

# Introduction to Business English: Telephoning

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business english/fbs  
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# What types of telephone calls does a company make and receive?

- (Meeting, canceling) appointment
- Offers
- Complaints
- (Checking) information = enquiry
- Confirmation

Listen to the following two telephone calls (C n D).  
Write the messages in the provided format.

### Telephone message

**To: Fred Roper**  
**time of call:**  
**From: John Curly**  
**Message:**  
**Fax is illegible.**  
**Send the copy to Auto**  
**Matrix 270 James Rd,**  
**Stretford Road East,**  
**Manchester, MU 1619Y.**  
**Phone: 0161 399 5576**

### Computer Services User Support

**For the attention of: -**      **time of call:**  
**Caller: Paul Maley**  
**department: Product Support**  
**Extension number: 6681**  
**workstation: -**  
**Problem/enquiry:**  
**FTP problem, email failed to send to**  
**Italy.**  
  
**Notes: Alex should call in the**  
**afternoon**

## Box 29 Dialogue structure for taking a message

Speak to X?

→ Not here

Leave message?

←

→ Yes

Tell her/him . . . called  
from . . . about . . .

←

My number is . . .

→ (check) . . . OK

# Structure for leaving messages (group 1)

Caller	Recipient
	Greeting and introduction
Greeting and introduction Stating reason of calling	
	Not here. Offer to take message
Agree. Stating the message	
	Checking and rechecking the message
Agree	
	Stating the action for the message
Thanking and ending the call ( <i>should be</i> )	

# Task

- Audio-record your conversation regarding leaving messages and send it to my email address: [hatisuciku@gmail.com](mailto:hatisuciku@gmail.com)

### **Box 31 Dialogue structure for arranging a meeting**

Need to fix time  
for meeting.

Yes. When?

Tuesday?

Sorry, busy. You free Wednesday?

Yes, Wednesday is good.  
2pm?

Okay. See you.

# Group work

- Make groups of four. Each group will receive some sheets to help in the discussion and role play.

Group 1: making and changing arrangement

Group 2: problem solving

Group 3: complaints

- Conclude the structure for the topic.
- Include the language expressions needed.
- Include tips (what each party-caller and recipient –should do and things to include in the conversation, and etiquettes/cultural advices in making and responding to the call related to the specified topic)- from any resources
- Develop a role play of YOUR OWN about the topic and audio/video **record** it (video record id highly preferred!). The role play should include opening and ending the call.

Note:

- The result of the discussion is presented and the role-play is played in the next meeting.
- The files (PPT, Audio/video files and the transcript) are submitted.