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PAGE	UNIT TITLE	TOPICS	LANGUAGE TIPS AND STRATEGIES
5	1 'Shall I put you through?'	Telephoning basics: identifying yourself, getting through Making excuses Dealing with communication problems	<ul style="list-style-type: none"> Using first names Giving bad news (<i>I'm afraid, I'm sorry, actually</i>)
12	2 'Could you spell that for me?'	Exchanging and checking information Spelling over the phone Saying email addresses	<ul style="list-style-type: none"> How to be less direct Active listening strategies
19	3 'Let me get back to you on that.'	Voicemail greetings Leaving and taking messages Prepositions	<ul style="list-style-type: none"> How to structure a message Referring to previous communication (reported speech)
26	4 'When would suit you?'	Making and confirming arrangements Saying times and dates More prepositions Mobile phone calls	<ul style="list-style-type: none"> Small talk Changing an arrangement (politeness strategies)
34	5 'I'm very sorry about that.'	Making and dealing with complaints A technical support hotline Tips for telephone customer care	<ul style="list-style-type: none"> Strategies for complaining, apologizing, and solving problems
40	6 'How does that sound?'	Making and reacting to proposals Reaching agreements	<ul style="list-style-type: none"> Talking about possibilities Hedges (<i>probably, I would say ...</i>) Turn-taking

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