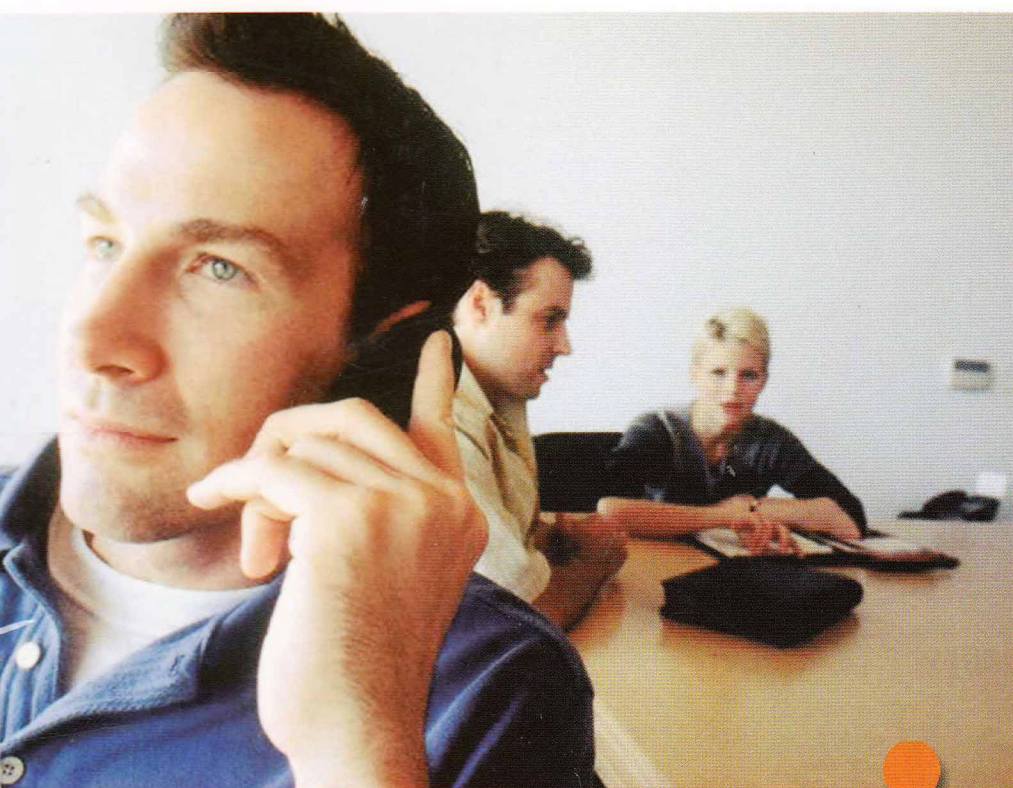


John Hughes

Telephone English



Includes
phrase bank
and role plays


MACMILLAN



INCLUDES
AUDIO CD

Contents

To the student	4
To the teacher	5
Essentials	
1 Answering the phone	6
2 Making and taking calls	8
3 Reasons for calling	10
4 Leaving messages	12
5 Taking messages	14
6 Asking the caller to wait	16
7 Asking for repetition and clarifying	18
8 Ending the call	20
9 Language review 1	22
Everyday phone calls	
10 Booking hotels and restaurants	24
11 Booking transport	26
12 Dealing with telephone problems	28
13 Recorded information and phone menus	30
14 Leaving voicemail messages	32
15 Language review 2	34
Telephone skills	
16 Sounding friendly and polite	36
17 Planning a call	38
18 Telephone manner	40
19 Small talk	42
20 Formal and informal	44
21 Language review 3	46
Phone calls with customers/colleagues	
22 Making appointments	48
23 Inviting people	50
24 Confirming arrangements	52
25 A conference call	54
26 Language review 4	56
Commercial phone calls	
27 Placing an order	58
28 Solving problems	60
29 Complaining and handling complaints	62
30 Selling on the phone 1	64
31 Selling on the phone 2	66
32 Language review 5	68
Student A Role plays	70
Student B Role plays	72
Listening scripts	74
Phrase bank	82
Answer key	88