

初级商务英语（7）PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/151/2021_2022__E5_88_9D_E7_BA_A7_E5_95_86_E5_c85_151542.htm Unit 7 Making

arrangements Telephoning 1 . Listening Listen to the three telephone calls. As you listen, complete the table below. Listening Task Call 1 A : Krondike Electronics. Can I help you? B : Yes, I ' d like to speak to Mr. Edwards, please. A : Who ' s calling, please? B : John Bird. A : Just a moment, Mr. Bird. I ' ll put you through. C : Miss Taylor speaking. B : John Bird here. Can I speak to Mr. Edwards? C : I ' m afraid he ' s out at the moment. Can I take a message? B : Yes, could you ask him to call me back as soon as possible? C : Yes, of course. Could I have your number? B : He ' s got it, but just in case, it ' s 071-253-4686. C : 071-253 4686. Thank you, Mr. Bird. I ' ll make sure he gets the message. B : Thank you. Bye. C : Goodbye. Call 2 A : John Bird speaking. B : This is Pete Edwards. My secretary said you called. A : Yes, that ' s right. Thanks for getting back. Look, the reason I called was we ' re having installation problems with the E 258. B : Really? That surprises me. What sort of problems? A : Well, it ' s a bit complicated. Could you send a technician round? B : Of course, I ' ll get one round this afternoon. A : That would be great. B : OK, I ' m sure we ' ll sort it out in no time. Bye. A : Goodbye. Call 3 A : Pearson and Brown. Can I help you? B : This is Gerald Smith from Taylor & Sons. A : just a moment, Mr. Smith, I ' ll put you through. C : Susan Philips speaking. B : Hello, Susan. This is Gerald Smith. C : Oh

hello, Gerald. How are you? B : Fine. I ' m just phoning to see if we could fix a meeting for next week. C : Yes, of course. We ' ve got to discuss next year ' s order. Just a moment, I ' ll get my diary... Right, next week...? B : Could you manage Tuesday? C : I ' m sorry. I ' m out all day on Tuesday. B : What about Friday then? C : Yes, Friday in the morning would suit me fine. B : Good, that suits me too. Shall we say 10 o ' clock? C : Fine. So 10 o ' clock here then? B : Yes, that ' s probably easiest. Right, I look forward to seeing you. C : Bye. B : Bye.

2 . Presentation The telephone conversations you heard in the dialogues included a number of steps, in particular. # identifying yourself/your company # asking the caller to identify himself/herself # asking for a connection # taking/leaving a message # explaining the reason for the call # making appointments # signing off Now look at the language used in these steps.

2.1 Identifying yourself/your company Krondike Electronics. Can I help you? (a typical switchboard response) John Bird speaking. This is Pete Edwards. John here.

2.2 Asking the caller to identify himself/herself Who ' s calling please?

2.3 Asking for a connection I ' d like to speak to _____, please. Could you put me through to _____, please? I ' d like to speak to someone about deliveries, please.

2.4 Taking/leaving a message I ' m afraid he ' s out at the moment. Can I take a message? Can you ask him to call me back?

2.5 Explaining the reason for the call The reason I called is _____ I am (just) phoning to _____

2.6 Making appointments Could you manage Tuesday? What about Friday? Shall we say two o ' clock?

2.7 Signing off I look forward to seeing you. Thanks for calling.
Goodbye. Bye. 3. Controlled practice A. Put the following extracts of
telephone calls into the correct order. 1. () Just a moment, Mr.
Jones, I ' ll put you through. () Yes, I ' d like to speak to Miss
Rathbone. () Peter Jones. () Who ' s calling, please? () Pan
Electronics. Can I help you? 2. () She ' s got it, but just in case, it ' s
071-253 4686. () Yes, could you ask her to call me back? () Mr.
Gottman here. Could I speak to Mrs. Fileds? () Yes, of course.
Could I have your number? () I ' m afraid she ' s out at the
moment. Can I take a message? 3. () I ' m sorry, I ' m out on
Wednesday. () Good, that suits me too. Shall we say 11 o ' clock? ()
) Just a moment, I ' ll get my diary...you said next week? 100Test 下
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