

MAKING A PHONE CALL (4)

Ending/Closing a call (04)

IN CONTEXT 3 - 5 min

Read the three sentences.



A	B	C
The quote includes taxes and charges.	Before I forget, how is Joe, your operational manager?	Okay. So I'll see you at the conference on Saturday at the 3 pm workshop.
Let me make sure I got you correctly.	He's fine. I'm sorry I have to attend to another matter.	I look forward to hearing from you.
Confirmation	Closing a call	Show appreciation

Match each situation with the dialogues A, B and C:

1. _____ Two partners on the phone.
2. _____ A communication between two colleagues.
3. _____ A client calling a supplier.

VOCABULARY 5 - 8 min

Read the definitions & complete the sentences:

1. To go over = to check, to verify
2. To make sure = to make a point of doing something, to establish something without a doubt
3. To get someone correctly = to understand what a person said
4. To get back to someone = to contact a person again
5. To take a call = to talk to a person who is already on the phone
6. To attend to a matter = to take care of something
7. To look forward = to wait for or to anticipate for something usually pleasant

- a) I prefer to ask my boss _____ I have the correct information.
- b) Sorry Sam, the phone is ringing and it's my partner, I need to _____ this _____.
- c) Once I have the information you requested, I'll _____ you.
- d) I need to _____ your file to see if it is complete.
- e) So you said fry or try? I'm not sure I _____ you _____.
- f) Thank you for the invitation to the inauguration of the store. I _____ to it.
- g) Sorry I can't come to this presentation, I have to _____ to an urgent _____.

CLOSING A CALL 12 - 15 min

When you make a call in a professional situation, it is important to be assertive during your conversation. It will ensure appropriate business etiquette, make the call effective and communicate your point clearly.

Depending on the situation, you will go through these steps:

- confirm what has been said during the phone conversation
- close the call
- show your gratitude
- give farewell

Read the dialogue:

Abe and Lynn are on the phone talking business.

Abe: So, let me just go over what we agreed on.

Lynn: Alright.

Abe: After I send you all of the information, you will complete the presentation in power point and submit it for approval by 2 o'clock this afternoon. Then we'll meet tomorrow at 10:30 for the meeting with our supplier.

Lynn: That's exactly right.

Abe: I appreciate your assistance for doing this at the last minute.

Lynn: You're welcome.

Abe: Talk to you soon.

Lynn: Goodbye

1. Which steps does Abe use to close the phone call?

- ☐ confirm what has been said during the phone conversation
- ☐ close the call
- ☐ show your gratitude
- ☐ give farewell

Closing a call:

Here are some alternative phrases, you can use to:

Confirm the main point of a phone call:
<ul style="list-style-type: none"> • So let me just go over that. • Let me confirm again what I've understood. • Let me make sure I understand you.

Close a call:
<ul style="list-style-type: none"> • Is there anything else I can help you with? • If you have any further information you would like to share with me, please send me an email at <i>info@business.com</i>* • I'm sorry I have to attend to another matter. • I'm sorry, I have to get back to you on this, I have to take a call. <p>*info@business.com</p>

Show gratitude or thank:

- Thank you for your help.
- Thank you for calling back.
- Thank you for the information.
- Thank you so much.
- I appreciate your assistance.

Say Goodbye:

- Bye. / Goodbye.
- I'll get back to you.
- Talk to you soon.
- Have a good afternoon / evening / day / week / weekend
- I look forward to speaking to you. / meeting you. / hearing from you. / our next meeting.

2. Read the dialogue again and replace the underlined sentences with the sentences given above:

Abe: So let me just go over (1) what we agreed on.

Lynn: Sure.

Abe: After I send you all the information, you will complete the presentation in power point and submit it by 2 o'clock this afternoon. Then we'll meet tomorrow at 10:30 for the meeting with our supplier.

Lynn: That's exactly right.

Abe: I appreciate your assistance for (2) doing this at the last minute.

Lynn: You're welcome.

Abe: Talk to you soon. (3)

Lynn: Goodbye

LANGUAGE TIP 3 - 5 min

Do you have a hard time to end a call with a talkative person?

To avoid wasting time when pressure is on at work and you need to end the call firmly but politely, use:

"I am glad to hear about____, but I have to take another call. If you need any further assistance, please do call back."

"I appreciate the additional information, but I must attend to an urgent matter. Thank you for calling."

Using these types of sentences will assist you in ending the conversation and invite the caller to just tell you goodbye and hang up.

WRITING 8 - 12 min

Circle the correct answers:

1. Thank you (so / for) your help.
2. Let me (get / go) over what we've said again.
3. Thank you (to / for) calling back.
4. Is there (something / anything) else I can do for you?
5. Let me (be / make) sure I got you correctly.
6. I look forward (to / for) speaking to you.

Write the correct answer:

Alicia: Do you have another question?

Mr. Kramer: No, but let _____ I've _____ (1).

Alicia: Of course.

Mr. Kramer: So the taxes to include are 10.6% for transportation by air and for the sales tax you will get back to me on that.

Alicia: Right. I'll send you again all the details by mail.

Mr. Kramer: Good idea.

Alicia: _____ (2)?

Mr. Kramer: No that's all for now. _____ your time (3)

Alicia: It's a pleasure to help you Mr. Kramer.

Mr. Kramer: _____ (4) to your mail. Have a good day.

Alicia: You too. _____ (5)

READING 5 - 8 min

Drag and drop to reorder the sentences.

Dialogue 1:

1. B: Yes, it is the correct email address.
2. A: Right. Let me make sure I got you correctly. You'll send me the e-mail with your additional questions, I'll respond in the hour and you'll call me back to make the final arrangements
3. B: You're welcome. Goodbye.
4. B: Actually there is. I will be on vacation on Thursday or Friday. So please get back to me on my email as soon as possible.
5. A: I appreciate your help.
6. B: Yes, that is it. OK bye.
7. A: If there's nothing else I can do for you, I hope you have a great day and I thank you for calling.
8. A: Excuse me, you said e-r-l-o-g-i-s-t-i-c-at-p-e-t-r-o-l-dot-com?

Dialogue 2:

1. A: Thank you so much. Goodbye
2. A: Yes, please and use this fax number 1-612-548-2323. Hmmm let me just go over what you need.
3. B: Do you want me to send it again?
4. B: Talk to you later.
5. B: Of course.
6. A: Well I just called about the fax you sent. Some information is missing.
7. B: That is correct. And also the specifications we talked about.
8. B: I look forward for receiving your fax.
9. A: OK I took a note of it. I'll get back to you right away.
10. A: You need the contact information of the project manager for the ELN program.

SPEAKING 3 - 5 min

Role-Play 1

You are calling your colleague. You are making arrangements for a meeting and trying to decide the meeting objective.

You and your colleague need to choose one of the following matters:

- reducing cost on office supplies
- finding a strategy to motivate and engage the staff in their daily job
- offering solutions to improve communication between departments
- improving the interview process to recruit new employees

You (learner)	Colleague (instructor)
Propose a meeting objective	Disagree and propose another meeting
Agree on the meeting objective	confirm the information
Close a call	Show gratitude
Say goodbye	Say goodbye

Role-Play 2

You receive a phone call from your colleague. You are making arrangements for a meeting and trying to decide the meeting objective.

You and your colleague need to choose one of the matters described in the role play 1 (do not use the one you agreed upon in the role play 1).

You (learner)	Colleague (instructor)
Disagree and propose another meeting	Propose a meeting objective
confirm the information	Agree on the meeting objective
Show gratitude	Close a call
Say goodbye	Say goodbye

LISTENING 3 - 5 min

You are Bill Morgan. The phone is ringing. You pick up the phone.

Listen to your speaker.

Complete the phone conversation using the phrases below.

Unfortunately, at this moment it is impossible for me to go over it.

Goodbye

I'm quite busy, and the day is not over yet!

Yes, today at 5.

I'll get back to you.

Can I get back to you at 5 pm?

QUIZ 8 - 12 min

Complete the sentences.

correctly	over	matter	take	sure	back	forward
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1. So let me just go _____ that
2. I look _____ to meeting you.
3. I'll get _____ to you on this. I need to check the information.
4. No, Mr. Morgan is not here. He is taking care of an urgent _____ .
5. Sorry the phone is ringing, I must _____ that call.
6. I'm not getting you _____. It's noisy here.
7. Let me make _____ I have all the information for your flight.

Reorder the words.

1. back/ e-mail / So / get / to / me / my / as / as / please / soon / possible./ on
2. to / right / I'll / away./ get / you / back
3. this/ assistance / I / minute. / your / at / last / doing/ for / the / appreciate
4. else/ can / help / Is / anything / I / with? / you / there
5. calling / Thank / back. / you / for
6. to/ I'm / I / matter. / sorry / to / attend / another / have

Rearrange the dialogue.

Abe: Talk to you soon.

Abe: After I send you all the information, you will complete the power point presentation and submit it for approval by two this afternoon. Then we'll meet tomorrow at 10:30 in the morning for the meeting with our supplier.

Abe: So, let me just go over what we agreed on.

Lynn: That's exactly right.

Lynn: Goodbye

Lynn: You're welcome.

Lynn: Yes.

Abe: I appreciate your assistance for doing this at the last minute.