



## Business Telephoning

### Warm-up Questions:

Do you prefer talking on the phone or talking face to face?  
How many calls do you receive on average each day? What are your calls usually about?  
How long could you go without your phone?

### Voc/Expressions:

To direct someone  
The bottom line  
Necessary evil  
To put on hold

To connect someone  
No time to lose  
Vital  
Hit (someone) up

Put me through  
Be in the red  
Verbal/Non-verbal  
To keep in touch

### Practice:

How do you like to keep in touch with friends and family members? How often do you keep in touch?  
What are some necessary evils in your workplace/life?  
What is vital to be successful at your work?

### Business call basic expressions:

Give your name, department, or extension:

*Hello, my name is \_\_\_\_\_ from \_\_\_\_\_.*  
*Hello, this is \_\_\_\_\_ from \_\_\_\_\_.*

Stating the purpose of your call:

*I'm calling to \_\_\_\_\_.*  
*The purpose of my call is to \_\_\_\_\_.*

Asking for clarification/confirmation:

*I'm sorry, could you repeat that?*  
*I didn't catch that.*  
*Can I check to see if I heard you correctly?*  
*Let me just check...*

Making request:

*Could/Can you (do something) for me?*  
*Could/Can/May I (do something)?*  
*Could/Can you have (someone do something)?*

### Discussion Questions:

What are some difficulties or problems you have had while talking on the phone or in a conference call?  
How often do you change your phone? Are you an early-adopter?  
What is verbal and non-verbal communication? Which is more important?  
How has social media changed how we communicate? What social media do you use?