NEW BUSINESS ENGLISH 4

Unit 2 Lesson 1
Making a Call

LEARNING GOALS

- Answering the Phone

- Giving Information Over the Phone

▶ Selena is calling the Creative Department to inform them about a new project. Caleb, the graphic designer, takes the call.

Caleb Park

Selena Leroy

Key Vocabulary

Learn the new words and answer the questions.
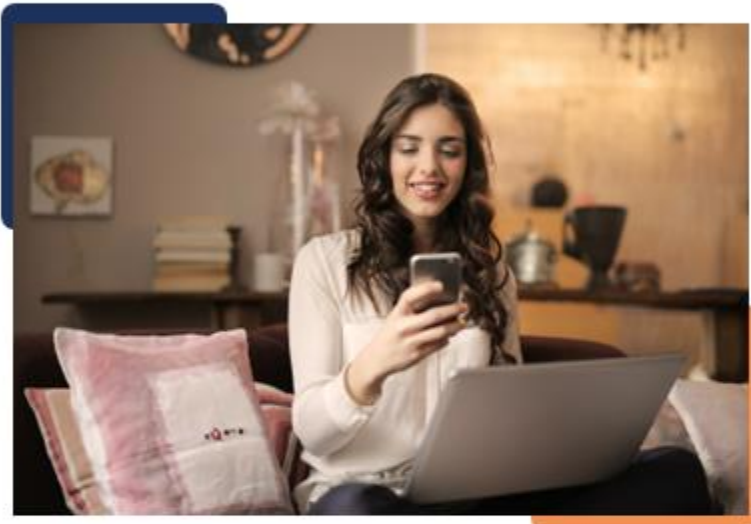
make a phone call

(ph.v.) to call someone

e.g. She has to **make a phone call** to inform her manager.
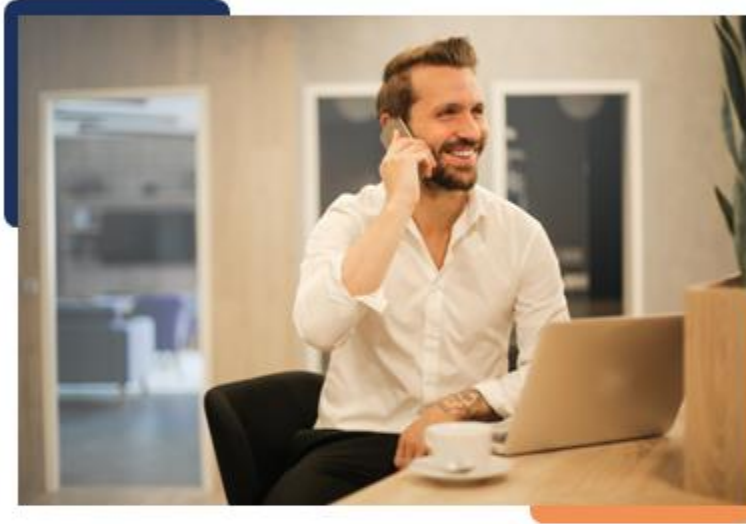
take a phone call

(ph.v.) to answer the call

e.g. The manager **takes a phone call** with a smile on his face.

Key Vocabulary

creative

(adj.) to make something with great ideas

e.g. She has a creative idea in her designs.

discuss

(v.) to talk about a subject with someone and tell each other your ideas

e.g. Our team has to discuss the new project.

details

(n.) a single piece of information about something

e.g. She discussed the details of the task.

Dialogue Review

Selena is calling the Creative Department to inform them about a new project. Caleb, the graphic designer, takes the call.

Selena: Good morning! This is Selena from the Account Department.

**Caleb:** Hello, Selena. This is Caleb speaking. How may I help you?

Selena: I'm calling to inform your team of a new project. We will discuss details in the next general meeting.

Caleb: This is noted. I'll keep Ms. Lopez posted.

Learning Goals

🎯 *Selena is calling the Creative Department to inform them about a new project. Caleb, the graphic designer, takes the call.*

🎯 **1. Answering the Phone**

Selena: **Good morning! This is Selena from the Account Department.**

Caleb: Hello, Selena. **This is Caleb speaking. How may I help you?**

Selena: **I'm calling to inform your team of a new project.** We will discuss details in the next general meeting.

🎯 **2. Giving Information Over the Phone**

Caleb: This is noted. I'll keep Ms. Lopez posted.

9

Learn the key expressions and sentence structures.

⠿ Answering the Phone

➢ **Hello. Good morning/ afternoon/ evening.**

➢ **This is ... from … Department.**

➢ **How may/ can I help you?**

Example sentences:

- Good morning! This is John from the sales department.

- Hello. This is John calling. How may I help you?

You can also use:

- **Hello? name + speaking.**

e.g. Hello? Serena speaking.

- **Name + speaking.**
  Who's calling, please?

e.g. John Sayles speaking.
Who's calling, please?

Learn the key expressions and sentence structures.

.:: Giving Information over the phone

> ➤ **This is … speaking.**

> ➤ **I'm calling to …**

Example sentences:

- This is Xenon speaking.

- I'm calling to inform you of a new project.

You can also use:

- **I'm calling to + verb**

  e.g. I'm calling to make an order.

- **I'm phoning to + verb**

  e.g. I'm phoning you now to give you feedback.

Can you relay an important information over the phone?

Semi-open Dialogue

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

Scenario: The phone is ringing and you are the closest to the telephone.

Answer the phone call.

.:: **You can refer to the following key expressions:**

- Hello. Good morning/ afternoon/ evening.
- This is … from … Department.
- How may/ can I help you?
- This is … speaking.
- I'm calling to …

Learn the formal and informal ways of answering a call.

.:: **Answering the Phone**

Formal

Informal

"Hello? Mike speaking."

"Hello. Mike here."

"Hello. How may I help you?"

"Hi, Mike. How are you?"

"Mike speaking. May I know who's calling, please?"

"Hi, Mike. What's up?"

"Hey! How are you doing?"

1. *What do you say to answer unknown callers?*
2. *When should we use formal/ informal phone call expressions?*

Overview

Keywords and expressions:

make a call/ take the call/
creative/ discuss/ details

Hello. Good morning/ afternoon/ evening.
This is ... from ... Department.

How may/ can I help you?
This is ... speaking.
I'm calling to ...