



BUSINESS ENGLISH PHRASES

Telephoning And Conference Calls In English Super Triple Pack


<p>Series One</p>	<ol style="list-style-type: none"> 1. Telephoning and Conference Calls 1: Making an Appointment 2. Telephoning and Conference Calls 2: Handling a complaint 3. Telephoning And Conference Calls 3: Effective Telephoning 4. Telephoning And Conference Calls 4: Dealing with a customer order 5. Telephoning And Conference Calls 5: Making Travel Arrangements
<p>Gold Series</p>	<ol style="list-style-type: none"> 6. Telephoning and Conference Calls Gold Series 1: Starting Conference Calls 7. Telephoning and Conference Calls Gold Series 2: Managing Conference Calls I 8. Telephoning And Conference Calls Gold Series 3: Managing Conference Calls II 9. Telephoning and Conference Calls Gold Series 4: Using Diplomatic Language 10. Telephoning and Conference Calls Gold Series 5: Questions For Conference Calls
<p>Platinum Series</p>	<ol style="list-style-type: none"> 11. Telephoning and Conference Calls Platinum Series 1: Getting Information 12. Telephoning and Conference Calls Platinum Series 2: Dealing With Payment Queries 13. Telephoning and Conference Calls Platinum Series 3: Making A Complaint 14. Telephoning and Conference Calls Platinum Series 4: Smalltalk For Conference Calls 15. Telephoning and Conference Calls Platinum Series 5: Keeping In Contact



BUSINESS ENGLISH PHRASES

Telephoning and Conference Calls 1 Making an Appointment

Introduction:	Good morning this is Chia Shen from Rivasoft. Hi, my name is Ben Short and I'm calling from Rivasoft. This is Chia Shen from Rivasoft.
Speaking to reception or a personal assistant	I met Ms. Yang at the Mobile World event last week. Ms. Yang asked me to call her to setup a meeting. Carlos Fernandez advised me to speak to Ms.Yang.
Speaking to reception or a personal assistant	He asked me to setup an appointment to discuss business possibilities. She expressed an interest in our products so I'm just following-up.
Checking to see if the other person is busy	Hi Ms. Yang. How are you? Hi Mr. Watson. Are you busy?
Checking to see if the other person is busy	Is this a good time to speak? Did I catch you at a good time? I hope this is a good time to call you.
Ask for a meeting and suggest meeting times	I'm going to be in Singapore next week. Can we setup a meeting for Tuesday 12th? Are you available early next week?
Ask for a meeting and suggest meeting times	Do you think we could meet for coffee on Monday? Can we meet on Tuesday morning? Could we setup a meeting for Wednesday at 14:00?
Reasons for meeting	I'd like to discuss some areas of collaboration. I'm hoping to show you some of our newest services.
Reasons for meeting	I'd be great to be able to visit your operations. I could really use your advice about a current problem we have.
Checking agenda / schedule	Just let me check my agenda. Let me check my schedule. Just let me look at my diary.
Checking agenda / schedule	I'm travelling until the 13 th , but I'm free on the 14 th . I will be in Dubai on the 24 th , but I'm free on the 25 th . I'm meeting with a supplier in Rome until Friday, but we can meet on Monday afternoon if that works?
Suggesting meeting times	We could meet on March 2 nd at 10:00am. Could you do Feb 14 th at 11:00am? Can you meet on Tuesday at 10am or 11am?
Suggesting meeting times	I suggest Tuesday 19 th , does that work for you? What about next Friday morning? Does Tuesday afternoon work for you?
Making excuses and suggesting alternatives	I'm busy with a client, can we do next week? I have a supplier meeting, how about next Tuesday? I'm travelling then, are you free on Monday at 15:00pm?
Agreeing to a meeting time	That is fine for me. Yes that's perfect. I'll put it in my diary. Yes that works for me.
Positive ending	Ms.Yang, I will look forward to our meeting. Bye. Good. See you next Friday morning Mr.Watson. Bye. Ok, see you next week Ms.Yang. Goodbye.

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	Telephoning And Conference Calls 2 Handling a complaint
Introduction:	Good afternoon, this is Chia Shen from AB Systems. This is Chia Shen. How can I help you? Hi, my name is Chris Wright. How can I help you?
Step I: Show empathy (be calm and acknowledge their emotions)	I'm sorry to hear that. That must be very frustrating. I can see your point of view. I can see what you mean.
Step I: Show empathy (be calm and acknowledge their emotions)	Thank you for bringing the complaint to my attention. I can see why that's frustrating. I understand, let me try to solve it as quickly as possible.
Step II: Acknowledge complaint and then get more information about the problem	To understand your issue better, can you please explain the background to the problem? To get the full picture, can you give me more details? So I can solve your complaint to your satisfaction, could you tell me more information?
Step II: Acknowledge complaint and then get more information about the problem	So that I can be more helpful to solve the problem, can you tell me more? To help ensure that I can solve this problem to your satisfaction, could you tell me more? Could you please explain your complaint in more detail, so I can better solve your problem?
Step III: Show you're listening	Uh huh. I understand Yes, I see. Mm, that's interesting.
Step III: Show you're listening and repeat key words	Uh huh, "delayed project". I understand, "increased budget". Not what you asked for.
Step IV: Clarify and check understanding	Can I please repeat your complaint to make sure I fully understand it? Let me repeat that to ensure I fully understand. Can you please explain what you mean by "complex"?
Step IV: Clarify and check understanding	What you're saying is "it was over-complicated", is that right? I see. So you're saying "it was over-complicated", is that correct? If I understand the situation correctly what you're saying is "it was over-complicated", is that right?
Step V: Propose solutions	What can I provide you to ensure the problem is solved to your satisfaction? What can I do to make sure the problem is solved to your satisfaction? I propose the following solution to rectify your complaint.
Step V: Propose solutions	What if we resend the order and give a 10% discount? I have a few suggestions that could help. Why don't we give you a full refund?
Step V: Propose solutions	Would it help if I resend the order now? I have a couple of ideas that might help.

	How about if we resend the order with a full refund?
Step VI: Reach an agreement about the solution	Are you satisfied with the solution proposed? Does that meet with your expectations? Is that what you had in mind as a solution?
Follow-up actions	I'll keep you informed via email of the actions taken to solve this problem. I'll contact you in 2 hours to see that everything is fine. I'll check back with you this afternoon to make sure everything is ok. I'll phone you back this afternoon
Thank the person	Thank you for bringing this matter to our attention. Thank you for helping us to improve our customer service.
Ending a call	Thanks for calling Ms.Liu, is there anything else I can help you with? Thanks for calling Ms.Liu. Goodbye.



BUSINESS ENGLISH PHRASES

Telephoning And Conference Calls 3 Effective Telephoning

Introduction:	Good morning, this is Ben Short from Info Systems. Hello, this is Ben Short from Info Systems. Hi Mr.Yokitu, this is Ben Short from Info Systems.
Who do you want to speak to?	Can you put me through to extension 1256 please? Can I speak to Chia Shen in Sales please?
Leaving a message	Hi this is Chia Shen, from DBT. Can you call me back on 0042 987 654 123. Can I leave Mr.Yokitu a message please? Could you ask Mr.Yokitu to call me back? Thanks.
Reason for phoning	I'm calling about the trade fair SIMO 2013. I need some information about SIMO 2013. Sorry are you busy? Are you in the middle of something?
Referring to a previous phone call	I'm returning your call concerning SIMO 2013. Hi Mr.Yokitu, we spoke last week about SIMO 2013.
Small talk	What's the weather like in Tokyo now? How are things in Tokyo? I've never been to Tokyo, when is the best time of year to visit?
Making an arrangement	Could we meet some time next month? When's the best time to meet you? Would Wednesday 25th suit you?
Changing an arrangement	I'm sorry, I can't make Monday's meeting because I'm travelling. Something important has come up. Can we change the meeting to next week?
Reserving a hotel	I'd like to reserve a hotel room. Can you recommend a hotel? Can you reserve me a hotel room for 2 nights from March 2nd? Does the hotel have Wi-Fi internet access?
Repeating names	Sorry, I didn't catch your name, could you repeat it slowly please? Thanks. Sorry, could you spell your surname?
Repeating numbers and emails	Sorry, could you repeat your email address? Is that B for bravo or V for victor? Did you say your number was 00 34 567 890? Is that correct?
Spelling names or places	Is that capital "A" or small "a"? edithp@ic.com , all in lower case and no upper case. Hyphen(-); underscore (_); dot (.); forward slash (/) at (@)
Checking key information	Can I check that please? You said edithp@ic.com. You said edithp@ic.com, is that right?
Ask for time	Bear with me please. Just give me a moment.
Asking for more detail	Can you explain in more detail? Can you give me more details?
Checking understanding	So what you are saying is that the process is "overcomplicated", is that correct?

	If I understand the situation correctly the process is “overcomplicated”, is that right?
Clarifying something you said	I didn’t explain that clearly, what I mean is the process needs to be simplified. Let me explain that again.
Confirm information	Just to confirm we will meet on Tuesday at 10am, is that right? Can I confirm you said to meet on Tuesday at 10am, is that correct? I’ll send an email to confirm this.
Ending a call	Right. I think that’s everything. I look forward to seeing you on Tuesday 10th. Bye. Good to talk to you Mr.Yokitu. Bye. Thanks for calling Mr.Yokitu. Goodbye.

Author

My name is Christopher Wright and co-director of TETC, The English Training Company (www.englishtco.com).

My company TETC and I have helped thousands of companies and professionals succeed in Business English and to become advanced Business English speakers.

See our books and articles published by Amazon, Oxford University and McGraw Hill.



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