

# **'The multi-tasking trainer and the shift from taking notes to giving feedback'**

**Taking detailed language notes during speaking activities involves careful listening, high-speed writing, and 'left-brain' processing such as ordering, analysing and prioritising. The subsequent feedback phase is characterised by a shift to an interpersonal approach requiring a different set of skills. This workshop demonstrates ways of optimising the shift using authentic extracts from business English speaking activities, and offers practical tips for honing skills in taking language notes and channelling them into effective feedback.**

**Stephanie Ashford**

**Tom Smith**

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## Telephone call – transcript

*A client calls his tax consultant to query an invoice that he thinks is excessive.*

*Anke:* Anke Bayer calling.  
*Michael:* Ja, hello, Michael Liebke calling. Hello Miss Bayer.  
*Anke:* Hello. What can I do for you?  
*Michael:* I've been sent a letter from your office.  
*Anke:* Yes?  
*Michael:* And I'm very upset, because of the amount of the invoice. It's unbelievable!  
*Anke:* You mind it... be too high?  
*Michael:* The amount is much... it's too high. Yes.  
*Anke:* I think the amount is correct, because you...  
*Michael:* Why?  
*Anke:* What? What you say?  
*Michael:* Why is it correct?  
*Anke:* Um... you have a new job now, and you have more bills give to us, to work it out in your income tax return, and so we have more work with your income tax return, and so we think that the price is OK.  
*Michael:* OK, OK, but how do you calculate the invoice amount? How do you make the price?  
*Anke:* We make a list, where we write all the things down, we must work with your income tax return, and then we calculate the price, and if you want it we can send it to you and you can check up what we have to do.  
*Michael:* Yes, that was good. OK, OK, also... you would, you say you would make a list, an itemised bill, where I can see the itemised amount.  
*Anke:* Exactly.  
*Michael:* OK, OK. When would you send it to me?  
*Anke:* Tomorrow. We would do it now and send it to you tomorrow, and I think you get it into three days.  
*Michael:* Oh that's fine, that's fine. OK, OK Miss Bayer... sorry for being rough, um, I hope you understand it.  
*Anke:* Yes of course, it's no problem that you're calling.  
*Michael:* OK, OK... OK Miss Bayer, then I will receive the letter in a few days.  
*Anke:* OK.  
*Michael:* OK.  
*Anke:* Thank you for your calling.  
*Michael:* Thanks too!  
*Anke:* Bye.

## Telephone call: language notes

✓	?	→

Extra points:

## Telephone call: sample language notes

✓	?	→
	Anke Beyer calling.	Anke Beyer (speaking)
	Ja, hello, Michael Liebke calling.	This is Michael Liebke calling
Hello, what can I do for you?	Hello Miss Beyer	Hello Mrs Beyer / Ms Beyer
	I've been sent a letter from...	I've received a letter from...
I'm very upset.	<u>upset</u>	<u>upset</u>
	the amount <u>of</u> the invoice	the amount <u>on</u> the invoice
	It's unbelievable!	It seems excessive.
	You mind it... be too high?	You think it's too high?
	I think the amount is correct.	I believe the amount (figure? calculation? fee?) is correct.
	What? What you say?	Sorry? What did you say? Sorry – what was that? Sorry, but what I was going to say was...
	you have more bills to give us	you have given us more bills
How do you calculate the invoice amount?	...to work it out in your tax return	...that need to be included in your tax return
	We think the price is OK.	I think you'll find the amount is correct.
	How do you make the price?	How do you arrive at / come to / work out the amount?
	we make a list, where we write all the things down	we draw up a list, where we note down
	we must work with your income tax return	we have to include in your income tax return
	we calculate the <u>price</u>	the amount / charge / fee
If you want (it), we can send it to you tomorrow.		

<p>You say you would make a list, an itemised bill</p> <p>sorry for being (sorry + for + gerund)</p>	<p>you can check up what we have to do</p> <p>that was good</p> <p>I think you get it</p> <p>into three days</p> <p>sorry for being rough</p> <p>it's no problem that you're calling</p> <p>then I will receive the letter in a few days</p> <p>Thank you for your calling</p> <p>Thanks too!</p>	<p>you can check what we have done</p> <p>that would be good</p> <p>you'll receive it / you should receive it</p> <p>within three days</p> <p>sorry for being rude I'm sorry if I was rude I apologise for being abrupt</p> <p>I'm glad you called We appreciate your concern</p> <p>so, I look forward to receiving I can expect to receive</p> <p>Thank you for calling</p> <p>Well, thank you for dealing with the matter.</p>
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## Language consolidation

### A Phrasal verbs and prepositions

Complete the text with the missing words.

"When I prepare a client's tax return, I start by calculating the income-related expenses. First of all, I draw \_\_\_\_\_ a list of headings such as office supplies, travel costs, further training, and so on. Then I sort \_\_\_\_\_ the bills \_\_\_\_\_ the different categories. I add \_\_\_\_\_ the amounts and note them \_\_\_\_\_ under the appropriate headings. After that I work \_\_\_\_\_ the total. I do this twice to make sure I don't arrive \_\_\_\_\_ the wrong figure. Sometimes I have to go \_\_\_\_\_ the bills with the client. If I have to deal \_\_\_\_\_ a very complex case, I usually charge the client \_\_\_\_\_ the extra work involved."

### B Syllable stress

Underline the syllable that is stressed.

- |           |            |             |
|-----------|------------|-------------|
| 1. upset  | 3. upturn  | 5. until    |
| 2. upward | 4. unhappy | 6. unlikely |

### C Correct or improve

Correct the mistakes or improve the style.

- I've been sent an invoice from your office. \_\_\_\_\_
- Thank you for your calling. \_\_\_\_\_
- I'll check up the invoice. \_\_\_\_\_
- You have more bills given to us. \_\_\_\_\_
- You get it in three days. \_\_\_\_\_

### D Not quite the same

Explain the difference between the sentences.

- a) We must do some work. \_\_\_\_\_

b) We have to do some work. \_\_\_\_\_
- a) Don't be so rough! \_\_\_\_\_

b) Don't be so rude! \_\_\_\_\_

### E Financial terms

Complete the words.

- |   |                 |
|---|-----------------|
| 1. invoice with a breakdown of figures                        | i _____ b _____ |
| 2. statement of income and expenditure for the Inland Revenue | t _____ r _____ |
| 3. the costs for journeys to and from work                    | t _____ e _____ |
| 4. final sum  | t _____ a _____ |

## F On the phone

a) *In what situations might people say these things on the phone?*

- |                      |                                |
|----------------------|--------------------------------|
| 1. Hang on!          | 5. I'll put you through.       |
| 2. Hold on a moment. | 6. We were cut off.            |
| 3. Speaking.         | 7. Don't hang up on me!        |
| 4. Right then.       | 8. Sorry, I didn't catch that. |

b) *What else could you say in the same situations? Suggest alternative phrases.*

## G Different meanings of 'bill'

*Suggest how to translate the word 'bill' into German each case.*

- |  |       |
|--|-------|
| 1. Look at this bill – I'm sure they've overcharged me!                  | _____ |
| 2. A stork has a longer bill than a heron.                               | _____ |
| 3. Someone was throwing ten-dollar bills into the street!                | _____ |
| 4. I ran up a bill of over £500 last month.                              | _____ |
| 5. Do you bill clients for advice given on the phone?                    | _____ |
| 6. I've just had a check-up – the doctor gave me a clean bill of health. | _____ |
| 7. There's a new bill to ban smoking on public transport.                | _____ |
| 8. Who's topping the bill tonight?                                       | _____ |

*Make use of this space for your own language notes.*

**notes – rules – tips – notes – rules – tips – notes – rules – tips – notes – rules – tips**