

## REVIEW UNIT

# Telephone Conversations (Units 4, 5, 6 & 7)

### Introduction

Describe each picture.



 Q & A

Answer the following questions:

#### 4 Calling / Picking up the Phone

- What are some rules of telephone etiquette that you are familiar with?
- What are the common problems you encounter during a call?
- Have you encountered an irate caller? If yes, how did you handle it?
- Have you had any experience of passing a call to a superior due to a misunderstanding?

#### 5 Wrong Number

- What are the common reasons why some people call the wrong number?
- Is prank call common in Japan?
- What is the best way to handle a prank call?

#### 6 Giving Directions to the Office

- Which is easier in giving directions, verbal or giving a sketch?
- What is the most challenging part in giving directions?
- Are you still being asked about directions even if maps can be easily accessed on the phone?

#### 7 Setting up an Appointment

- What are the common purposes in setting appointment?
- Is it easy or difficult to set an appointment?
- Is it common to cancel appointments?



 **Role play**

Do the role play with your teacher.

**SITUATION**

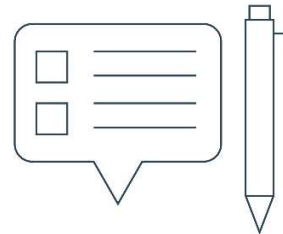
You receive a call from an irate woman who is demanding payment from someone. However, the person she is looking for is not an employee of your company. How would you handle the situation?



You have been tasked to set an appointment with a publishing company. However, you called the wrong number. What should you say?



You are looking for Mr. Kitamura to inform him about a change in the appointment time but he is not available. Leave a message and ask for a return call.



Your client is running late for your meeting. He/She is on the phone now asking for a different route so he/she can get to your office on time. Ask where he/she is now and say that the office is just two blocks away.



**Extra Exercise!**



**Talk about a time when you had an interesting  
phone conversation with someone**

**You should say:**

- **when you had the conversation**
- **whom you talked to**
- **what it was about**

**and explain why this conversation was interesting**