

13 Translate these sentences. Try to use expressions from this unit.

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| 1 Eva Hynková u telefonu. | 4 Brenda je dnes mimo kancelář. |
| 2 Tady Jan Müller.
Mohu prosím mluvit s paní Sanders? | 5 Máte číslo mého mobilu? |
| 3 Zavolám zpátky později. | 6 Pan Šmíd dnes bohužel není v kanceláři. |
| | 7 Řeknu mu, že jste volal. |



What advice would you give to someone to help them telephone successfully? Work with a partner to make a list of tips. Then read the article and discuss the questions.

Successful telephoning

Phone calls can often be challenging in your own language, but when you're speaking a foreign language they are even more difficult. There's no body language to help you, the audio quality is not always perfect and there is more time pressure than in a face-to-face conversation. Below are some tips to make telephoning in English less stressful.

- If you have to make a difficult phone call, spend a few minutes preparing first. Think about what you want from the phone call. What might the other person say? Make notes of English phrases you can use during the call.
- Try to relax. Make sure you have enough time for the call, and don't hurry. It's better to have a successful ten-minute call than an unsuccessful five-minute call.
- Sometimes receiving an unexpected call can be very stressful. To give yourself some time to prepare for the call, you might want to tell a 'white lie' (*"I'm sorry, I'm actually in a meeting right now. Can I call you back in ten minutes?"*) and call back when you feel more confident.
- It's important to make a little small talk with the other person before you talk business, but don't spend too long chatting. Get to the point of the call quickly. If you're talking to a native English speaker, listen for words like 'well', 'so' and 'anyway'—these are signals that it's time to talk business.
- Speak more slowly and at a lower pitch than you would during a face-to-face conversation. It makes you sound confident, helps the other person to understand you, and calms you down if you are nervous.
- Don't be afraid to ask a caller to repeat something (*"I'm sorry, I still didn't catch that. Could you say it again more slowly?"*). It's better for the caller to repeat a piece of information five times than for you to write down the wrong information.
- Smile! Although it sounds strange, the other person can hear if you are smiling – it makes your voice sound friendlier.



OVER TO YOU

What is the thing you find most difficult on the telephone? How could you make it easier? Can you think of five things you could do to improve your telephoning skills in English (eg record English calls and listen to them with your English teacher, or telephone an English-speaking friend for practice)?