

John Yes, I'm calling from my mobile. It's 0044 7721 332558.

Receptionist Right. So, that's 0044 7721 332558. \_\_\_\_\_<sup>9</sup> she calls you back today. Could I help you with anything else?

John Would it be possible to have her mobile number? Could you perhaps look it up for me?

Receptionist Yes, that's \_\_\_\_\_<sup>10</sup>. I've got it right here. It's 49 for Germany, then 156 8877944.

John Let me just repeat that. That's 49 156 8877944.

Receptionist That's right.

John OK. Thanks once again. Bye for now.

Receptionist You're welcome. Goodbye.

**Now write the message that the receptionist takes.**



### Message

Message for \_\_\_\_\_

Caller: \_\_\_\_\_

Company: \_\_\_\_\_

Message: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 3 Match the statements or questions with the responses.

- |   |  |
|---|--|
| 1 Thank you.  | a Thank you. I really appreciate it.                               |
| 2 I'm afraid he's not in.                           | b Yes, certainly. I'll just get a pen.                             |
| 3 May I help you?                                   | c You're welcome.  |
| 4 I'll make sure he gets the message straight away. | d Yes, I have a question about your price list.                    |
| 5 I'm afraid I got cut off.                         | e That's OK. I'll call back later.                                 |
| 6 Could I leave him a message?                      | f Yes, it's P-F-A- double-F.                                       |
| 7 My name is Anton Czrisinski.                      | g Oh, I'm terribly sorry about that. Let me put you through again. |
| 8 I'm sorry. Could you spell that, please?          | h I'm sorry. I didn't quite catch that.                            |

#### CUSTOMER FOCUS EXTRA

If you don't understand the customer, ask him or her politely to say something again or more slowly. You want to be sure you understand so that you can deal with the customer efficiently. Try phrases like:

*I'm sorry, but I didn't (quite) catch that/understand you exactly.*

*Could we go over that once more?*

*Could you repeat that, please?*

*Could you speak a bit more slowly, please?*

*Could you speak up a bit, please?*