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https://www.100test.com/kao_ti2020/150/2021_2022_BEC_E5_95_86_E5_8A_A1_E8_c85_150593.htm Dont forget that the other person.....1. wants to understand you easily, so try to speak CLEARLY.2. cant see your reactions, so always confirm that you have (or have not)3. cant see you and doesnt know what a nice person you are, so make sure you sound POLITE AND AGREEABLE.4. hasnt got all day, so make sure your call is BRIEF.5. is getting an impression of your firm while talking with you, so make sure that you sound EFFICIENT -- your firms image may be at stake, even if youre just taking a message. Which of these five points do you feel least confident about if you have to make or receive a phone call in English? How can you increase your confidence, do you think? 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com