

2 Call me

In this unit we practise:

- ◆ business vocabulary – customer service and illness
- ◆ business language – using the phone and asking questions
- ◆ cross-cultural focus – crossed lines, calling abroad
- ◆ business focus – checking information
- ◆ simulation – finding the way



Aurora Picardi



Walter Armitage



Carlo Rospo



Costas Tsappanis



Alison Fisher



Tony Kallus

START UP

- 1 Make a list of who you speak to regularly on the phone at work. Compare your list with others in the class. Which calls do you find the most difficult? Why? Which calls, if any, do you have to make in English?

Internal calls	External calls	In English

- 2 a Costas Tsappanis is the marketing director of Pelleas Business Hotels Inc. in San Francisco. He left his colleague, Alison Fisher, a phone message. Listen to the message, and complete the follow-up email he sent her later the same day.



New Reply Reply All Forward Flag Print Delete Send & Receive Address

From: c.tsappanis@pelleas.com
 To: a.fisher@pelleas.com
 Subject: 1)
 Date: February 10th

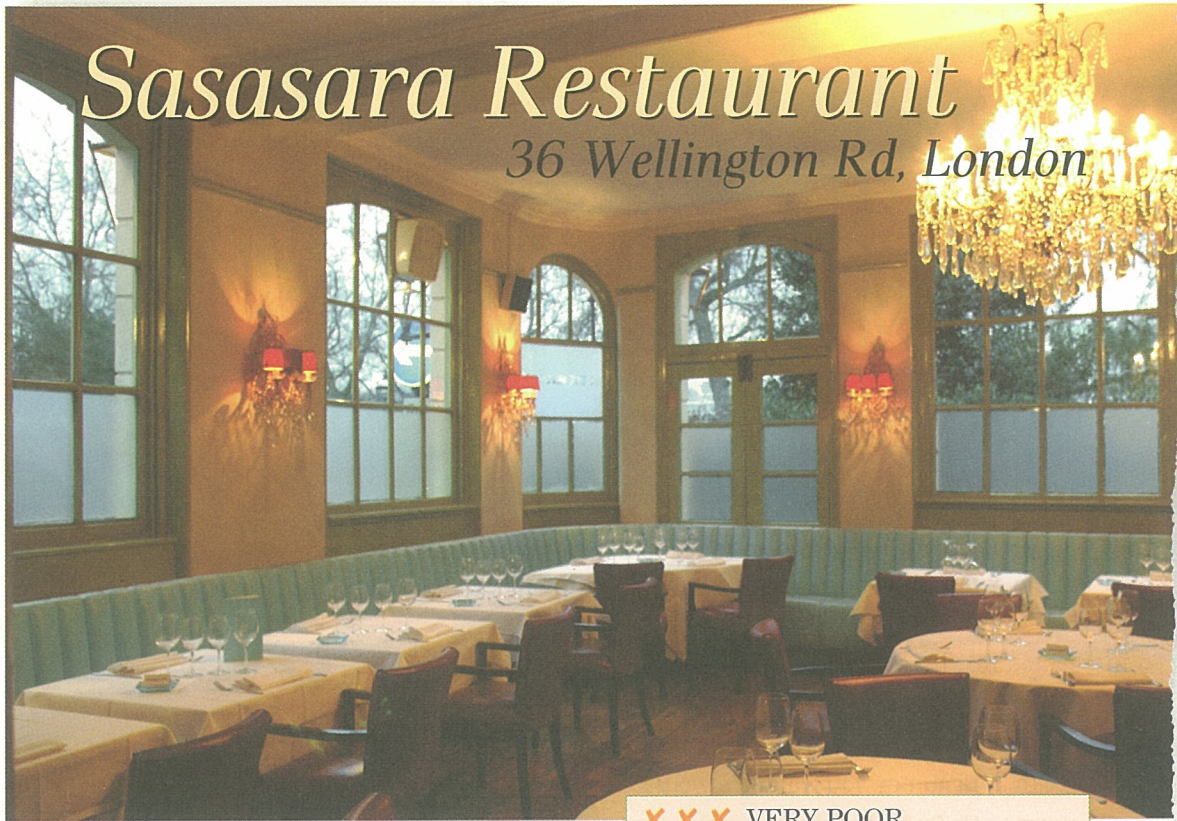
Hi Alison,
 I'm sending you this email in case you didn't get my message on your phone this morning. I want to send Walter Armitage over to 2) the Grand and let him decide about the hotel. Walter is the right person to send because he has only ever worked in the UK and the US and he will hate the terrible 3) at the Grand!
 Remember, if we 4) the Grand the company 5) will look a lot better and we won't have to worry about being 6)!
 I don't like the way the boss keeps on 7) the 8) at the moment.
 Costas

- 2 b Listen to the phone message again. What is meant by the phrase *terrible service*? Can you think of any other words that can collocate with *service*?

http://jeisee.com/tten/text/download/sound/?id=1500&filename=Track10_Unit2_page13_activity2.mp3

3 Read this article about a restaurant and answer the questions.

- a Did the writer enjoy his meal?
- b What doesn't he like about Britain?
- c How many different examples of the word *service* can you find below?
Can you explain the different meanings?



Sasasara Restaurant

36 Wellington Rd, London

XXX VERY POOR

I read in the newspapers that Britain has the biggest service industry in Europe. I have never seen it. This is strange because 'service' is a word we use a lot in English. Most hotels have terrible room service. It's impossible to get a meal in your room after nine o'clock! Banks promise a high level of customer service in their advertisements, but when I go to the bank there are only two bank clerks available. Of course, at lunch time when lots of people need to go to the bank it's different. Then there's only *one* clerk! And in most shops it's hard to find 'service with a smile'. Everywhere you go there is poor service but if you say you want to complain most English people will tell you not to bother!

Last week at the Sasasara Restaurant in Wellington Road, I had my worst ever experience of service in this country! My main course took one hour to arrive at the table. Looking at the food made me feel queasy and I suffered three days of food poisoning after I ate it. I have recovered now but I don't plan to go back for dessert! I have never

4 Find a word in the article above which means:

- a a person who serves in a bank
- b to say you don't like something
- c not to try
- d to get well again

1 Here are some ways to describe service. Match the adjectives to the definitions.

- | | |
|---------------|------------------------------|
| 1 terrible | a quick |
| 2 inefficient | b better than all the others |
| 3 excellent | c bad use of resources |
| 4 prompt | d really good |
| 5 first class | e very bad |



2 Read the following telephone conversation between Aurora and Carlo. Write down how many times you see the following words:

it to back from for

AURORA: Aurora Picardi.
 CARLO: Hi Aurora. You wanted a word?
 AURORA: Hi, Carlo. Thanks for getting back to me. How's tonight's wedding coming along?
 CARLO: I don't see any problems. What can I do for you?
 AURORA: When do you get back from Rome?
 CARLO: Friday afternoon. I think the plane gets in at around three thirty. Why?
 AURORA: Oh, it's Norman's leaving do. I'm looking for someone to say a few words.
 CARLO: Won't you be there?
 AURORA: No, probably not. I've got to go back to Zurich for another meeting.
 CARLO: OK. I guess I can do it. What time does it start?
 AURORA: Four thirty.
 CARLO: That's too early. Can we move it to five, or five thirty?
 AURORA: That shouldn't be a problem. Look, I'll see if Norman is flexible on time and call you back. OK?
 CARLO: Yeah. Fine. Anything else?
 AURORA: No, that's it.
 CARLO: OK, bye.
 AURORA: Bye.

Hot tip!
 It is often the 'small' words which cause difficulty for people learning English. One way to solve this problem is to take a normal text, spoken or written, and focus on how these words are used.

3 The word *back* is very common in English, but is used in very different ways. Look at the following sentences, and match the two halves.

- | | |
|--------------------------|---------------------------------|
| 1 OK, I'll call you | a you next week, after my trip. |
| 2 I'll get back to | b into the meeting. |
| 3 The snow was too deep, | c for the discussion. |
| 4 I'll be back in time | d so we turned back. |
| 5 It's time to go back | e back a few years. |
| 6 Sit back | f and relax. |
| 7 This report dates | g back tomorrow. |

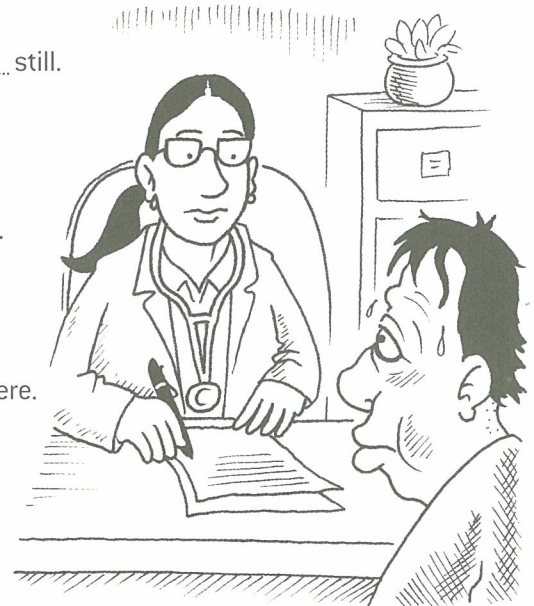
4 Read the article about the Sasasara restaurant on page 14 again. Then read the conversation which the writer had with his doctor the next day. Use the words and sentences in the box to fill in the gaps. Then listen to check your answers.

http://jeisee.com/tten/text/download/sound/?id=29&filename=Track11_Unit2_page16_activity4.mp3

you've got food poisoning
 Have you got a headache?
 Do you have a temperature?
 Have you eaten anything unusual recently?

were both sick
~~I feel really queasy~~
 In Wellington Road?
 hangover

DOCTOR: So, what can I do for you?
 WRITER: I've been throwing up all night and ¹⁾ *I feel really queasy* still.
 DOCTOR: ²⁾ ?
 WRITER: I don't think so.
 DOCTOR: Hmm. ³⁾ ?
 WRITER: Last night I went to a restaurant near here, The Sasasara.
 DOCTOR: Ah. ⁴⁾ ?
 WRITER: Yes, that's it.
 DOCTOR: That explains it. Yesterday I had two patients with the same problem. They ⁵⁾ after going there.
 WRITER: Oh. Right.
 DOCTOR: Any other symptoms? ⁶⁾ ?
 WRITER: Yes, my head feels terrible. I thought it was just a ⁷⁾ from the wine.
 DOCTOR: Hmm. No, I think ⁸⁾ Stay in bed for a day or two – you'll soon get over it.



5 With your partner, make a list of other illnesses and compare it with the rest of the class. Your teacher will help.

6 Now role-play the conversation in activity 4 with a partner. Take it in turns to be the doctor and the patient. Then try changing your illness.

- 1 Telephoning language can sometimes be different from face-to-face communication. Which of the following phrases would you probably use on the telephone and which in a face-to-face situation?

Phrase	Telephone	Face-to-face	Both
I'm calling about ...	✓		
Could you tell me ... ?			
Pleased to meet you.			
Can I speak to ... ?			
Can I leave a message?			
I'd like some information please.			
When will he be back?			
Just a moment, I'll put you through.			
It's engaged. Would you like to hold?			
Speaking.			

- 2 The following phrases are taken from a telephone conversation between Costas and staff in an advertising agency. Match each phrase to the best response. Then listen and check your answers.

http://jeisee.com/tten/text/download/sound/?id=30&filename=Track12_Unit2_page17_activity2.mp3

- | | |
|---|--|
| 1 Can I speak to Henry Chatsworth, please? | a The catalogue is at the printers now, so you should get your copy next week. |
| 2 Is that Mr Wu? | b Pellas? One moment please. |
| 3 I'm calling about the new brochures for Pelleas Hotels. | c I'm afraid he's in a meeting. But Chen Wu, the other partner, is available. |
| 4 Can I leave a message? | d Speaking. |
| 5 ... could you tell me when your new catalogue will be sent out? | e Yes, certainly. I'll just get a pen. |

- 3 Later, Costas telephones his colleague, Alison Fisher. With your partner try to fill in the gaps in the conversation. Then listen and check. What do you think Costas and Alison are planning?

http://jeisee.com/tten/text/download/sound/?id=31&filename=Track13_Unit2_page17_activity3.mp3

COSTAS: Hi, Alison. It's Costas. ¹⁾ you get my email?

ALISON: You mean the one about the Malta accounts?

COSTAS: Yes. ²⁾ you read it yet?

ALISON: No, why?

COSTAS: I'm worried about the new figures. They look quite good.

ALISON: You mean the forecasts?

COSTAS: Yes. ³⁾ do you think?
 ALISON: Hold on ... Hmm ... Yes, I see what you mean.
 COSTAS: What ⁴⁾ Walter's trip?
 ALISON: I don't think we need to worry. He should still go.
 COSTAS: ⁵⁾ sure?
 ALISON: Of course I'm sure. Don't worry, Costas. Look, give me a chance to look at these figures, OK?
 COSTAS: OK. I'll call you on Friday.
 ALISON: No, I won't be here.
 COSTAS: What? Why? Where ⁶⁾ you going?
 ALISON: The Caribbean, for a holiday. I told you.
 COSTAS: You're going on Friday? I thought you ⁷⁾ Sunday?
 ALISON: No, no. Friday. Look, don't worry. I'll give you a call next week, from the beach. Bye.
 COSTAS: Er, but ... Alison ...

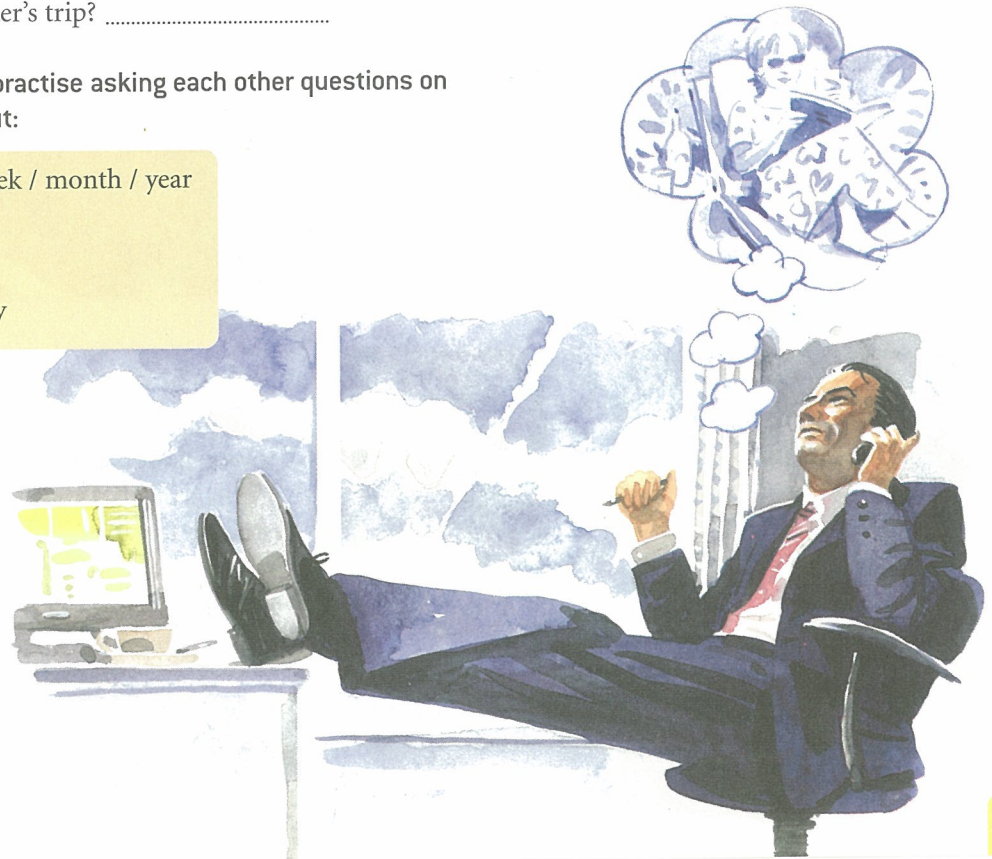


4 Here are some of the questions from the conversation, but each one contains a wrong word. Find the wrong word then replace it with a better one. Then read the phone conversation again to check.

- | | |
|---|-----------------------------------|
| 1 Are you get my email? <u>Did you get my email?</u> | 5 Be you sure? |
| 2 When you read it yet? | 6 Where are you went? |
| 3 What do you thought? | 7 I thought you say Sunday? |
| 4 When about Walter's trip? | |

5 Find a partner and practise asking each other questions on the phone. Ask about:

- plans for next week / month / year
- his / her work
- his / her boss
- his / her company



- 1 Talking to foreign partners in English on the phone can be difficult. Sometimes there are misunderstandings, or 'culture bump'. Read the article from the magazine 'Working and Living Abroad'. What are culture bumps?

Telephone Terror

'Allo', '0207 613449', 'Schmidt!', 'Pronto', 'Ahoy', 'Mushi, mushi' ... the technology may be the same but the way people around the world use their phones is often very different. From the beginning of the conversation to the very end, nothing is done quite the same as in your own culture. This can lead to 'culture bump' situations – situations where the other person behaves in a way that you think is strange, and you behave in a way that he or she thinks is strange, ... for example, trying to shake hands with your Japanese colleague when he is bowing.

Here are some of the telephone problems that readers have sent to us:



Sylvia B. US

'I'm spending nine months in my company's German office. When I answer the phone I always give the full company name and both my names. But my colleagues only give their surnames and I think they sound really unfriendly. Should I copy them, try to make them copy me or just carry on in my own way?'

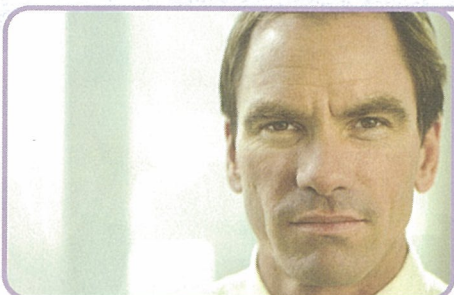
Peter L. Sweden

'I often go to Italy on business trips. In meetings with my Italian colleagues it is often very difficult to focus because their mobile phones are ringing the whole time – even if I ask them to turn them off. Why do they do this and what can I do?'



Hendrik W. Holland

'I have to call my English colleagues in London once a week. Every time I call they ask what the weather is like in Amsterdam, what I did at the weekend and all about my favourite football team. I want to get on with business, but it's so difficult. Why do they want to know all these unimportant things? I don't have time to chat!'



- 2 Use the information from the article to complete the chart with your partner. Discuss your comments with the class.

'Normal' behaviour	'Different' behaviour	Suggestions for way forward
Sylvia: <i>Answers the phone with company and own name</i>		
Peter:		
Hendrik:		

- 3 Do these typical telephone sentences exist in your own language? How would you say them? Check with another person who speaks your language to see if you agree.

English	Your language
1 'Speaking.'	
2 'Can you hold on a minute, please?'	
3 'Sorry to keep you ...' (after asking somebody to hold on)	
4 'Putting you through ...'	
5 'Don't hang up.'	
6 'He's on the line at the moment.'	
7 'Let's keep in touch.'	
8 'Can you get back to me tomorrow?'	
9 'Cheers. Bye.' (informal)	

- 4 Have you had any 'culture bumps' in your dealings with business people from other cultures? What happened? How did you feel? What did you do?

- 1 Walter Armitage from Pelleas Business Hotels has to go to the Grand Hotel Pelleas in Valletta to help Aurora Picardi. Listen to their phone conversation and tick (✓) the items they don't understand at first or need to have explained.

Hot tip!
If you don't understand something the first time get your partner to explain it again. Never be too shy to ask!

http://jeisee.com/tten/text/download/sound/?id=1501&filename=Track14_Unit2_page21.mp3

The weather in Malta	Name spelling
Walter's travel experience	Aurora's cousin 'Toni'
Walter's arrival time in Malta	The number of brothers Aurora has
Airport collection	The best time for a staff meeting
Walter's flight number	Golf courses in Malta

- 2 When Walter and Aurora don't understand something they ask 'clarification questions'. Listen again and complete the sentences below with the clarification questions.

1 AURORA: Sorry, did you say your first trip outside Britain or America?

2 WALTER: Who'll be there?

AURORA:

3 AURORA: I'll ask Toni Ciciolini to do it.

WALTER:

4 AURORA: Toni. Ciciolini... that's C-I-C-I-O-L-I-N-I.

WALTER:

5 AURORA: He's a cousin of mine.

WALTER: ?

6 AURORA: ... it must be at least 30.

WALTER: 13 30?

7 WALTER: Now, on Saturday evening I'd like a meeting with all the staff...

AURORA: Sorry, ?

8 AURORA: We normally have a meeting then, anyway.

WALTER: we can't do anything until Monday?



- 3 Imagine you work in a hotel. Work in pairs, A and B.

Student A: look at the hotel guest form on the right.

Student B: turn to page 121 and look at the form.

Complete the information about this hotel guest. If you don't understand what your partner tells you, ask clarification questions.

Name	
Company	
Address	113 Avenue des Perruques, Paris
Credit	Bondex 3759 976 8100
Date	
Request:	
1	24-hour internet access
2	
3	car and driver Wednesday from 8a.m. to 2p.m.
4	

http://jeisee.com/tten/text/download/sound/?id=33&filename=Track15_Unit2_page22_activity1.mp3

- 1 Look at the map, and listen to the tourist information about Mdina. Circle the building she is talking about.
- 2 Aurora Picardi is meeting an old friend from her time in Switzerland. Read the note from Aurora. Then work through stages 1 and 2 below.

Mdina



From: Aurora Picardi

To: Tom Danton, hotel guest

Subject: Arrangements for Sunday

Hi Tom,

Welcome to Malta! I hope you had a good journey.

Just to confirm arrangements for Sunday ... we'll meet at 12.30pm just outside Mdina. We can have a meal at a restaurant I know just round the corner. (I've marked it on your map). It's part of the Sasasara chain, which I'm sure you've heard of. I hope you like seafood. It's always very fresh.

Looking forward to seeing you again.

Aurora

GHP
Grand Hotel Pelleas

Stage 1

Divide into pairs.

Student A: turn to page 122.

Student B: turn to page 123.

Stage 2

Continue working in pairs.

You have just finished talking on the mobile phone, and are looking forward to lunch, when something else happens.

Student A (Tom): turn back to page 122.

Student B (Aurora): turn back to page 123.

Pauline's Problems

1 The words in **bold** are in the wrong place in Aurora's email. Write them in the correct order.

- | | |
|-------------------------------|---------|
| 1 <u>food poisoning</u> | 6 |
| 2 | 7 |
| 3 | 8 |
| 4 | 9 |
| 5 | |



Re. Sasasara Restaurant

New Reply Reply All Forward Flag Print Delete Send & Receive Address Book Find

From: a.picardi@pelleas.com
 To: p_lafayette@yooohoo.com
 Subject: Re. Sasasara Restaurant
 Date: February 25th

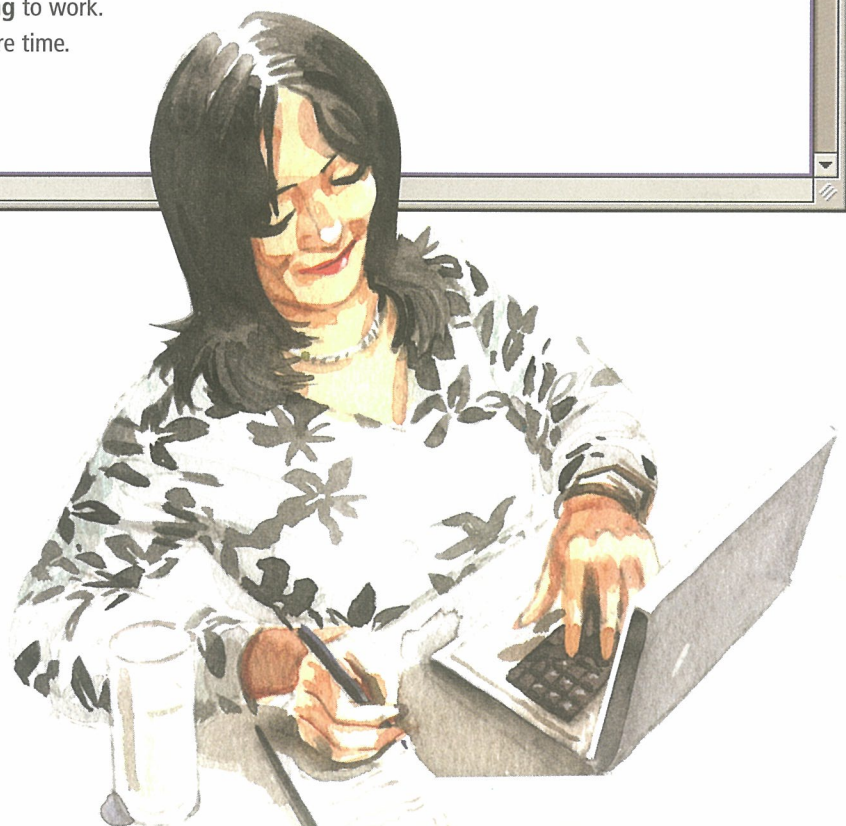
Dear Pauline,

How awful that you had ¹⁾ **customer service** when you went out with George in London. It wasn't very nice of him to send you home in a taxi, even if you were ²⁾ **bother** on his shoes. Hope you ³⁾ **fire** soon. Stay away from that restaurant!

Spoke on the phone to the American consultant who is coming over from Head Office. I was hoping that Costas wouldn't ⁴⁾ **inefficient** to send anybody, but I think so many of the salespeople ⁵⁾ **get back** about the ⁶⁾ **sick** service at the conference they had to do something. What worries me is that the company may decide to ⁷⁾ **recover** me. I just need a little time to improve our ⁸⁾ **complained**.

Oh well, must ⁹⁾ **food poisoning** to work.
 I'll write again when I have more time.

Love,
 Aurora



1 Complete the data bank with language that is useful for you. The language in columns 1 and 5 should come from the unit.

1 Key word(s)	2 Model sentence	3 Similar (S) or opposite (O)	4 Translation
<i>complain</i>	<i>The food was terrible, so we complained.</i>		

5 Useful phrases or idioms	6 Translation
<i>Could you just repeat that?</i>	

7 When can I use the language or ideas from this unit?