**Australia Network - Episode 11 - Teacher's notes**
http://legacy.australianetwork.com/businessenglish/stories/ep11.htm

CO:

**1. Brainstorming:** Who are they? Who is the receptionist? the client? What type of firm? What are they going to talk about? What does client want?

2. **Let's listen:** I play the recording for everyone without the script!
(Difference between phrase and sentence)
Note down the information about the conversation.
Correction

3. **By yourselves,** on computers, listen to the lesson and fill out the grid

4. **Recap together.** PO expressions: even if your English is good, make sure you use formal businesss expression

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PART 1:
1. Who is speaking? (Name/company) **Receptionist from Wilson & Wilson and Lin Chan from Acme Appliances**
2. What does the client want? **to speak to Mr Wilson Senior**
3. Is it possible? Why? **no. The excuse is that he is in a meeting at the moment but we can see he doesn't want to talk to her at that moment.**
4. What is the message? **Could he call her back at 23115654**

PART 2:
1. What did Lin Chan call Mr. Wilson for? **to set up a meeting to discuss the requirements for next year**

2. When is the meeting going to take place?
**Thursday. 2:30**

| Tips | Important phrases |
|---|---|
| GENERAL:<br>. Listen carefully and speak clearly<br>. Language follows conventions<br>. don't wait to be asked for your name. Offer the informtion<br>. Always use polite, formal language<br>. Always add please<br><br>. Give essential information<br>. Don't speak too fast<br>. Check understanding, rephrase if needed | INTRODUCTION<br>. Name of company, can I help you?/ how can I help you?/ NOTHING<br>. This is ..X, from/of COMPANY<br>. I'd like to speak to..X./Could I speak to/.. if he's available, please./if possible<br>. I'd like to speak to Mr Wilson please<br>. Could you put me through to... X |
| 'in a meeting' is code for 'it's not convenient for him to talk at the moment'<br><br>DO NOT USE: 'he is too busy'. It suggests your call isn't important<br><br><br><br>Keep messages simple and to the point | RECEPTIONIST<br>. I'll just see if he  is available.<br>. Hold the line please.<br><br>IF HE CAN'T OR DOESN'T WANT TO TALK:<br>. I'm sorry Mr Wilson is in a meeting at the moment.<br>. I'm sorry he is not available at present<br>. I'm sorry he is out of the office at the moment<br><br>ADD: 'May I take a message?' |
| Pronounce phone numbers carefully. | SIMPLE PHRASES WHEN LEAVING A MESSAGE:<br>. Could you ask him to phone me please?<br>. Could you get him to return my call please?<br>. If he could call me back, that would be great. |
|  | TO MAKE SURE YOU HAVE ALL THE DETAILS CORRECT:<br>. I'm sorry, I didn't catch your name.<br>. Could you just repeat the number please?<br>. Could I have your number again, please?<br>. Would you mind repeating that? |
| Thank the person and state the purpose of your call<br>Let the customer suggest the date and time | WHEN SOMEONE CALLS BACK:<br>. Thanks for calling back<br>. Thanks for returning my call. |
| Also a signal that there is no more to say<br>Repeat day and time of meeting to be sure | POLITE WAY OF ENDING A CONVERSATION:<br>. I look forward to seeing you then. |

**PART 1:**

1. Who is speaking? (Name/company) _____

_____

2. What does the client want? _____

3. Is it possible? Why? _____

4. What is the message?_____

**PART 2:**

**1.** What did Lin Chan call Mr. Wilson for? _____

2. When is the meeting going to take place?

_____

| Tips | Important phrases |
|---|---|
| GENERAL:<br>.<br>.<br>.<br>.<br>.<br>.<br>.<br>. | INTRODUCTION<br>.<br><br><br>.<br>.<br><br>.<br>. |
| <br><br><br>'in a meeting' is code for _____<br><br>_____<br><br>DO NOT USE: 'he is too busy': it suggests<br>'_____'<br><br><br><br>Keep messages _____ and _____ | RECEPTIONIST<br>.<br>.<br><br>IF HE CAN'T OR DOESN'T WANT TO TALK:<br>.<br>.<br><br>.<br><br>ADD: _____ ? |
| Pronounce _____ | SIMPLE PHRASES WHEN LEAVING A MESSAGE:<br>.<br>. |

| | |
|---|---|
| | . |
| | TO MAKE SURE YOU HAVE ALL THE DETAILS CORRECT:<br><br>.<br><br>.<br><br>.<br><br>. |
| .<br><br>. | WHEN SOMEONE CALLS BACK:<br><br>.<br><br>. |
| .<br><br>. | POLITE WAY OF ENDING A CONVERSATION:<br><br>. |