasts** to discuss the release of her new book.
5. **episode** [ˈepəˌsɒd] *n.*
Tammy watches every **episode** of her favorite TV show every Tuesday and Wednesday night at 7 p.m.
6. **generate** [ˈdʒɛnəˌreɪt] *v.*
In addition to selling products online, the company has many other ways of **generating** income.

7. **stream** [striːm] *n.*
Some songs on Spotify have hundreds of millions of **streams**.
8. **undertake** [ˌʌndəˈteɪk] *v.*
We have decided to **undertake** a market research project to determine the demand for this product.
9. **analyze** [ˈænəˌlaɪz] *v.*
During the meeting, the team spent over two hours **analyzing** the graphs.
10. **statistics** [stəˈtɪstɪks] *n.*
New **statistics** show that crime in the area has gone down.
11. **combine** [kəmˈbaɪn] *v.*
The museum **combines** classic and modern art.
12. **candidate** [ˈkændəˌdeɪt] *n.*
Picking someone for the job was difficult, as there were several impressive **candidates**.

PHRASES

give sb. the edge

Frank's extensive experience enables him to keep calm under pressure, and **gives him the edge** over his opponents.

FYI

Benefits Package vs Compensation Package

	Benefits package <i>non-monetary based or indirect pay</i>	Compensation package <i>monetary based or direct pay</i>
Often includes	health insurance workers' compensation (<i>insurance</i>) stock options paid vacation retirement plans	salary bonuses commission



ENGLISH CORNER



I. FORMATTING A COVER LETTER

Greetings

Known recipients	Unknown recipients
• Dear Mr./Ms. Smith,	• To whom it may concern, • Dear Sir or Madam,

How to start

I am writing	in response to in regard to in reference to concerning	your advertisement.
I'd like to apply for the position	listed posted advertised	on your website. in the <i>New York Mail</i> on June 28 th . on www.jobscout.com .

Ending a cover letter

- Thank you for considering my application.
- I appreciate you taking the time to read my application.
- I look forward to hearing from you shortly.

Complimentary close

Formal	Personal
• Yours faithfully, • Yours sincerely, • Respectfully yours,	• Regards, • Best regards, • Kind regards,

Enclosures

Number of attachments
• 1 Enc. • Encs. (3) • Attachments: 2

PART C

RÉSUMÉS

Track 005

Fill in the blanks with the words provided. If necessary, make changes to the words.

ad campaigns
undertaking

running
work experience



Nate Mason

18 Pickard Drive
Fort Worth, TX 77383, USA

Cell: +1 815-393-9265
masonstyle94@gmail.com

① _____

• whatnatesays.com (March 2015-Present)

Owner (Self-employed)¹

|| ② _____ my own content creation company, focused **primarily**² on podcasting

|| Growing a podcast **from the ground up**

|| Marketing my business **globally**³

|| Building and **maintaining**⁴ a loyal **customer base**⁵

• VRZN Media Group (April 2017-April 2021)

Digital Marketing Assistant

|| Executing various marketing and ③ _____ for **established**⁶ industry leaders

|| ④ _____ market research projects and creating statistical analysis reports

Education

University of Texas — Austin

Bachelor's Degree in Marketing (3.70 GPA)

Skills

(Hard) Computer **programming**⁷ (JavaScript, Python)

Software (Lightworks, Photoshop, Dreamweaver, SurveyMonkey, Typeform),

Google Adwords **Certification**⁸

(Soft) **Reliable**⁹, hardworking, self-starter, good communicator, **detail-oriented**

References

Available upon request

CHECK YOUR UNDERSTANDING Track 006

Listen and choose the correct answers based on the résumé.

- | | |
|--|--|
| _____ 1. A Good communication skill | B The ability to build customers |
| _____ C Setting up a company abroad | D Creating statistical analysis reports |
| _____ 2. A 1 year | B 3 years |
| _____ C 4 years | D 5 years |
| _____ 3. A Business Management | B Computer Programming |
| _____ C Digital Marketing | D Marketing |

LANGUAGE NOTES Track 007

WORD BANK

- self-employed** [ˈselfɪmˈplɔɪd] *adj.*
Beth likes being **self-employed** because it gives her more freedom.
- primarily** [ˈpraɪˌmerɪli] *adv.*
Our business focuses **primarily** on sports goods, but we have recently moved into the luxury clothing market as well.
- globally** [ˈɡlobəli] *adv.*
We are known **globally** for engineering some of the most reliable cars in the world.
- maintain** [menˈten] *v.*
We made record profits in the first quarter, and the challenge now is to **maintain** or exceed that.
- customer base** [ˈkʌstəmə] [bes] *n.*
Companies are investing more in online advertising to build their **customer bases**.
- established** [əˈstæblɪʃt] *adj.*
Nike is an **established** and successful sportswear brand.
- programming** [ˈproɡræmɪŋ] *n.*
On the computer science course, students study **programming** languages such as JAVA, Python, and C++.

- certification** [ˌsɜːtɪfəˈkeɪʃən] *n.*

It is illegal to fly a private plane without the correct **certification**.

- reliable** [rɪˈlaɪəbəl] *adj.*

My computer is very **reliable**. I've had it eight years and it still never gives me any problems.

PHRASES

from the ground up

Julian, who is now the boss of the company, started working here as a sales clerk and learned the business **from the ground up**.

USAGE TIPS

detail-oriented

This is commonly used in work and academic situations to describe a person who pays close attention to detail and tends to be accurate in their work.

Sam is a **detail-oriented** person, who always double-checks his work to make sure there are no errors.



ENGLISH CORNER



I. RÉSUMÉ VOCABULARY

Match the words from the box with their synonyms. Some of the words may be used more than once.

accurate	apply	assist	develop	diligent	efficient
employ	execute	expand	flexible	reliable	undertake

Verbs

1. make = _____
2. grow = _____ / _____
3. help = _____
4. do = _____ / _____
5. use = _____ / _____

Adjectives

6. hardworking = _____
7. fast/good = _____
8. dependable = _____
9. adaptable = _____
10. detail-oriented = _____



II. RÉSUMÉ ESSENTIALS

Look at the following information. Are these items necessary for a résumé? Put a check (✓) if yes, a cross (X) if no, and a triangle (Δ) if you think it is optional.

- | | | |
|--|---|--|
| ☐ Contact information | ☐ A physical description | ☐ Hobbies and interests |
| ☐ Work samples | ☐ Specialist skills | ☐ A photo |
| ☐ Job experience | ☐ Personal goals | ☐ Work references |



III. A LETTER OF RECOMMENDATION

A letter of recommendation is received by someone who is considering hiring a job applicant. It is written by someone who is qualified to comment on the applicant's previous work or academic performance.

Dear Ms. Thornbury,

I am writing in reference to Nate Mason.

As Marketing Manager at VRZN, I worked with Nate for four years. During his time at VRZN, I found Nate to be extremely hardworking and reliable. Nate is a problem solver and an efficient worker. He is an independent individual who pays close attention to detail, and has the critical thinking skills necessary to succeed in the constantly changing world of digital media.

While at VRZN, Nate not only carried out his prescribed duties to a high level, but he would constantly provide suggestions that would occasionally lead to us securing new clients. One example of this was a project he worked on for the streaming service, Melodee. Nate carried out thorough research into podcasts on the platform and reached out to alert them of our services. Within weeks we had secured two new clients that we are still working with. It is for these reasons that I would highly recommend Nate for the position in question.

Yours sincerely,

Harry Small

Marketing Manager

VRZN Media Group

REVIEW

PART A PHOTOGRAPHS Track 008

Listen and choose the sentence that best describes the photo.

1.



2.



PART B INCOMPLETE SENTENCES

Choose the best word to complete each sentence.

- _____ 3. There was a strange _____ in the room after Briana announced she was leaving the company.
A customer base **B** stream **C** podcast **D** atmosphere
- _____ 4. Our stationery supplier is very _____. They always respond quickly and deliver on time.
A reliable **B** self-employed **C** promotional **D** competitive
- _____ 5. Mack's experience working for his father's company is what _____ in this field.
A from the ground up **B** gives him the edge
C combines **D** maintains
- _____ 6. After we've received all the applications, we will select eight _____ to come in for an interview.
A statistics **B** episodes **C** candidates **D** channels
- _____ 7. The Finance Department is _____ staff salaries.
A supervising for **B** responsible for
C established by **D** conducted by
- _____ 8. We _____ in selling outdoor equipment such as hiking and camping products.
A generate **B** undertake **C** specialize **D** target
- _____ 9. A lot of _____ operate in the electronics and digital markets because these industries are rapidly growing.
A start-ups **B** ranges **C** collaborations **D** certifications

PART C READING COMPREHENSION

Read the three biographies and answer the questions.



Denise Garland specializes in connecting brands with target audiences. At the University of Chicago, Garland learned about classic marketing theories and how they can be applied to the digital age. Now in her final year, she has narrowed her focus down to customer acquisition and SEO. —[1]— Garland is in the process of finishing her Bachelor of Arts in Marketing and plans to take up an intern position with an established marketing company in the near future.

Sam Hullett is an engineer with Western Research Group in Huntsville, Alabama. He started working in the energy industry after graduating from Duke University, where he received a bachelor's degree in Mechanical Engineering. —[2]— During the past five years his work has focused on developing cost-effective methods for sustainable energy solutions. His clients have been state and national governments, mostly in the USA.

Avis Chang is an accomplished financial analyst, having worked for Gordon Stanley for almost ten years, in addition to six years' prior work experience. She has worked with a range of high-performance clients over the years, including senior corporate executives, hospitals, airlines, and many multinational corporations. —[3]— On several occasions, she has transformed struggling investment portfolios into winners. She is especially proud of these achievements. Her opinion is highly valued within the industry. —[4]—

- _____ 10. What does Denise Garland not have much experience in?
- A** Learning about classic marketing theories
 - B** Connecting brands with potential customers
 - C** Working in the marketing industry
 - D** Studying customer acquisition and SEO
- _____ 11. What did Sam Hullett study at university?
- A** Mechanical Engineering
 - B** Environmental Science
 - C** Financial Planning
 - D** Computer Science
- _____ 12. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "But whether working for large or small clients, she always takes pride in her performance."
- A** [1]
 - B** [2]
 - C** [3]
 - D** [4]

UNIT 4

Telephone Conversations



Checklist

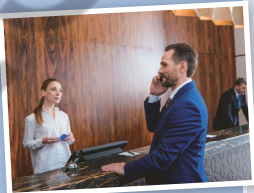
In this unit, you will learn about . . .

- ☐ Answering a business-related phone call
- ☐ Taking and leaving a phone message
- ☐ Dealing with communication issues

WARM-UP

Tell a partner how often you follow these recommendations about telephone manners.



Telephone Manners	Always	Usually	Seldom	Never
Put your phone away at the dinner table. 				
End phone conversations before paying for something in a store. 				
Avoid texting in meetings. 				
Turn off your cell phone in places such as a church, temple, or theater. 				

PART A

TELEPHONE ETIQUETTE

Track 048

Listen to the conversations. Then, fill in the blanks with the words below.

buy a mailing list

direct your call

connect you to

need to speak to

Rita receives a phone call from a potential client, followed by a second call from an existing client.



I. Formal

Rita: DirectMatch Incorporated¹. How may I ① _____?

Danny: I'm really not sure. My name is Danny Cells. I found your website online and I'm interested in getting more information.

Rita: Is there any **specific**² service we can offer you, Mr. Cells?

Danny: I represent a small **export**³ company. We would like to ② _____ for **retailers**⁴ in Central Europe. Would it be possible to connect me to somebody who handles those databases?

Rita: I'll connect you with our euro-data department. One moment, please.

II. Less Formal

Cecelia: Hello. This is Cecelia Wesley from Harris Industries. I'm trying to reach Shelby Hughes in production.

Rita: I'm sorry. Ms. Hughes is away **on business**.

Cecelia: That's what her message said, but there's a problem with my order and I ③ _____ someone today. Can you transfer me to someone else in her department?

Rita: Let me ④ _____ her assistant, Landon Carter. He takes care of Ms. Hughes' projects while she's away.

CHECK YOUR UNDERSTANDING

Answer true (T) or false (F) based on the conversations.

- _____ 1. Rita is going to send Mr. Cells a mailing list.
- _____ 2. Cecelia Wesley wants to get the problem solved today.
- _____ 3. Rita will transfer the call to someone who works under Ms. Hughes.

LANGUAGE NOTES Track 049

WORD BANK

1. **Incorporated** [ɪnˈkɒrpəˌretɪd] *adj.*
Artists **Incorporated** is a group dedicated to the advancement of artists and their crafts.
2. **specific** [spɪˈsɪfɪk] *adj.*
We don't have any **specific** plans for the weekend.
3. **export** [ˈɛkˌspɔrt] *n.*
Export items at this store are duty-free.

4. **retailer** [ˈrɪtelə] *n.*

My dad was a small auto parts **retailer**.

PHRASES

on business

I'm going to Bangkok **on business**.



ENGLISH CORNER



I. LISTENING COMPREHENSION Track 050

Listen to the conversation and answer the questions.

- _____ 1. How does Roger sound?
☐ A Relaxed ☐ B Happy
☐ C Anxious ☐ D Bored
- _____ 2. Who is Roger trying to reach?
☐ A Jack Tailor ☐ B Jack Taylor
☐ C Dax ☐ D The receptionist
- _____ 3. What do we know about Roger?
☐ A He is not in a hurry.
☐ B He is trying to find an e-mail address.
☐ C He calls the wrong person.
☐ D He calls Jack Tailor's extension.
- _____ 4. What most likely will happen next?
☐ A Jack will give Roger the extension number.
☐ B Jack will put Roger through.
☐ C Roger will talk to the receptionist.
☐ D Roger is going to hang up now.



II. CONSIDERING YOUR TONE

Rank the following from most formal (1) to least formal (4).



A. Asking for someone

☐ Is (name) around?

☐ Is (name) available?

☐ May I speak to (name), please?

☐ (Name), please.

B. Getting the caller's name

☐ May I ask who is calling, please?

☐ Can I get your name, please?

☐ Who is this?

☐ Who's calling, please?

C. Identifying yourself

☐ My name is (name). I represent (company).

☐ This is (name) from (company).

☐ It's (name).

☐ (Name) speaking.

D. Stating the purpose

☐ I want to get a hold of Jack.

☐ I'm trying to reach ...

☐ I'm interested in ...

☐ Who's in charge here?



ROLE PLAY

Create a conversation using the cues. Take turns doing each part. Then listen to **Track 051** for the sample conversation.

Student A

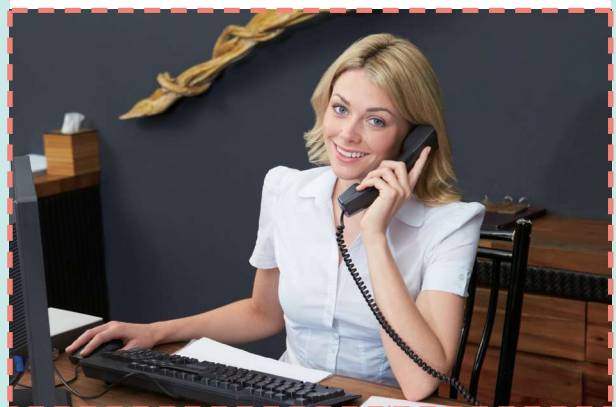
Role: Secretary Name: John Dorey



You are Gemma Payne's secretary. Your job is to arrange meetings for your boss. A client wants to reschedule a meeting to Friday afternoon. Mrs. Payne is available from 3 till 5 p.m. on Friday.

Student B

Role: Caller/Client Name: Wendy Jones



You need to reschedule a meeting with Gemma Payne from Thursday to Friday, but you're busy until three forty-five on Friday. You only need 15 minutes for the meeting.

PART B

TAKING AND LEAVING MESSAGES

Track 052

Listen to the conversations. Then, fill in the blanks with the words below.

call back later
has been changed

get your name
leave a message

A receptionist receives two calls from people trying to contact someone specific.



I. Not Wanting to Leave a Message

Receptionist: Jonathon just **stepped out** of the office. Can I

① _____?

Caller: It's Scott Sommers. **S-O-double M-E-R-S.**

Receptionist: Is there a message, Mr. Sommers?

Caller: No, it's all right. I'll ② _____. Thank you.

Receptionist: OK then.

II. Wanting to Leave a Message

Receptionist: **Unfortunately**¹, Mrs. Shaw is away from her desk at the moment. Would you like to ③ _____?

Caller: Just tell her that the meeting time ④ _____ from four to four thirty tomorrow.

Receptionist: I see—tomorrow at four thirty. Does she need to confirm?

Caller: Nope. She just needs to **show up on time**.

CHECK YOUR UNDERSTANDING

Track 053

Listen and choose the correct answers based on the conversations.

- _____ 1. **A** He recently returned to his office.
B He recently left the office.
C He has been in the office for a long time.
D He has been out of the office a long time.

- _____ 2. **A** Now **B** Soon **C** Later **D** Never

- _____ 3. **A** 3:30 p.m. **B** 4 p.m. **C** 4:13 p.m. **D** 4:30 p.m.

LANGUAGE NOTES Track 054

WORD BANK

1. **unfortunately** [ʌn`fɔrtʃənɪtlɪ] *adv.*

Unfortunately, the economic conditions seem to have gotten worse.



PHRASES

step out

Mark has **stepped out** of his office for a few minutes.

show up

I'm surprised Casey **showed up** at the party.

on time

Where is Don? He is usually **on time**.

FYI

S-O-double M-E-R-S

When leaving or taking a message on the phone, to avoid confusion about the spelling of names, you can give words that start with the letter you refer to.

The NATO Phonetic alphabet makes words clearer when speaking on the phone. For example, if your name is Don, you can say (D for) Delta, (O for) Oscar, (N for) November.

A	Alpha [ˈælfə]	J	Juliet [ˈdʒʊljət]	S	Sierra [sɪˈerə]
B	Bravo [ˈbrɑːvo]	K	Kilo [ˈkilo]	T	Tango [ˈtæŋɡo]
C	Charlie [ˈtʃɑːli]	L	Lima [ˈlimə]	U	Uniform [ˈjunəˌfɔrm]
D	Delta [ˈdeltə]	M	Mike [maɪk]	V	Victor [ˈvɪktər]
E	Echo [ˈekə]	N	November [noʊˈvembər]	W	Whiskey [ˈhwɪskɪ]
F	Foxtrot [ˈfɒksˌtroʊt]	O	Oscar [ˈɒskər]	X	X-ray [ˈeksˈreɪ]
G	Golf [ɡɒlf]	P	Papa [ˈpɑːpə]	Y	Yankee [ˈjæŋki]
H	Hotel [hoʊˈtel]	Q	Quebec [kwɪˈbɛk]	Z	Zulu [ˈzulu]
I	India [ˈɪndiə]	R	Romeo [ˈromɪo]		

ENGLISH CORNER



I. ANSWERING TRUE OR FALSE Track 055

Listen to the conversation and choose whether the statements are true (T) or false (F).

- _____ 1. The caller's first name is Val.
- _____ 2. The receptionist spells the caller's name right the first time.
- _____ 3. The caller wants to leave a message.
- _____ 4. Mr. King is going to be back in the afternoon.



II. USEFUL EXPRESSIONS

Listen to **Track 056**, and practice saying the sentences below.

Passing on Information

1. A: Is there a message?
B: **No, that's fine. I'll call her later.**
Yes, just tell her Ben returned her call.
2. A: Would you like to leave a message?
B: **No, it's all right. I'll try again later.**
Yes, please tell Bill to pick up his daughter at four p.m. today.
3. A: Do you want to leave a message, ma'am?
B: **That's OK. I'll just try to catch him on his cell phone.**
Yes, please let him know that tomorrow's meeting has been canceled.
4. A: Can I pass along a message?
B: **No, thanks. When will Patrick get back?**
Yes, it would be great if he could call me when he gets a chance.
5. A: Would you like to leave your name and number? I'll have Mr. White call you back.
B: **No, don't worry about it. I'll send him an e-mail instead.**
Yes, please inform him that Gary called. My number is 983-1258.
6. A: If you give me your e-mail address, I'll ask Terry to get back to you.
B: **I'm on the road, not near a computer.**
Good idea. It's getray.c@jurgens.com.



III. COMPLETING MESSAGES **Track 057**

Listen to the conversations and leave messages.

Message I.

Caller: _____

For: _____

Will Call Back: ☐ Yes ☐ No

Need to Return Call: ☐ Yes ☐ No

Telephone: _____

Message: _____

Message II.

Message for: _____

Ms./Mr. _____

from _____

phoned on _____

at 10:30 a.m.

He/She would like / doesn't need you to
call him/her back.

Message taken by: Sharon



PART C

PHONE RECEPTION DIFFICULTIES

Track 058

Listen to the conversations. Then, fill in the blanks with the words below.

Can I call you right back?
Is this a good time to talk?
Wait a second.

I can barely hear you.
Pardon me?
Who is this?



Bridget is at her work office. She receives a number of phone calls with sound related problems.

I. Sound Quality

Bridget: Hello, Bridget speaking.

Tom: Bridget, this is Tom.

Bridget: ① _____ I can't hear a word you're saying.

Tom: I'll call back.

II. Battery Issues

Bridget: Hello.

Alex: Is this Ms. Bridget Johnson? This is Alex from NC Electronics.

② _____

Bridget: Actually, my battery is **dying**¹. Let me call you when I get back to the office, Alex.

Alex: Great. Talk to you soon.

III. Bad Location

Jacob: Can you **elaborate**² on that, Bridget?

Bridget: Hey listen, I'm losing you. I just stepped into the **elevator**³.

③ _____

Jacob: Sure, no problem.

Bridget: Thanks.

IV. Volume

Greg: What did you say?

Bridget: I said the meeting is at five.

Greg: ④ _____ Can you **speak up**?

Bridget: I said the meeting is at five.

V. Noise

Steve: Bridget Johnson, please.

Bridget: This is she. Who's calling?

Steve: Bridget, it's Steve Fischer from Fischer's Gear.

Bridget: Steve, where are you calling from? It's so noisy—I can't **make out** what you are saying.

Steve: ⑤ _____ Let me step outside.

VI. Poor Reception

Patrick: Bridget, can you hear me?

Bridget: ⑥ _____ We must have a bad connection.

Patrick: Let me **switch**⁴ to another phone—see if that helps.

CHECK YOUR UNDERSTANDING Track 059

Listen and choose the correct answers based on the conversations.

- _____ 1. **A** Because the sound quality is bad **B** Because she is in a bad mood
 C Because she is too busy **D** Because her battery is dying
- _____ 2. **A** Getting in an elevator **B** Waiting for an elevator
 C Stepping into her office **D** Walking on the stairs
- _____ 3. **A** Steve's loud voice **B** Background noise at Steve's workplace
 C People shouting in Bridget's office **D** Loud machines outside Steve's office

LANGUAGE NOTES Track 060

WORD BANK

1. **die** [daɪ] v.
My cell phone **died** on the way to work.
2. **elaborate** [ɪˈlæbəˌret] v.
It took Stan 20 minutes to **elaborate** on the proposal.
3. **elevator** [ˈeləˌvetər] n.
This building doesn't have an **elevator**, so we have to take the stairs.

4. **switch** [swɪtʃ] v.

The reason I **switched** to this cable provider was to get a sports channel.

PHRASES

Speak up

Jeff had to **speak up** during his speech because people in the back couldn't hear him.

Make out

Hans found it difficult to **make out** what Iris was trying to say.

ENGLISH CORNER



I. USEFUL EXPRESSIONS

Listen to Track 061 and practice saying the sentences below.

Problems in communicating

Connection	Sound
My battery is <u>low</u> / <u>dying</u> / <u>about to die</u> .	I can't hear <u>what</u> / <u>a word</u> you're saying.
I'm losing you.	I can't hear you at all.
I just stepped/walked into the elevator.	I can barely/hardly hear you.
We must have a bad connection/reception.	I can't <u>make out</u> / <u>figure out</u> what you are talking about.
You're breaking up.	Can you speak up? / Could you talk louder?





II. FIXING THE ERRORS

Listen to **Track 062** and correct the mistakes.

A.

Bridget: The wave is too weak here, Anna. The switch here is bad. Can you call me later in five minutes? Your voice is breaking down.

Anna: Yeah, sure. I think I'm out of reach.

B.

Tony: Bridget, could you please just give me the specifics? The charger on my phone is just about to dead.

Bridget: Well, you need to be at the train station at eight.

Tony: Eight in the afternoon or eight p.m.? What? I'm lose you.



III. LISTENING FOR DETAILS **Track 063**

Listen and check the box that best matches the speaker's problem.

- | | | | | |
|-----------------------------------|---------------------------------|---|--|----------------------------------|
| 1. ☐ speed | ☐ volume | ☐ reception | ☒ spelling | ☐ battery |
| 2. ☐ speed | ☐ volume | ☐ reception | ☒ spelling | ☐ battery |
| 3. ☐ speed | ☐ volume | ☐ reception | ☐ spelling | ☐ battery |
| 4. ☐ speed | ☐ volume | ☒ reception | ☐ spelling | ☐ battery |
| 5. ☐ speed | ☐ volume | ☐ reception | ☐ spelling | ☐ battery |



ROLE PLAY

Create a conversation using the cues. Take turns with each role. Then listen to **Track 064** for the sample conversation.



Student A

You work for a printer manufacturing company. A customer calls you about a problem you have recently handled, but is having some issues hearing you. Explain possible reasons for the bad connection and try to resolve it.



Student B

You are calling someone about a printer they recently sold you which has been causing problems. You are also having difficulty hearing the other person. Tell them about these problems.



REVIEW

PART A PHOTOGRAPHS Track 065

Listen and choose the sentence that best describes the photo.

_____ 1.



_____ 2.



PART B QUESTION AND RESPONSE Track 066

Listen and choose the best response to the sentence you hear.

_____ 3.

_____ 4.

_____ 5.

_____ 6.

_____ 7.

PART C SHORT CONVERSATION Track 067

Listen and answer the questions.

_____ 8. Why can't Marta come to the phone?

- A** She's out of the office.
- B** She no longer works there.
- C** She's too busy at the moment.
- D** Mia doesn't explain this.

_____ 9. Why does Judith call?

- A** To get an interview
- B** To gossip about Marta
- C** To quit her job
- D** To sell a magazine

_____ 10. How does Judith reach Mr. Williams' assistant?

- A** She dials the extension number.
- B** She calls back later.
- C** Mia simply transfers her call.
- D** She calls the assistant directly.

PART D SHORT TALK Track 068

Listen and answer the questions.

- _____ 11. What was Ms. Anderson supposed to do on November 15th?
- A** Have a phone call with Clive
 - B** Have a meeting with Clive
 - C** Watch Clive give a presentation
 - D** Have lunch with Clive
- _____ 12. When is Kelly Anderson not available?
- A** 9 a.m. Wednesday
 - B** 10 a.m. Wednesday
 - C** 2 p.m. Friday
 - D** 4 p.m. Friday
- _____ 13. What will most likely happen next?
- A** Kelly will call Clive soon.
 - B** Kelly and Clive will have lunch.
 - C** Clive will call Kelly back.
 - D** Clive and Kelly will have afternoon tea.

PART E INCOMPLETE SENTENCES

Choose the best word to complete each sentence.

- _____ 14. Our English teacher gave each of us a _____ topic to write about.
- A** stressful
 - B** reliable
 - C** detail-oriented
 - D** specific
- _____ 15. Dan usually only brings a carry-on when he travels _____ business.
- A** on
 - B** off
 - C** at
 - D** up
- _____ 16. _____, Andrew can't make it to the party on time. We'll have to start without him.
- A** Primarily
 - B** Unfortunately
 - C** Globally
 - D** Luckily
- _____ 17. My manager has asked me to _____ on my proposal for the annual event.
- A** die
 - B** elaborate
 - C** complain
 - D** combine
- _____ 18. For exercise, I walk up eight flights of stairs instead of using the _____.
- A** Incorporated
 - B** export
 - C** retailer
 - D** elevator
- _____ 19. I asked Marcy if we could _____ seats, but she said no.
- A** show
 - B** switch
 - C** allow
 - D** hear
- _____ 20. Please _____. I can barely hear a word you're saying.
- A** speak up
 - B** speak against
 - C** stand up
 - D** stand against