

BE PREPARED



As Ken Taylor explains in On the Line (page 75), you should take time to prepare for a phone call. We look at the first two steps here: purpose notes and action plans.

medium

1. Verbs for a reason

Write down the main reasons for your telephone call in English and have the list in front of you when you make the call. Make a note of a few of the individual points you want to raise. Complete our examples with the verbs given.

Meeting

suit ■ go ■ say ■ schedule ■ prefer

The London conference is in one month's time and we need to **(a)** _____ over a few things. Could we **(b)** _____ a meeting for next week? Wednesday or Thursday would **(c)** _____ me. I would **(d)** _____ the afternoon. Shall we **(e)** _____ 4 o'clock in the conference room?

Complaint

sort ■ happen ■ appear

I'm afraid there is a problem with the last invoice, number 34389YMK. All the prices **(f)** _____ to be wrong. Could you **(g)** _____ this out by Friday? I hope it won't **(h)** _____ again.

Clarification

sound ■ tell ■ place ■ expect ■ charge

I have a question about the red boxes. Could you **(i)** _____ me what you would **(j)** _____ for orders over a thousand units, please? We **(k)** _____ a discount of at least 10 per cent. We would **(l)** _____ an order immediately. How does that **(m)** _____?

Saying sorry

send ■ accept ■ refund ■ apologize ■ offer ■ cancel

I'm calling to **(n)** _____ for the mix-up with your order. Unfortunately, we can't **(o)** _____ out the paper you ordered until June. Would you like to **(p)** _____ the order? We will of course **(q)** _____ your money. We would also like to **(r)** _____ you free delivery on your next order. Please **(s)** _____ our apologies.



difficult

2. A plan of action

Have your action plan in front of you, too. Rearrange the words to create action statements.

Meeting

- a) I will / room for / the conference / book / three hours.

I will _____ three hours.

- b) John will / a / checklist / prepare / for / us.

John will _____ us.

- c) I will / to / come / ask / to / the / Sandra / meeting.

I will _____ meeting.

Complaint

- d) I will / Robert / list together / the / original price / with the / e-mail / invoice.

I will _____ invoice.

- e) Robert will / of / out a / by / new invoice / the end / send / the week.

Robert will _____ the week.

Clarification

- f) I will / close / order / the / e-mail / confirmation / by / of business.

I will _____ of business.

- g) I will / the / the / inform / department / of / purchasing / new discount.

I will _____ new discount.

Saying sorry

- h) I will / that / has / via e-mail / been / confirm / the order / cancelled.

I will _____ cancelled.

- i) I will / won't / on the / charge / notify / for delivery / that / we / sales / next order.

I will _____ next order.

Answers

Business Skills (pages 6–9)

Be prepared

1. Verbs for a reason

Meeting

- a) go;
- b) schedule;
- c) suit;
- d) prefer;
- e) say.

Complaint

- f) appear;
- g) sort;
- h) happen.

Clarification

- i) tell;
- j) charge;
- k) expect;
- l) place;
- m) sound.

Saying sorry

- n) apologize;
- o) send;
- p) cancel;
- q) refund;
- r) offer;
- s) accept.

2. A plan of action

Meeting

- a) I will book the conference room for three hours.
- b) John will prepare a checklist for us.
- c) I will ask Sandra to come to the meeting.

Complaint

- d) I will e-mail Robert the original price list together with the invoice.
- e) Robert will send out a new invoice by the end of the week.

Clarification

- f) I will e-mail the order confirmation by close of business.
- g) I will inform the purchasing department of the new discount.

Saying sorry

- h) I will confirm via e-mail that the order has been cancelled.
- i) I will notify sales that we won't charge for delivery on the next order.