



NEW BUSINESS ENGLISH 4

Unit 2 Lesson 10
Ending a Call



Review

Assume you have a telephone problem during a call with your team leader.

Requirements:

- *Inform your team leader about the telephone problem.*
- *Suggest an immediate solution to the problem.*



LEARNING GOAL

- ◆ Ending a Call



Situational Dialogue

- ▶ Lina is calling Kenzo back for the update on the billboard.




Lina Lin



Kenzo Hara







Hi, Kenzo. I'm sorry for the inconvenience during our last call.

It's alright. Could you give me an update on the billboard?





Well, the client is happy with the billboard. I'll write up a report and email you this afternoon.

That's very kind of you.
Thank you.

No problem.

Have a great day.

You too. Bye.

Key Vocabulary

Learn the new words and answer the questions.



inconvenience

(n.) something that causes trouble or difficulty

e.g. The **inconvenience** disappointed our valued customer.



client

(n.) a customer or someone who receives services

e.g. I had a successful meeting with a **client** this morning.



email

(v.) to send something or write to someone using e-mail

e.g. You need to **email** the details of the project to me.

Dialogue Review

Have a role play and answer the questions.



Lina is calling Kenzo back for the update on the billboard.

Lina: Hi, Kenzo. I'm sorry for the **inconvenience** during our last call.

Kenzo: It's alright. Could you give me an update on the billboard?

Lina: Well, the **client** is happy with the billboard.

I'll write up a report and **email** you this afternoon.

Kenzo: That's very kind of you. Thank you.

Lina: No problem.

Kenzo: Have a great day.

Lina: You too. Bye.

Let's check the learning goals!



Lina is calling Kenzo back for the update on the billboard.

Lina: Hi, Kenzo. I'm sorry for the inconvenience during our last call.

Kenzo: It's alright. Could you give me an update on the billboard?

Lina: Well, the client is happy with the billboard.

I'll write up a report and email you this afternoon.

Kenzo: ***That's very kind of you. Thank you.***

Lina: No problem.

Kenzo: Have a great day.

Lina: You too. Bye.



1. Ending a Call

Learning Goals

Learn the key expressions and sentence structures.

∴ Ending a call

- **Thank you for + (verb -ing).**
- **It was great/ nice to + (verb).**

Example sentences:

- Thank you for calling me this morning.
- Thank you for taking the time to read the email.
- It was great to talk to you once again.

Other related expressions:

- That's very kind of you.
- That would be great.
- Thanks a lot.
- Have a great day!

How would you end a call?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: You are on the phone with your co-worker and you have already finished explaining how to use an application. End the call by using the learned expressions.



∴ You can refer to the following key expressions:

- Thank you for + verb –ing.
- It was great to + verb.
- Have a great day!

⋮ How to End a Call Professionally

- 1. Let the caller know you appreciate them**
e.g. "Thank you for calling. I truly appreciate your efforts today. Thank you for making an effort to call me today."
- 2. Offer to help someone in the future.**
e.g. "If you need any additional assistance, please call me back at 321-6547."
- 3. Say goodbye but always let the caller hang up first.**
e.g. "Goodbye, Ms. Smith. Thank you for calling."



- 1. How often do you make important calls?*
- 2. How do you usually end the call with them?*

Overview

Key words and expressions:

inconvenience/ client/ email

Thank you for + verb -ing

It was great to + verb

That's very kind of you.

Thanks a lot.

Have a great day!

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