



**Business English**

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**Workshop**  
für die Klasse 2S  
am LFZ Raumberg-Gumpenstein

**29. Oktober 2012**

lfz Lehrerbildungszentrum Raumberg-Gumpenstein

Abt. Ökonomie und Ressourcenmanagement

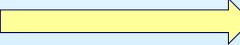
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## Who's calling, please?



### Different situations on the phone

- ❖ Ask for the caller's name
- ❖ The caller asks for you. Indicate that you are on the line.
- ❖ Ask the switchboard operator to connect you with someone.
- ❖ Let your caller know you couldn't understand his name.
- ❖ Give the caller the number of the ... department.
- ❖ Name the person you want to speak to.



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## Who's calling, please?



### Different situations on the phone

- ✓ Who's calling, please?
- ✓ Elisabeth Finotti speaking.
- ✓ Could you please put me through to Mr Smith!
- ✓ Sorry, I didn't catch your name.
- ✓ It's extension ...
- ✓ May I speak to..., please?

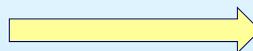


## Who's calling, please?



### Different situations on the phone

- ❖ End the telephone call politely.
- ❖ Tell the caller your boss isn't in the office.
- ❖ Ask when the person you want to speak to will be available.
- ❖ Ask if the caller wants to leave some information for someone.
- ❖ You are the caller. Give your name.
- ❖ Ask the caller to wait.



## Who's calling, please?

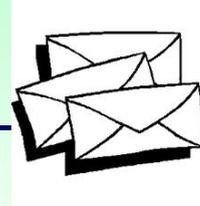


### Different situations on the phone

- ✓ Thank you for calling. Good bye.
- ✓ I'm sorry he/she is not in her office (not here) at the moment.  
He/she will return at...
- ✓ When can I reach him/her?
- ✓ May I take a message for...?
- ✓ Hello, this is .... speaking.
- ✓ Hold the line, please.



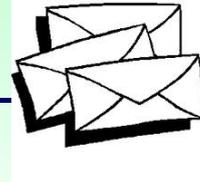
## Standard phrases 1



- ❖ With reference to / Further to
- ❖ Thank you
- ❖ Enclosed please find
- ❖ We are pleased / We regret to inform you
- ❖ Could you please
- ❖ As discussed / as agreed...
- ❖ We would be very grateful, if...
- ❖ I would like to complain about...
- ❖ We apologise for / we are sorry about...
- ❖ May I suggest



## Standard phrases 2



- ❖ If you require any assistance
- ❖ We would like to / we are pleased to confirm...
- ❖ We would appreciate it if ...
- ❖ We are able to quote you a price of £ 5,- per item.
- ❖ We can offer you a discount of ... on bulk orders.
- ❖ We apologize for any inconvenience ...
- ❖ Please let me know...
- ❖ We look forward to hearing from you.
- ❖ Thank you in advance...
- ❖ If you have any further questions...

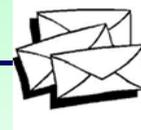


### More formal

Thank you...  
... with regard to/reference to  
We **regret** to inform you that  
We **require**...  
We are surprised to **learn** that...  
We would like to **purchase**...  
We would like to **request**...  
As you will **appreciate**...  
We **trust** this is satisfactory.  
We hope this is **convenient for** you.  
If you need any **further assistance**...  
Should you have any **further queries**  
We **look forward** to seeing you

### Less formal

Thanks  
I am writing **about**...  
We are **sorry** to tell you...  
We **need**...  
We were surprised to **hear** that...  
We would like to **buy**...  
We would like to **ask** for...  
As you will **understand**...  
We **hope** this is satisfactory.  
We hope this **suits** you.  
If you need any **more help**...  
If you have any **other questions**  
We **are looking forward** to seeing you



## Linking words



- |  |   |
|--|---|
| ❖ Regarding....                            | Concerning  |
| ❖ Although...                              | to express contrast   |
| ❖ However, ...                             | also to express contrast  |
| ❖ So ...                                   | to introduce results  |
| ❖ Specifically, ...                        | to present more details   |
| ❖ Also or furthermore<br>or in addition... | to present more information   |
| ❖ In spite of...                           | to express contrast again   |
| ❖ Which ...                                | a relative pronoun referring back to<br>sg. just having been mentioned before |
| ❖ Nevertheless, ...                        | like „however“, to contrast things  |

## Standard phrases

# Agreement

- ❖ Strong agreement
- ❖ Neutral agreement
- ❖ Neutral disagreement
- ❖ Strong disagreement



## Standard phrases

# Opinions

- ❖ Giving strong opinions
- ❖ Giving neutral opinions
- ❖ Giving tentative opinions

