

English for Business Phone Calls

Duration 1 Day

Telephone English skills are very important to most businesses, yet not many people study the techniques of the telephone in order to improve their skills. Talking on the phone in English is one of the most difficult areas of communication because you can't see the person you're talking to, and so you can't see his or her body language. Besides, talking on the phone, especially in business, also requires its own special set of words and phrases.

Good phone skills will help you develop a clear, professional manner and build relationships on the phone with your clients and colleagues. This course will train all important areas in phone conversation such as making / taking business phone calls, leaving / taking messages, numbers and spelling, handling complaints, conference calls, making appointments on the phone and many other interesting topics.

THIS COURSE IS DESIGNED FOR

Business people who want to sharpen their English skills and utilize them in order to communicate more effectively over the phone.

HOW

In this one-day training course, you will first learn all the useful phrases, ideas and techniques on how to handle all the phone call situations effectively and professionally. Whether it's a conference call with one of your foreign suppliers or making a phone call to potential customers, you will be able to do it with confidence.

PREREQUISITES

Anyone who wishes to join this one-day training course should already have a fair command of written and spoken English.

COURSE DETAILS

Making and taking business phone calls

- Tips on answering the phone
- Asking the caller to wait
- Learn from a video clip
- When not available
- Tips on making phone calls
- Telling reasons for calling

Leaving and taking messages

- Useful phrases
- Saying numbers and dates
- Spelling professionally
- Can / could / shall / should / will / would

Ending phone calls

Making / rescheduling appointments

- Useful phrases
- Time

Other phone call situations

- Making a reservation
- A conference call
- Handling a complaint
- Placing an order

Workshop session

- Practice
- Individual assessment