

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

Basic Class



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



What is he working on?

*Create a short story using the following format

1. Who
2. Where
3. When
4. What's happening?

*Create simple sentences using the vocabulary

1. prepare
2. quick
3. update
4. situation

I need to **prepare** for a meeting this afternoon.



1. **Do you have a moment** to talk about the agenda for the meeting?
2. **I'm sorry, but I can't** go to lunch **right now**.
3. **I just wanted to update you on the situation with** the new business deal.
4. **It looks like he is going** to finish on time.

- Words
- Phrases

Paul	Hello, this is Paul speaking.
Mark	Hi Paul. It's Mark. Do you have a moment to talk?
Paul	Hi Mark. I'm sorry, but I can't talk right now . I've got a very important meeting soon and I need to prepare for it.
Mark	It won't take long.
Paul	OK, if it's very quick . Go ahead.
Mark	I just wanted to update you 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. I really have to go now.
Mark	OK. Talk to you again soon.

1. Do you have a moment to
2. I'm sorry, but I can't right now.
3. I just wanted to update you on the situation with
4. It looks like he is going to

Responses - Prepositions

Please select the most appropriate response for each item below:

1. A: I'm sorry, but I can't talk right now.
B: OK. I will call back 3 pm.

for / in / at

2. A: Can I talk to you for a few minutes?
B: I'm sorry. I have to prepare a conference.

to / for / at

3. A: I don't have a lot time.
B: That's OK. This won't take long.

at / of / in

4. A: Do you have a moment talk?
B: I have a few minutes. I have to go to a meeting soon.

at / to / on

5. A: I need to speak to you about something.
B: I'm a little busy right now. Please call back 10 minutes.

in / to / for

6. A: I want to update you the situation with the contract.
B: Thanks. I have been waiting for the news.

on / for / at

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 B: Hello, this is (name) speaking.

Student A: Hi (name). It's (name). Do you have a moment to talk?

Key Phrases

- It won't take long.
- I just wanted to give you an update on the situation with
- I'm sorry, but I can't talk right now.
- OK, if it's very quick. Go ahead.
- Thanks for the update.
- I really have to go now.
- *Other*

Situations

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

- 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?

deal	- I want to talk to you about a new business deal .
moment	- I need to speak to you for a moment .
prepare	- I need to prepare for the conference.
quick	- I don't have a lot of time. Please be quick .
situation	- I need to talk to you about an urgent situation .
unexpected	- I received an unexpected call from my old boss.
update	- Please update me on the issue asap.



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.