

# 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

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## Super Class



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

Who is he talking to?



A



B



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



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.

## 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. I'm in the middle of something.
- 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*



Talk about one of the following topics for one minute:

1. The disadvantages of always carrying your mobile phone.
2. The problems with leaving a voicemail.
3. The future of business communication.

\*Other students in the class, ask one question each to the presenter after the speech

- How late in the evening is too late to call somebody?
- Are you satisfied leaving a voicemail, rather than having a telephone conversation?
- Have you ever lost your temper on the phone?

**Hold that thought.** I really like that idea, but I have to go now. Let's talk about that this afternoon.



**hold that thought** – don't forget the thing that was mentioned

- That might be a good idea. **Hold that thought.** We'll come back to it after I've shown you the new system.

**talking at cross-purposes** – when people get confused because they're talking about different subjects

- I think we're **talking at cross purposes.** You thought we were discussing your promotion, but I was actually talking about a TV show.

**speak of the devil** – when someone appears, or calls, soon after you mentioned their name

- **Speak of the devil.** I was just talking about how well you are doing in your new position.





### 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.