

Telephone Interruptions



This week...

Mark is calling Paul to update him about a particular situation. Paul is really busy and doesn't have a lot of time to talk to him.

Lesson Objectives...

- Receiving unexpected calls
- Politely handling calls when time is limited

Business English Conversation

Advanced Class



How do you respond when you receive a call from a salesperson making a cold call?

Who is he talking to?



A



B



What is he working on?

Paul	Hello, this is Paul speaking.
Mark	Hi Paul. It's Mark. Do you have a few minutes to talk?
Paul	Hi Mark. I'm afraid I can't talk right now . I've got a very important meeting soon and I still need to prepare some things for it.
Mark	This won't take long.
Paul	OK, if it's very quick. Go ahead.
Mark	I just wanted to give you an update on the situation with the client from London. It looks like he is going to sign the contract.
Paul	Thanks Mark. That's good news. Keep me posted on the latest developments. I really have to go now.
Mark	OK. Speak to you again soon.

Do you have a few minutes to talk about your performance in this class?

1. Do you have a few minutes to?
2. I'm afraid I can't right now.
3. I just wanted to give you an update on the situation with
4. It looks like he is going to



Role Play – Telephone Interruptions

Student A is calling Student B to give him/her an update about a particular situation. Student B is very busy and doesn't have a lot of time to talk.



Student A: Ask Student B if he/she has some time to talk.

Student B: Tell Student A that you can't talk right now because you are very busy.

Student A: Tell Student B that the call won't take long.

Key Phrases

- Do you have a few minutes to talk?
- This won't take long.
- I just wanted to give you an update on the situation with
- I'm afraid I can't talk right now.
- OK, if it's very quick. Go ahead.
- Keep me posted on the latest developments.
- I really have to go now.
- *Other*

Situations

- new client's contract
- tomorrow's meeting
- presentation for international conference
- issues with company server
- issues with staff member
- *other*



1. You should always answer a phone when it rings.
2. Leaving a voicemail is an acceptable way of communicating important information.
3. It's important to carry your mobile with you at all times during business hours.

- How late in the evening is too late to call somebody?
- What is the future of business communication?
- Have you ever lost your temper on the phone?

acceptable	- <i>His proposal was not acceptable.</i>
developments	- <i>I will call you later with the latest developments.</i>
prepare	- <i>I need to prepare for the conference.</i>
quick	- <i>I don't have a lot of time. Please be quick.</i>
situation	- <i>I need to talk to you about an urgent situation.</i>
unexpected	- <i>I received an unexpected call from my old boss.</i>
update	- <i>Please update me on the issue asap.</i>



Job Offer

A job offer is a formal offer of employment from a company. A job offer can be a verbal offer, made in person or over the telephone, or it can be a written offer, communicated in a letter or by electronic means, such as e-mail. Next week we will look at receiving an unexpected job offer.