

We encourage you to take part in our English Classes and English Workshops which cover popular and useful topics.

For example:

Business Correspondence - Letters and Documents.
Successful Meetings and Presentations.
Effective Customer Service.
Employment - the recruiting process including interviews and application documents.

If you want to know more, please contact us:

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BUSINESS ENGLISH WORKSHOPS

What to do to succeed in business English at work.

TOPIC 1: TELEPHONE CONVERSATIONS



Feel comfortable when answering the phone in English.

If the phone rings, be the first to pick it up.

And now cover either the right or the left column of the table below and see if you know the meaning/translation of the useful words and phrases:

I'm putting you through.	Łączę Panią/ Pana.
Hold on, please.	Proszę zaczekać.
Can I have extension 78?	Poproszę wewnętrznego 78.
The line's busy/engaged.	Linia jest zajęta.
I couldn't get through to him.	Nie mogłem się do niego dodzwonić.
I have another call coming through.	Mam kolejną rozmowę na linii.
I got cut off.	Przerwało połączenie.
The connection's really bad.	Słabo cię słyszę.
I'll call you back.	Oddzwonię/Zadzzwonię jeszcze raz.
There is no reception.	Nie ma zasięgu.
I have no credit.	Nie mam środków na koncie.
Speaking.	Przy telefonie.
Answer the phone!	Odbierz telefon.

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USE THE WORDS TO COMPLETE THE FOLLOWING CONVERSATION: please, have, in, take, how, speaking, back, put

- Operator:** Hello, ANY Company. [] (1) can I help you?
- Monica:** This is Monica Brown. Can I [] (2) extension 112?
- Operator:** Certainly, hold on a minute, I'll [] (3) you through.
- Frank:** The manager's office, Frank [] (4).
- Monica:** This is Monica Brown calling, is the manager [] (5) ?
- Frank:** I'm afraid she's out at the moment. Can I [] (6) a message?
- Monica:** Yes, Could you ask her to call me [] (7) at 322 123 418? I need to talk to her about the new product, it's urgent.
- Frank:** Could you repeat the number, [] (8)?
- Monica:** Yes, that's 322 123 418, and this is Monica Brown.
- Frank:** Thank you Ms Brown, I'll make sure the manager gets this asap.
- Monica:** Thanks, bye.
- Frank:** Bye.

For the answers see www.goldenfox.pl

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COMPLETE THE SENTENCES WITH THE WORDS BELOW. ONE WORD IS UNNECESSARY.

- When you pick up the phone to call someone you hear a [] .
- If I'm not home, leave a message on my [] machine.
- Susan must be talking to her mom because I have been getting a [] for two hours.
- I never answer my [] while I'm driving.
- Colin always turns his [] off when he is studying.
- I'm busy right now. Can you [] later?
- You have to [] „0” for the operator.
- I have a [] so I can cook and chat at the same time.
- You will need a quarter or a phone card if you want to use the [] .
- I know it was my supplier who called because I have [] .

call display/answering/ringer/dial/cordless/receiver/pay phone/call back/busy signal/dial tone/cell phone

For the answers see www.goldenfox.pl