

# TELEPHONE SKILLS

## Warmer

- The teacher divides the group into pairs.
- Place pairs of chairs in back-to-back positions so that students are facing away from each other.
- You can even use props such as mobile phones, iPhones or landline handsets.
- Tell students that they will call their partners to organize a time to meet for lunch. You can distribute the simulation cards (below) to help them understand the task.
- Students conduct the pair-work simulation.
- In the meantime, write up the key expressions to open a call and identify oneself on the board.

### Student A

Make an outgoing call to your client (partner, sitting behind you). Give your name and the reason for your call. Explain that you want to meet him/her for lunch to discuss a new product. Set a time. Thank your client and end the call.



### Student B

Receive an incoming call from a client (partner, sitting behind you). Give your name ask the reason for your client's call. Explain that you would like to meet for lunch to hear about his/her new product. Set a time. Thank your client and end the call.



# Phone Telephone Skills For Business Success Student Text

**RJ Alexander**



## **Phone Telephone Skills For Business Success Student Text:**

*The Phone Book* Judith E. Fisher, 1995 The Phone Book takes a hands on interactive approach to helping students refine and practice their telephone skills All phone skills are covered in detail including listening question ing speaking handling incoming and outgoing calls customer orders customer problems and complaints Examples of proper techniques are also included **Subject Guide to Books in Print** ,2001 **Resources in Education** ,2001-10 **Managerial Accounting** ,

*New to the LSP classroom? A selection of monographs on successful practices* Martina Vránová, 2023-05-23 As Languages for Specific Purposes have always been defined as student oriented the rationale behind this volume is to use the rather neglected niche of the other necessary agent of language instruction and thus focus on the LSP practitioner This turn towards the instructor has been motivated by the fact that a great number of LSP practitioners enter their jobs without previous expertise They lack LSP education or they may not even have a background in applied linguistics This motivation has proven valid as many of the volume s contributors have faced this particular situation in their professional lives For insights into the LSP field and guidelines on the best practices they must rely on their colleagues who offer to share their experience through workshops conferences or papers which is what this volume provides The primary goal of this volume is to present considerations of what challenges LSP practitioners face and should be prepared for in their jobs and to provide practice tested methodological guidelines on such demanding teaching techniques as blended and flipped learning or tandem learning All papers have been written by LSP practitioners and researchers in higher education Thus this volume provides both guidance and self reflection In other words it is written by experienced LSP practitioners for aspiring LSP practitioners about how they see themselves and what effort they make to meet the challenges of their jobs As proof that LSP practice is a global challenge papers have been collected from many European countries the USA Uruguay Even though most papers are naturally concerned with English being the lingua franca of today the collection also features guidelines for teaching Spanish French and Dutch for specific purposes Moreover the target disciplines these languages are taught for encompass business engineering sociology or medicine thus supporting the assumption of the universal character of problems LSP practitioners deal with **The Administrative Dental Assistant E-Book** Linda J. Gaylor, 2019-12-21 NEW and EXPANDED New content on technology in the dental office HIPAA communication and social media patient recall and retention coding and cross medical billing NEW Images throughout with a focus on updates in technology UPDATED Revised artwork throughout the text **The Balance Sheet** ,1992 [The Journal of Business Education](#) ,1929 The magazine for teachers of business subjects **Business Communication Today** Courtland L. Bovée, John V. Thill, 1995 Includes bibliographical references index **Communicating for Success** Cheryl M. Hamilton, 2016-07-22 This text focuses student learning on the key communication competencies recommended by the National Communication Association With applied examples and a vibrant and engaging design this text covers all the expected topics in an introductory course foundations of communication

interpersonal communication small group communication and public speaking plus a special appendix on interviewing Scenarios begin each chapter with a problem to which students can relate and then solve as they learn about the concepts discussed in each chapter A concentrated focus on careers in communication highlighted in a two page spread near the end of each chapter brings home the relevance of communication outside the classroom and helps students learn more about how studying communication can help them throughout their lives Additional emphasis on topics such as ethics culture gender and technology is found throughout the text

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*The National Public Accountant*, 2002

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*Business Education Forum*, 1987

**Curriculum Review**, 1981

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