

in company Pre-intermediate

Unit 3

headword	pronunciation	translation/notes	example sentence
call (n) place/put a call on hold	/kɔ:l/ /ˌpleɪs/ˌpʌt ə ˌkɔ:l ɒn 'həʊld/	The line is engaged. Can I place your call on hold ?
return a call	/rɪˈtɜ:n ə 'kɔ:l/	I hate it when people don't return my calls .
transfer a call	/trænsˌfɜ: ə 'kɔ:l/	You've got the wrong extension; I'm going to transfer your call .
company image (n)	/ˌkʌmp(ə)nɪ 'ɪmɪdʒ/	The company image we wish to project is one of friendliness, efficiency and professionalism.
the competition (n)	/ðə ˌkɒmpə'tɪʃn/	Failure to answer a telephone call promptly could result in losing business to the competition .
contact (n) get in contact (with sb)	/kɒntækt/	I'll ask Mr Davis to get in contact with you as soon as he's back.
cut off (phr v) get cut off	/ˌkʌt 'ɒf/	I hate it when I get cut off in the middle of a call.
engaged (adj) (BrE) (AmE = busy)	/ɪnˈɡeɪdʒd/	Sorry, the line's engaged . Will you hold?
factor (n) major factor	/ˈfæktə/	The quality of a firm's response to phone calls is a major factor in the type of company image it projects.
function (n)	/ˈfʌŋkʃn/	Do you know how to use all your phone's functions ?
go over (phr v)	/ˌɡəʊ 'əʊvə/	I didn't hear that. Could you go over it again?
hold on hold	/həʊld/	Would you like to ring back or should I put you on hold ?

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landline (n)	/lændlaɪn/	Landlines are cheaper than mobile phones.
meeting room (n)	/mi:tiŋ ,ru:m/	I've asked my secretary to book the meeting room .
message	/mesɪdʒ/	
leave a message	/li:v ə 'mesɪdʒ/	Could I leave a message for Mr Wilson, please?
take a message	/teɪk ə 'mesɪdʒ/	Mr Wilson's not here. Can I take a message ?
mobile (phone) (n) (BrE) (AmE = cell (phone))	/məʊbaɪl (fəʊn)/	If I'm not in the office, call me on my mobile .
personnel (n)	/pɜ:sə'nel/	It's important for personnel to be trained in telephone skills.
product performance (n)	/prɒdʌkt pə'fɔ:məns/	Poor service and poor product performance can both lead to loss of business.
professionalism (n)	/prə'feʃnəlɪz(ə)m/	Efficient handling of phone calls helps to create an image of professionalism .
put sb through (phr v)	/pʊt sʌmbədɪ 'θru:/	Just one moment. I'm just putting you through .
revenue (n)	/revə'nju:/	Bad telephone behaviour can result in millions of dollars in lost revenue .
sales enquiry (n)	/seɪlz ɪn'kwɛəri/	90% of all sales enquiries begin on the telephone.
service (n)	/sɜ:vɪs/	Poor service often leads to loss of business.
switchboard (n)	/swɪtʃbɔ:d/	The switchboard has been busy all morning – we've had hundreds of calls!
terminal (n)	/tɜ:mɪn(ə)l/	Which terminal does the flight arrive at?
voicemail system (n)	/vɔɪsmel 'sɪstəm/	Customers don't like getting put through to a voicemail system .