



# Seminar 7: Handling phone calls

+

## Want & Would like

***Thank you***

***for***

***holding***





# Seminar Overview:

- 1. Want vs. Would like (use & form)**
- 2. Avoiding common errors**
- 3. Exercises!**
- 4. Music interlude**
- 5. Basic phone skills - The Caller**
- 6. Basic phone skills - The Receiver**
- 7. Basic phone skills - Everyone**
- 8. Avoiding common errors**
- 9. Listening Exercise!**



# Grammar

## Hammer Time:





***Want***

***vs***

***Would like***



# Want vs. Would like

## USE

---

What do you want?

What would you like?

# Want vs. Would like

## USE

---

What do you want?



What would you like?



# Want vs. Would like

## USE

---

'want' and 'would like' are very similar however...

**Want =**  
more direct  
less formal

I want some water.

**Would like =**  
more hypothetical  
more polite / formal

I would like some water.



# Want vs. Would like

## USE

---

'want' and 'would like' are very similar however...

**Want =**  
a more definite and  
thought out plan

I want to buy my  
kids a dog.

**Would like =**  
a less definite plan you  
haven't planned as much, or is  
pending other circumstances

I would like to buy my  
kids a dog.



# Want vs. Would like

## USE

---

We use 'want' and 'would like' in 5 ways: For...



# Want vs. Would like

## USE

We use 'want' and 'would like' in 5 ways: For...

### 1. Expressing a desire:

**I want a new car.**

Quiero un coche nuevo.

**I would like to have a new car.**

Me gustaría tener un coche nuevo.





# Want vs. Would like

## USE

We use 'want' and 'would like' in 5 ways: For...

### 2. Making a request:

**I want some help to organize the conference.**

Quiero ayuda para organizar la conferencia.

**I would like some help to organize the conference.**

Me gustaría que me ayudaran a organizar la conferencia





# Want vs. Would like

## USE

We use 'want' and 'would like' in 5 ways: For...

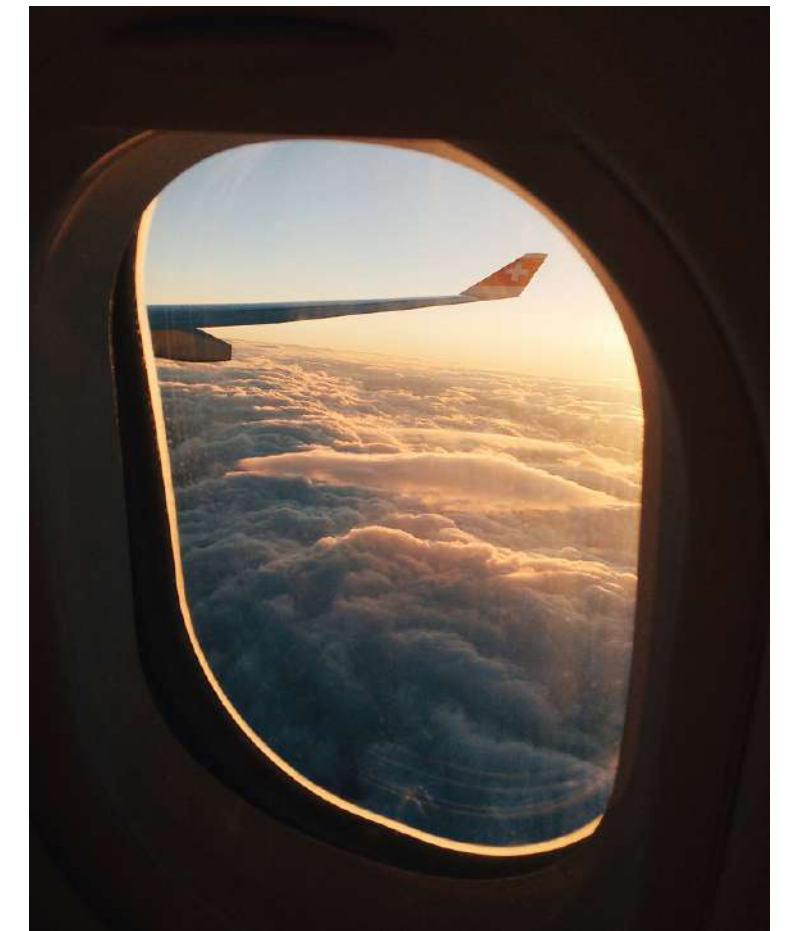
### 3. Expressing a preference:

**I want to have a window seat, not an aisle.**

Me gustaría tener un asiento de ventana, no de pasillo.

**I would like to have a window seat, not an aisle.**

Me gustaría tener un asiento de ventana, no de pasillo.





# Want vs. Would like

## USE

We use 'want' and 'would like' in 5 ways: For...

### 4. Expressing a need:

**I really want to use the restroom.**

Tengo muchas ganas de usar el baño.

**I really would like to use the restroom.**

Realmente me gustaría usar el baño.





# Want vs. Would like

## USE

We use 'want' and 'would like' in 5 ways: For...

### 5. Expressing a future plan or goal:

**I want to learn to speak English fluently.**

Quiero aprender a hablar inglés con fluidez.

**I would like to learn to speak English fluently.**

Me gustaría aprender a hablar inglés con fluidez.





# Want vs. Would like

## USE

---

**We use 'want' and 'would like' in 5 ways: For...**

**I want to learn to speak English fluently.**

Quiero aprender a hablar inglés con fluidez.

**I would like to learn to speak English fluently.**

Me gustaría aprender a hablar inglés con fluidez.

# Want vs. Would like

---





# Want vs. Would like

## FORM

---

We always use 'want' and 'would like' with:  
**to + infinitive**

**AFFIRMATIVE:** I **want to go** for a hike this weekend.

I **would like to go** for a hike this weekend.

**NEGATIVE:** I **don't want to go** for a hike this weekend.

I **would not like to go** for a hike this weekend.

**QUESTION:** **Do you want to go** for a hike this weekend?

**Would you like to go** for a hike this weekend?

# Want vs. Would like

## FORM

---

This rule is the same when we express 'want' and 'would like' and *another person* to do the action:

**AFFIRMATIVE:** I **want him** to change the design.  
I **would like her** to change the design.

**NEGATIVE:** I **don't want you** to change the design.  
I **would not like them** to change the design.

**QUESTION:** Do you want **us** to change the design?  
Would you like **me** to change the design?



# Want vs. Would like

## FORM

---

This rule is the same when we express 'want' and 'would like' and *another person* to do the action:

**NOTE: This is a DIFFERENT STRUCTURE than in Spanish!**

# Want vs. Would like

## FORM

---

**Look again:**

I want them to change the design.

=

Quiero que cambien el diseño.

I would like them to change the design.

=

Me gustaría que cambiaran el diseño.



# Want vs. Would like

## FORM

---

### COMMON ERROR:

I want that they change the design.\*\*

=

Quiero que cambien el diseño.

I would like that they change the design.\*\*

=

Me gustaría que cambiaran el diseño.

**\*\*Gramatically correct, but it sounds very formal and we usually don't speak this way.**

# Want vs. Would like

## FORM

---

**Look again:**

I want them to change the design.

=

Quiero que cambien el diseño.

I would like them to change the design.

=

Me gustaría que cambiaran el diseño.



# Want vs. Would like

## FORM

---

**You need to practice your pronouns!**

We want **them** to have it ready by the end of the month.

She wants **him** to speak up a bit.

I would like **them** to not sit there.

They would like **her** to show them all of the options.

He wants **you** to pass by their office next week.

Do you want **us** to send it by certified mail?

I want **it** to access the complete list.

It wants **me** to enter a different password.

# Want vs. Would like

## FORM

---

### CAREFUL!

Do you like pizza? = **General like**

Would you like pizza? = **Specific to the moment**

Do you like to dance? = **General like of the activity**

Would you like to dance? = **Inviting you to dance.**



# Exercise Time:







# EXERCISE TIME!

Want vs. Would like







# POLL TIME

**EXERCISE 1:** Choose the correct verb form. Note: there may be more than one correct answer.

(Elige la forma correcta del verbo.

Nota: puede haber más de una respuesta correcta.)

## Want vs. Would like

1. I want \_\_\_\_\_ work on the project.

- a. him to
- b. that he
- c. to him





# POLL TIME

**EXERCISE 1:** Choose the correct verb form. Note: there may be more than one correct answer.

(Elige la forma correcta del verbo.

Nota: puede haber más de una respuesta correcta.)

## Want vs. Would like

2. I would like \_\_\_\_\_ to send \_\_\_\_\_ a copy by the end of the day.

- a. that him, to me
- b. he, to me
- c. him, me





# POLL TIME

**EXERCISE 1:** Choose the correct verb form. Note: there may be more than one correct answer.

(Elige la forma correcta del verbo.

Nota: puede haber más de una respuesta correcta.)

## Want vs. Would like

3. \_\_\_\_\_ you like to join me for lunch tomorrow?

- a. Do
- b. **Would**
- c. Does





# POLL TIME

**EXERCISE 1:** Choose the correct verb form. Note: there may be more than one correct answer.

(Elige la forma correcta del verbo.)

Nota: puede haber más de una respuesta correcta.)

## Want vs. Would like

4. Who do you \_\_\_\_\_ the representative to be?

- a. like
- b. want
- c. would like





# POLL TIME

**EXERCISE 1:** Choose the correct verb form. Note: there may be more than one correct answer.

(Elige la forma correcta del verbo.

Nota: puede haber más de una respuesta correcta.)

## Want vs. Would like

5. The residents \_\_\_\_\_ the museum to be free.

- a. want
- b. would like
- c. wants



# EXERCISES

## Want vs. Would like

---

**EXERCISE 2: Choose the correct form. Note: there may be more than one correct answer.** Elige la forma correcta (puede ser más que una respuesta correcta)

- 1. You are having a difficult time with a newly installed software and you email the company.**

I would please like your assistance. OR I want your help, please.

- 2. You enter a coffee shop and you tell your friend your desire for coffee:**

I want a large coffee. OR I would like a large coffee.



# EXERCISES

## Want vs. Would like

---

**EXERCISE 2:** Choose the correct form. Note: there may be more than one correct answer. Elige la forma correcta (puede ser más que una respuesta correcta)

1. You are having a difficult time with a newly installed software and you email the company.

**I would please like your assistance.** OR I want your help, please.

2. You enter a coffee shop and you tell your friend your desire for coffee:

**I want a large coffee.** OR **I would like a large coffee.**

# EXERCISES

## Want vs. Would like

---

**EXERCISE 2: Choose the correct form. Note: there may be more than one correct answer.** Elige la forma correcta (puede ser más que una respuesta correcta)

**3. You enter a coffee shop and you ask for a large coffee:**

I want a large coffee. OR I'd like a large coffee.

**4. You offer to meet with a colleague that you know very well.**

Would you like to get together on Tuesday? OR Want to get together on Tuesday?



# EXERCISES

## Want vs. Would like

---

**EXERCISE 2:** Choose the correct form. Note: there may be more than one correct answer. Elige la forma correcta (puede ser más que una respuesta correcta)

3. You enter a coffee shop and you ask for a large coffee:

I want a large coffee. OR **I'd like a large coffee.**

4. You offer to meet with a colleague that you know very well.

**Would you like to get together on Tuesday?** OR **Want to get together on Tuesday?**

# EXERCISES

## Want vs. Would like

---

**EXERCISE 2: Choose the correct form. Note: there may be more than one correct answer.** Elige la forma correcta (puede ser más que una respuesta correcta)

**5. You need special help, so you ask a representative from another country.**

I would like to ask you for a favour. OR I want to ask you a favour.

**6. You need to discuss an important matter with a manager.**

I want to talk with you about something.

OR

I would like to talk with you about something.



# EXERCISES

## Want vs. Would like

---

**EXERCISE 2:** Choose the correct form. Note: there may be more than one correct answer. Elige la forma correcta (puede ser más que una respuesta correcta)

5. You need special help, so you ask a representative from another country.

**I would like to ask you for a favour.** OR I want to ask you a favour.

6. You need to discuss an important matter with a manager.

I want to talk with you about something.

OR

**I would like to talk with you about something.**

# EXERCISES

## Want vs. Would like

---

**EXERCISE 3:** Find the mistakes and correct them. (Localiza los errores y corríja los.)

1. They want that we be there at 6:30 in the evening.

>>>

2. I would no like him to be my boss.

>>>



# EXERCISES

## Want vs. Would like

---

**EXERCISE 3:** Find the mistakes and correct them. (Localiza los errores y corríja los.)

1. They want that we be there at 6:30 in the evening.

>>> They want **us to be** there at 6:30 in the evening.

2. I would no like him to be my boss.

>>> I would **not** like him to be my boss.

>>> I **wouldn't** like him to be my boss.

# EXERCISES

## Want vs. Would like

---

**EXERCISE 3: Find the mistakes and correct them.** (Localiza los errores y corríja los.)

3. Who would you to like have on the team?

>>>

4. If we go to that restaurant, she wants that we try the tapas.

>>>

5. She wants he to give the presentation.

>>>



# EXERCISES

## Want vs. Would like

---

**EXERCISE 3:** Find the mistakes and correct them. (Localiza los errores y corríja los.)

3. Who would you to like have on the team?

>>> Who would you **like to** have on the team.

4. If we go to that restaurant, she wants that we try the tapas.

>>> If we go to that restaurant, she wants **us to** try the tapas.

5. She wants he to give the presentation.

>>> She wants **him** to give the presentation.

# EXERCISES

## Want vs. Would like

---

**EXERCISE 4:** Translate the following sentences. (Traduce las siguientes frases)

1. ¿A ti te gustaría que tu hija fuera medico?
2. Me gustaría que él nos diera una demostración.
3. ¿Dónde quieres que mandemos el paquete?
4. ¿Por qué te gustaría que la reunión fuera el lunes?
5. ¿Quién quieren que sea el responsable?



# EXERCISES

## Want vs. Would like

---

**EXERCISE 4:** Translate the following sentences. (Traduce las siguientes frases)

1. ¿A ti te gustaría que tu hija fuera medico?  
**Would you like your daughter to be a doctor?**
2. Me gustaría que él nos diera una demostración.  
**I would like him to give us a demo (demonstration).**
3. ¿Dónde quieres que mandemos el paquete?  
**Where do you want us to send the package?**
4. ¿Por qué te gustaría que la reunión fuera el lunes?  
**Why would you like the meeting to be on Monday?**
5. ¿Quién quieren que sea el responsable?  
**Who do they want to be in charge?**

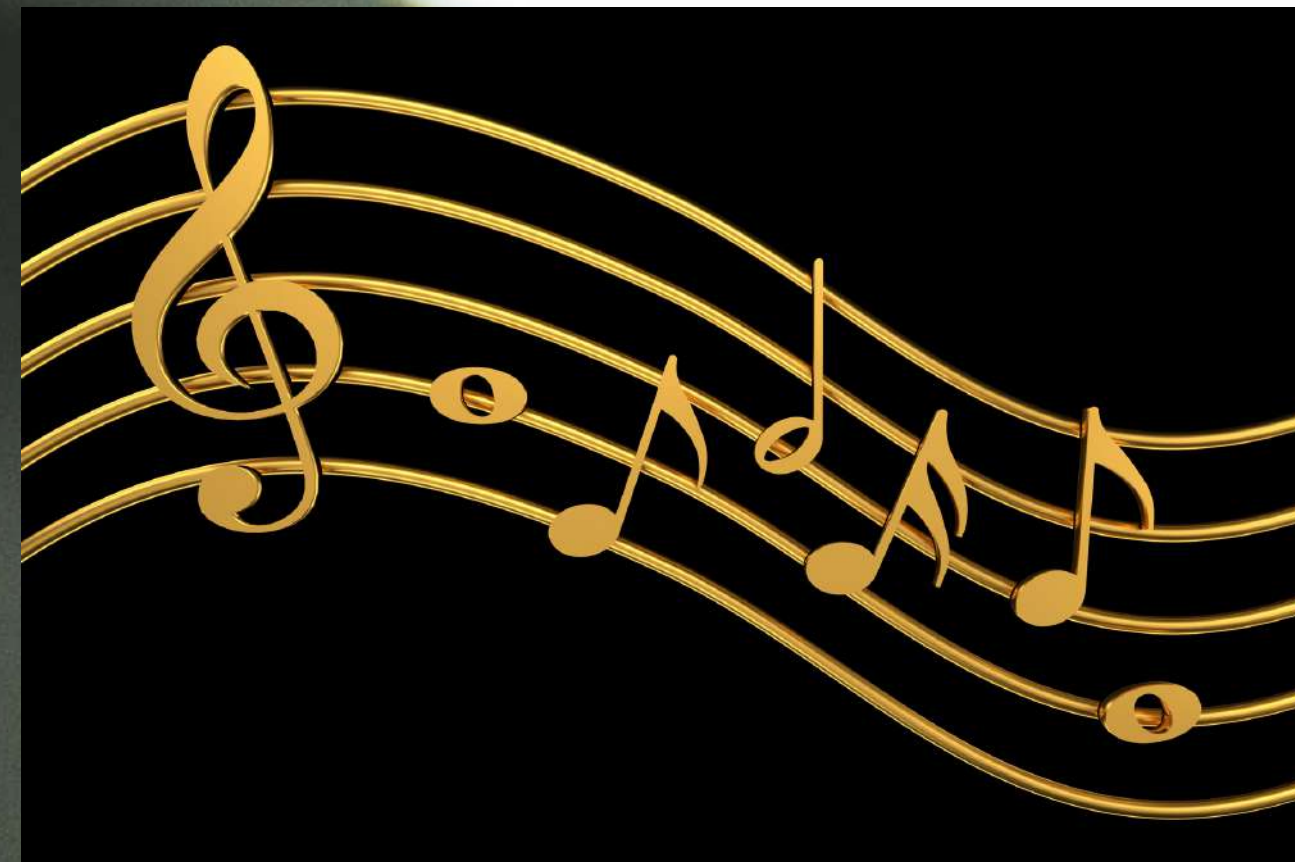


***Phone***

***call***

***medley***

***break!***





# Basic phone skills

---

**caller / receiver / everyone**

# Basic phone skills

---

caller / receiver / everyone

8 + 8 + 8

=

24

contexts!!



# Basic phone skills

## The CALLER

### RULES:

1. Always say the name of the company, organization or department, and your name.
2. Be polite.
3. Practice difficult words or phrases.



# Basic phone skills

## CALLER: 1. Introducing yourself

---

### FORMAL

Hello **my name is** Ian Mitchell  
and **I'm calling from** A.V.I.

Hello, **this is** Aaron Jenkins **from**  
Ship Shape International.

Hello, **I'm** Aaron Jenkins from the  
regional council of Castilla y León.

### INFORMAL

**This is the** test department  
**calling about** the...

Hi, **this is** Grant Beale **speaking.**

**Hello** Aaron **speaking.**

Hey Katlin. **It's** Leena **calling.**

It's Diana **here.**



# Basic phone skills

## CALLER: 2. Giving reasons for calling

---

### FORMAL

I'm calling **on behalf of** ECLAP **in relation to...**

**The reason** I'm calling is...

I'm calling **to speak to** Mr. Perez **regarding...**

### INFORMAL

It's **in connection with...**

It's **regarding...**

I'm calling **about...**

I'm calling **because...**

It's about...

# Basic phone skills

## CALLER: 3. Asking to speak to someone

---

### FORMAL

**May I please speak to** someone  
**in the accounts department?**

**I'd like to** speak **with** Mathias  
Verbeken please.

### INFORMAL

Could you **put me through to...**?

**Could I have** extension 211 please?

**I'm trying to reach...**

Is Mathias **available**?

Is Iciar **there**?



# Basic phone skills

## CALLER: 4. Asking if someone is busy

---

### FORMAL

**Have I called** at a **convenient moment**?

**Did I call you** at a good time?

### INFORMAL

I have **a quick question**. Do you have **a second**?

Do you have **a couple of minutes**?

Is this **a good time**?

**Have you got** a moment?

# Basic phone skills

## CALLER: 5. Asking to leave a message

---

### FORMAL

**May I leave** a message?

**Could you** please **tell her**  
**that...?**

Could you **ask him to...?**

### INFORMAL

Could you **take a message?**

Can you **let her know I called?**

**Just tell him** I called.



# Basic phone skills

## CALLER: 6. Asking someone for information

---

### FORMAL

I was wondering **if** you could tell me...

I'd like to ask you **a few questions** about...

I would please like **to find out about**...

### INFORMAL

I **wanna get some info on** the...

I **want to know about**...

Can you **tell me**...?

# Basic phone skills

## CALLER: 7. Asking to confirm something

---

### FORMAL

I was wondering if you could  
**confirm for me...**

I would like to **confirm with you**  
that we have everything arranged

### INFORMAL

I want to **make sure** the exhibition  
hall I **booked** is ready.

I need to **check the reservation**  
for...

Can you **confirm for me...**



# Basic phone skills

## CALLER: 8. Saying 'thank you'

---

### FORMAL

Thank you very much. **You have been very helpful.**

**I'm very grateful for** your understanding.

Your time is **very much appreciated.**

### INFORMAL

**I really appreciate** the help.

Thanks **a million!**

Thanks **a lot.**

Many **thanks!**

Cheers

# Basic phone skills

## The RECEIVER

---





# Basic phone skills

## The RECEIVER

---

### **RULES:**

1. Always say the name of the company, organization or department, and your name.
2. Repeat back important information such as phone numbers, spelling of names, and email addresses.
3. Be confident.

# Basic phone skills

## RECEIVER: 1. Answering the phone

---

### FORMAL

Good morning/afternoon /evening,  
**York Enterprises**, Elizabeth Darby  
**speaking.**

Hello, book.com, **this is** Jill Barnes.  
**How may I** help you?

### INFORMAL

Admissions office, Jill **here.**

Hello, **this is** Heidi. **How can I** help?

Hello, Liz Darby **speaking.**

Who's **calling**, please?



# Basic phone skills

## RECEIVER: 2. Asking who's calling

---

### FORMAL

**May I ask** who's calling please?

**Who's** calling please?

### INFORMAL

**Can I ask** who's calling?

**And your name** is?

# Basic phone skills

## RECEIVER: 3. Asking what a call is about

---

### FORMAL

May I know what it's in  
connection with?

What's the **nature** of your call?

May I ask **what it's regarding**?

May I ask **what it's in reference to**?

### INFORMAL

Can I **let her know** the reason  
you're calling?

The **purpose of** your call?

The **reason for** you call?

Can I **tell him** what it's **about**?



# Basic phone skills

## RECEIVER: 4. Transferring the call

---

### FORMAL

Please wait while I **transfer your call**.

**Please hold the line** while I **put you through**.

### INFORMAL

**Hang on** and I'll **transfer** you.

**Let me** put you through.

**Hold on**, I'm **gonna** put you through.

# Basic phone skills

## RECEIVER: 5. Saying someone isn't available

---

### FORMAL

I'm afraid he is **not available** at the moment.

I'm afraid she is busy **at the moment**.

His **line is engaged** at the moment.

### INFORMAL

The line is **busy right now**.

She's **on another call** right now.

She's **actually out of the office** right now.



# Basic phone skills

## RECEIVER: 6. Asking someone to wait

---

### FORMAL

**Would you mind waiting?**

Please wait a moment, while I **put you on hold** while I look up the information.

**Could you please** wait a moment?

Could you please **hold a moment?**

### INFORMAL

Can you **hold the line** for a second?

**Could you give me** a quick moment here to look up the info?

Please **hang on** for a second.

**Just wait a** second.

# Basic phone skills

## RECEIVER: 7. Offering to take a message

---

### FORMAL

**Would you care to** leave a message?

**Would you like me to** take a message?

### INFORMAL

Can I **take a message**?

Can I **get your name and number**?

Give me your **info** and I'll **leave her a message**.



# Basic phone skills

## RECEIVER: 8. Promising action

---

### FORMAL

I'll **give** Mr. Alvarez your message  
**as soon as he comes back.**

I'll **pass on** your message to Ms. Jimenez  
when **she gets back to the office.**

**We will send** you an email later **to**  
**confirm.**

### INFORMAL

I'll **be sure to** pass on your  
message.

I'll ask her to **get back to you.**

I will **let him know** you called.

# Basic phone skills

## EXPRESSIONS FOR EVERYONE

---

**FORMAL**

**INFORMAL**



# Basic phone skills

## EVERYONE: 1. Asking for clarification

---

### FORMAL

I'm sorry, **would you mind repeating** that?

Sorry, would you mind **saying** that again, please?

Sorry, **could you** speak up **a bit** please?

### INFORMAL

I'm sorry **I didn't catch that.**

Could you **repeat that** please?

Can you **say that again**, please?

I'm sorry, **what was that** again?



# Basic phone skills

## EVERYONE: 2. Checking information

---

### FORMAL

If I **understood** you correctly,  
you...?

If I **understand**, you want...

**Just to clarify**, you ...

Would you mind **spelling**  
**that?**

### INFORMAL

**Did you say** that...?

**So**, you need ...?

You said... **Is that right?**

**Can you spell** that?



# Basic phone skills

## EVERYONE: 3. Problems with the connection

### FORMAL

I'm sorry, **there seems to be** a problem with the connection.

**The coverage appears to be a bit weak.**

I'm having **difficulty hearing** you.

**The signal keeps coming and going.**

### INFORMAL

**You're not coming through** clearly.

You're **breaking up**.

The line is **dropping**.

The line keeps **cutting in and out**.



# Basic phone skills

## EVERYONE: 4. Actively acknowledging

---

### FORMAL

Allow me to make a record of that.

I will note that in your file.

Understood.

Very well.

That's correct.

I see.

### INFORMAL

Let me make a note of that.

Let me just write that down...

Got it.

O.K.

That's right.

Alright



# Basic phone skills

## EVERYONE: 5. Demonstrating flexibility

### FORMAL

We are flexible and can adapt to your needs.

Whichever you prefer is alright with us.

I'm flexible with whatever you need.

### INFORMAL

We're fine with anything you choose.

We don't care-- whatever you guys prefer.

Either way is fine. It's up to you.

I'm easy-going.



# Basic phone skills

## EVERYONE: 6. Responding negatively

---

### FORMAL

Unfortunately, we are not able to do that.

Actually, that is not quite what I expected.

Would it be possible for you to change that?

### INFORMAL

Unfortunately, that doesn't work for me.

To tell you the truth, that's not what I thought it was.

Could you change that?



# Basic phone skills

## EVERYONE: 7. Responding positively

---

### FORMAL

Allow me to see what I might be able to do.

That's not a problem at all.

Yes, I am able to do that.

### INFORMAL

Let me see what I can do.

Sure, no problem. / That's fine.

I can do that.



# Basic phone skills

## EVERYONE: 8. Ending a call

---

### FORMAL

Thank you very much for your call.

I hope you have a really nice day.

\_\_\_\_\_

Have a nice day as well.

Likewise.

### INFORMAL

Thanks, and have a great day.

Talk to you later.

See you later.

Catchya later.

See you.

Gotta run, bye!

\_\_\_\_\_

You too.



# Basic phone skills

## A...B...C...SPELLING!!!

---

### FORMAL / INFORMAL

Let me **spell that back for** you.

Let me **repeat that back to** you.

Let me **confirm the spelling** of that....

Laura =

# Basic phone skills

## A...B...C...SPELLING!!!

---

### FORMAL / INFORMAL

Let me **spell that back for** you.

Let me **repeat that back to** you.

Let me **confirm the spelling** of that....

Laura =

- Lori
- Lauri
- Laure
- Laurie
- Laury
- Lorry



# Basic phone skills

## A...B...C...SPELLING!!!

### FORMAL / INFORMAL

Let me **spell that back for** you.

Let me **repeat that back to** you.

Let me **confirm the spelling** of that....

Laura =  
Lori  
Lauri  
Laure  
Laurie  
Laury  
Lorry



# Basic phone skills

**A...B...C...SPELLING!!!**

---

**LETTER .....COMPARISON**

**A**

**B**

**C**



# Basic phone skills

**A...B...C...SPELLING!!!**

---

## LETTER .....COMPARISON

- A** as in...
- B** as in...
- C** as in...

# Basic phone skills

## A...B...C...SPELLING!!!

---

### LETTER .....COMPARISON

- A** as in... **Alemania**
- B** as in... **Barthelona**
- C** as in... **Casa**



# Basic phone skills

## A...B...C...SPELLING!!!

---

### LETTER .....COMPARISON

<b>A</b>	as in...	<b>Alemania</b>	<b>...Apple</b>
<b>B</b>	as in...	<b>Barthelona</b>	<b>...Bar<u>ç</u>elona</b>
<b>C</b>	as in...	<b>Casa</b>	<b>...Cat</b>

# Basic phone skills

## A...B...C...SPELLING!!!

---

### LETTER .....COMPARISON

<b>A</b>	as in...	<b>Alpha</b>	<b>...Apple</b>
<b>E</b>	as in...	<b>Echo</b>	<b>...Elephant</b>
<b>I</b>	as in...	<b>Indigo</b>	<b>...Ice cream</b>
<b>Y</b>	as in...	<b>Yankee</b>	<b>...Yellow</b>



# Basic phone skills

## A...B...C...SPELLING!!!

---

### LETTER .....COMPARISON

<b>B</b>	as in...	<b>Bravo</b>	... <b>Boy</b>
<b>V</b>	as in...	<b>Victor</b>	... <b>Vampire</b>
<b>P</b>	as in...	<b>Papa</b>	... <b>Potato</b>
<b>T</b>	as in...	<b>Tango</b>	... <b>Taxi</b>
<b>D</b>	as in...	<b>Delta</b>	... <b>Dog</b>

# Basic phone skills

## A...B...C...SPELLING!!!

---

### LETTER .....COMPARISON

<b>F</b>	as in...	<b>Foxtrot</b>	<b>...Apple</b>
<b>S</b>	as in...	<b>Sierra</b>	<b>...Sally</b>
<b>X</b>	as in...	<b>X-ray</b>	<b>...Xbox</b>
<b>C</b>	as in...	<b>Charlie</b>	<b>...Cat</b>
<b>Z</b>	as in...	<b>Zulu</b>	<b>...Zebra</b>



# Basic phone skills

## A...B...C...SPELLING!!!

---

### LETTER .....COMPARISON

<b>G</b>	as in...	<b>Golf</b>	... <b>Gorilla</b>
<b>J</b>	as in...	<b>Juliette</b>	... <b>June</b>
<b>H</b>	as in...	<b>Hotel</b>	... <b>Happy</b>
<b>K</b>	as in...	<b>Kilo</b>	... <b>Kuala</b>
<b>Q</b>	as in...	<b>Quebeq</b>	... <b>Question</b>
<b>R</b>	as in...	<b>Romeo</b>	... <b>Radio</b>

# Basic phone skills

## A...B...C...SPELLING!!!

---

### LETTER .....COMPARISON

<b>M</b>	as in...	<b>Mike</b>	<b>...Money</b>
<b>N</b>	as in...	<b>November</b>	<b>...Nebraska</b>
<b>U</b>	as in...	<b>Uniform</b>	<b>...Umbrella</b>
<b>W</b>	as in...	<b>Whiskey</b>	<b>...Water</b>



# COMMON ERRORS

&

# CONFUSION !!



# BE CAREFUL!!!

## Tricky things with phone talk

---

### Don't think in Spanglish!

(Answering the phone)  
Hello, tell me.

(bad connection)  
I don't listen you well.





# BE CAREFUL!!!

## Tricky things with phone talk

---

### Don't think in Spanglish!

(Answering the phone)

Hello, **tell me**.

>> Hello, **Marta speaking**.



(bad connection)

I don't **listen** you well.

>> I **can't hear** you very well.



# BE CAREFUL!!!

## Tricky things with phone talk

---

### Don't think in Spanglish!

Hello, **I'm** Paula.

(Paula knows the person she talking to)

>>

I **call** you regarding the meeting next week.

>>





# BE CAREFUL!!!

## Tricky things with phone talk

---

### Don't think in Spanglish!

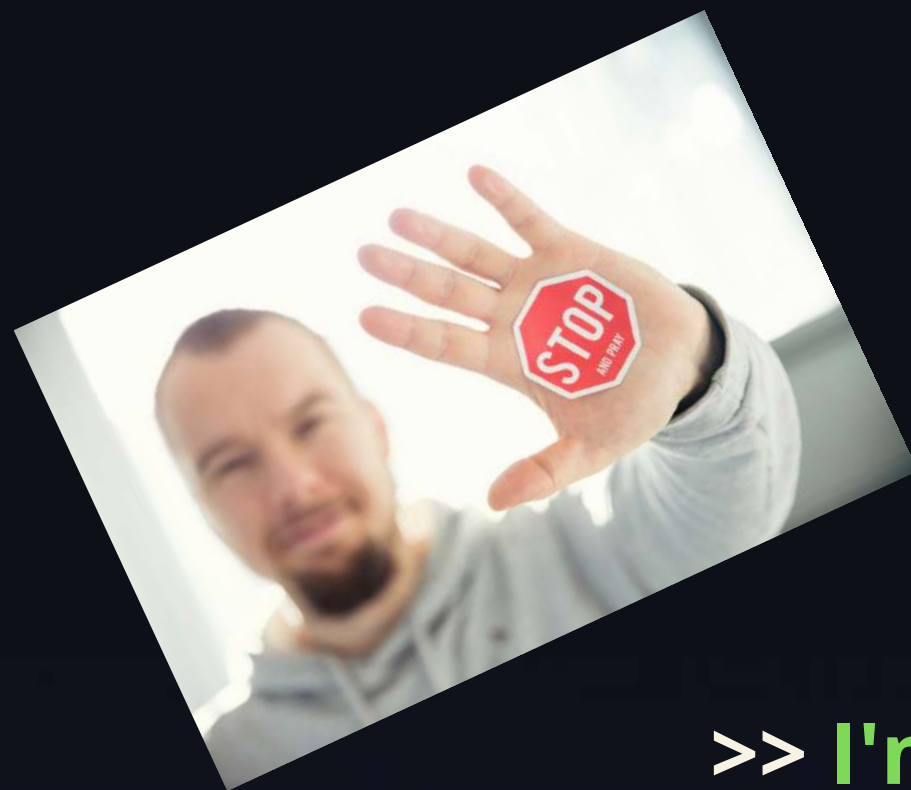
Hello, **I'm** Paula.

(Paula knows the person she talking to)

>> Hello, **this is** Paula. 😊

I **call** you regarding the meeting next week.

>> **I'm calling you** regarding the meeting next week. 😊



# BE CAREFUL!!!

## Tricky things with phone talk

---

### Don't think in Spanglish!

(You don't understand something)  
Can you please repeat me?

>>

(Leaving a message)  
Please say him that I call.

>>





# BE CAREFUL!!!

## Tricky things with phone talk

---

### Don't think in Spanglish!

(You don't understand something)

Can you please **repeat me**?

>> Can you please repeat **that for me**? 😊

(Leaving a message)

Please **say** him that I call.

>> Please **tell him that I called**. 😊



# BE CAREFUL!!!

## Tricky things with phone talk

---

**Don't think in Spanglish!**

(the caller needs to speak to a different person)  
I pass you with the public records department.

>>





# BE CAREFUL!!!

## Tricky things with phone talk

---

**Don't think in Spanglish!**

(the caller needs to speak to a different person)  
I **pass you** with the public records department.

>> Let me **transfer you to** the public records department. 😊



# Listening Exercise





# Listening Exercise

## Phone Conversation

---

**EXERCISE 5: Listen and fill in the blanks.** (Escucha y llenar los huecos)



# Listening Exercise

## Phone Conversation

### EXERCISE 5: Listen and fill in the blanks. (Escucha y llenar los huecos)

**RECEPTION:** Good morning, Chic Boutique- How \_\_\_\_ I help you?

**CALLER:** \_\_\_\_ \_\_\_\_ to speak to Mr Morgan please.

**RECEPTION:** Who's calling please?

**CALLER:** \_\_\_\_ \_\_\_\_ John Wright from International Fashion Supplies.

**RECEPTION:** Sorry, I didn't \_\_\_\_ your name.

**CALLER:** John Wright. \_\_\_\_ W.R.I.G.H.T.

**RECEPTION:** Okay Mr Wright. I'll try and put \_\_\_\_ \_\_\_\_ . I'm afraid the \_\_\_\_ \_\_\_\_ would you like to hold?

**CALLER:** Uh, can I \_\_\_\_ a message?

**RECEPTION:** Certainly.

**CALLER:** Could you \_\_\_\_ \_\_\_\_ Mr. Morgan our latest shipment has been delayed and that the 300 dresses he ordered should arrive \_\_\_\_ Friday.

**RECEPTION:** Dress order delayed ... arriving next Friday.

**CALLER:** Yes, and \_\_\_\_ \_\_\_\_ \_\_\_\_ ask him to give me a call \_\_\_\_ \_\_\_\_ \_\_\_\_ the shipment arrives?

**RECEPTION:** Of course. Could you let me have your number please?

**CALLER:** Yes, it's \_\_\_\_ one six three two nine six zero \_\_\_\_ nine four.

**RECEPTION:** That's \_\_\_\_ one six three two nine six oh \_\_\_\_ nine four.

**CALLER:** Yes, \_\_\_\_ \_\_\_\_ . Thanks for your help.

**RECEPTION:** Goodbye.

**CALLER:** Goodbye.



# Listening Exercise

## Phone Conversation

### EXERCISE 5: Listen and fill in the blanks. (Escucha y llenar los huecos)

**RECEPTION:** Good morning, Chic Boutique- How may I help you?

**CALLER:** I'd like to speak to Mr Morgan please.

**RECEPTION:** Who's calling please?

**CALLER:** This is John Wright from International Fashion Supplies.

**RECEPTION:** Sorry, I didn't catch your name.

**CALLER:** John Wright. That's W.R.I.G.H.T.

**RECEPTION:** Okay Mr Wright. I'll try and put you

through. I'm afraid the line's engaged would you like to hold?

**CALLER:** Uh, can I leave a message?

**RECEPTION:** Certainly.

**CALLER:** Could you please tel Mr. Morgan our latest shipment has been delayed and that the 300 dresses he ordered should arrive next Friday.

**RECEPTION:** Dress order delayed ... arriving next Friday.

**CALLER:** Yes, and would you please ask him to give me a call as soon as the shipment arrives?

**RECEPTION:** Of course. Could you let me have your number please?

**CALLER:** Yes, it's zero one six three two nine six zero double nine four.

**RECEPTION:** That's oh one six three two nine six oh double nine four.

**CALLER:** Yes, that's right. Thanks for your help.

**RECEPTION:** Goodbye.

**CALLER:** Goodbye.





Junta de  
Castilla y León

***Which door would you like to choose?***



*I knew you wanted to choose this one.*



# Q & A Session





**Dedicate time**

**Work hard**

**Practice**

**Focus**

**Have**



# Dedicate time

## Work hard

## Practice

## Focus

## Have





*Thank  
you!*



*Brian Bolles*