

# 3b Telephone trouble

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- 1 You are the manager of a rapidly growing company. When you returned to the office after a recent conference, eight messages had been left for you. Which should you return first? Put the calls in order of importance.

## *While you were out ...*

- 1 Larry Jaudal of CML Distribution - said it was nice to meet you at the conference. Has some questions about pricing and commission. Please contact him asap.
- 2 Bill called - he's ill and won't be able to do Friday's presentation about our Internet strategies to MCP Ltd. Wants you to call MCP to explain and arrange new dates.
- 3 Problem with the staff party for Jane's retirement - the restaurant we wanted is booked for that night. Call Josy Turner (manager of Coco's) to re-arrange.
- 4 Pat Partridge of ALT Design and Print - there's a problem with the visuals for our new brochure. Too many and too small. Please call to discuss which pictures you want to keep in.
- 5 Jan Hoover CFI - not happy with our recent work. Is asking for a discount or might use another company in future.
- 6 Pete Landsdown from World of Work Ltd - will be 2 days late with our order. Has delivery problems.
- 7 Margot Buno of IST in Munich is interested in co-operating with us on a new venture. Can she visit when she's in England next week?
- 8 Your mother called.

- 2 Roleplay your three most important phone calls from exercise 1 with your partner. Use the following expressions.

Could I speak to ..., please?

I'm returning your call.

I'm phoning to/about ...

I apologise for the inconvenience.

We need to ... as soon as possible.

I'm looking forward to doing business with you.

How can I help?

I got your message.

I'm very sorry ...

I'm interested in ...

I understand there's a problem with ...

One possible solution is to ...