

Preparing for an important call

You don't want to sound nervous or disorganized when you are making an important telephone call in English. This means you should take time to prepare. There are five key things to think about:



1. Your purpose

Write down the main purpose of the telephone call in English.

2. Your action plan

What should happen after you have finished the call? Are there any specific actions that should be carried out? If so, what, when and by whom?

3. Your partner

Who are you going to talk to? What is he or she like? What might be the best way to talk to him or her?

4. Your papers

Besides your purpose and action-plan notes, what other documents might you need? Have them close at hand together with your pencil and notepad.

5. Your English

Do the preparation for the call in English. This shows you what vocabulary and phrases you are missing and gives you the chance to look them up.
