

Parlare al Telefono

in lingua inglese



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Foreword

1.Telephone Terminology: Phrases

1.1.Technical Words

1.2.Be Prepared for a Telephone Call!

2.Checklist – Opening a Call

3.Incoming Vs. Outgoing Calls

3.1.Identifying Yourself

4.Outgoing Calls: Saying Who You Want to Speak to

4.1.Language Focus in Transferring Calls

5.Explaining the Purpose of Your Call

5.1.Grammar Focus

6.Sample Dialogues

6.1.Formal vs. Informal

6.2.Scheduling a Meeting

6.3.Scheduling a Visit

6.4.Visit at a Trade Fair

6.5.At the Hotel

6.6.Good Manners

7.Leaving or Taking a Message

8.Asking for Repetition

9.Spelling and Numbers

10.Acknowledging Repetition

11.Saying Someone is not Available and Offering Assistance

12.Grammar Focus: Modal Verbs

12.1.Other Ways of Offering Help or Making Suggestions

12.2.Grammar Focus: "let, make, get", "would like" and "would mind"

13.Phrases and Activities

14.Telephone Manners

15.Telephone Customer Care in North America

16.Role Play

17.Quiz

18.Making Sentences

19.Complaining

19.1.Grammar Focus

20.Dealing with Complaints

21.Grammar & Technical Words Review

Keys

Videos