

Business Basic

Lesson 05: Business Call

Practice 1 | Formal and Informal Expressions

Directions: Listen and repeat.

There are certain phrases used in business conversations.

Check them with your teacher.

Formal	Informal
Hello, I am calling to inquire about...	Hi, I wanted to ask you...
I would like to make an appointment...	I want to meet...
Can I leave a message, please?	Tell him that...
I am looking forward to your call...	Call me back!
Can you put me on hold, please?	I can wait.

Practice 2 | Reading Dialogue

Directions: Read the dialogue aloud with your teacher.

Here are short phone call examples. Read them with your teacher.

Call 1

Mike : Hello, I am Mike Johnson from "Future Innovations".

Receptionist : Good afternoon, sir. What can I do for you?

Mike : I would like to make an appointment with the director of your company.

Receptionist : I am afraid he is in a meeting at the moment.

Mike : Well, can I leave a message, please?

Receptionist : Of course.

Call 2

Mike : Hello, I am Mike Johnson from "Future Innovation".

Receptionist : Yes, sir. May I help you?

Mike : I am looking for your company's manager, Josh Antua.

Receptionist : I am afraid you got the wrong number, sir. Our company's manager is John Jackson.

Mike : Really? I apologize. I will check the number again.

Receptionist : Have a great day, sir.

Call 3

Mike : Hello, how are you today? I am Mike Johnson and I am calling to inquire about...

Auto-answer : The recipient that you've dialed is currently unavailable. Please leave a message after the beep.

Mike : Hello, Mr. Antua. I am calling to inquire into further details of our meeting. We decided that the meeting will be held on the 23rd of January. However, we haven't decided on the exact time yet. Please inform me when you will be available on the 23rd of January. I am looking forward to your call. Good-bye!

Practice: You are calling one of your clients in order to invite him to a business dinner and you get the auto-answer. Leave a message to the client informing him about the dinner and ask him to call you back.

Practice 3 | Studying the Manual

Directions: Study the manual with your teacher.

You need to prepare for a business call. Study these pieces of advice with your teacher.

- Don't forget to introduce yourself and say why you are calling.
- Be polite, brief and informative.
- If you are deciding on some specific details such as a meeting date and place, make sure to repeat it twice so there would be no misunderstandings.
- If the recipient is busy, you can leave an informative message. Don't forget to mention your contact details before ending the call if you are calling for the first time.

Practice: Have a role-play with your teacher. You are making a business call to the manager of a company, in order to politely ask to postpone a meeting that you had established for the next week. The secretary answers the call and will connect you to the manager. Your teacher will act both as the receptionist and as the manager.

Practice 4 | Situation Questions

Directions: Answer these situation questions.

1. Imagine you are making a business call and your phone battery drains mid-way. What do you do?
2. You are calling a company, but it seems you have misdialed the number. What do you do?
3. You've just finished a business call, but you cannot remember the details of the upcoming meeting. What do you do? How can you avoid this?