



# UNIT 5

# ENGLISH FOR BUSINESS

WITH THE INSPIRE ACADEMY

# TELEPHONE

# COMMUNICATION

'COMMUNICATION'

## TELEPHONE ETIQUETTE

*USING THE OPTIONS PROVIDED, CREATE YOUR OWN ANSWERS*

### RECEIVING A CALL

Hello / Good morning / Good afternoon, (COMPANY NAME), (YOUR NAME) speaking, how may/can I help?

.....

### MAKING A CALL

Hello / Hi, this is (YOUR NAME) from (COMPANY NAME), I wonder if you can help me / I'm looking for. ..

.....

### ASKING FOR SOMEBODY

May I please speak to (PERSONS NAME) / I'd like to speak to (PERSONS NAME) please

.....

### GIVE REASONS FOR CALLING

I am calling to ask about / I would like to discuss / could you tell me?

.....

# COMMUNICATION

'COMMUNICATION'



## TELEPHONE ETIQUETTE

*LISTEN TO THE AUDIO AND ANSWER THE FOLLOWING QUESTIONS*

***WHERE IS THE WOMAN CALLING FROM?***

.....

***WHERE DID SHE HEAR ABOUT THE EVENT?***

.....

***WAS SHE ABLE TO HAVE WHAT SHE REQUESTED?***

.....

***HOW WILL JOAN RECEIVE THE INFORMATION?***

.....

***WHAT DID JOAN OFFER AS A THANK YOU?***

.....

***WHEN WILL THE COMPANIES NEXT MAKE CONTACT?***

.....

# COMMUNICATION

'COMMUNICATION'

## TELEPHONE ETIQUETTE

*USING THE OPTIONS PROVIDED, CREATE YOUR OWN SAMPLE BUSINESS TELEPHONE CALL*

**PERSON ONE**

**PERSON TWO**

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