



Telephoning & Conference

Communication Skills in English for Telephoning (Level A1/B1/B2)

“Through our team of teachers in Cambridge and our official Certificate you will achieve your professional objectives”

Course: A1, B1, B2 40-hours

A tailored teacher is assigned to Presentations which covers the key features below:

English for Telephoning & Telephone conference is **an ideal course for those who need to make effective telephone calls in English in a business context.**

English for Telephoning is an ideal course for students in employment, who want to communicate better in English. This short, intensive course can be completed in 40- hours, so students make progress quickly.

Important relevant points:

English for Telephoning & Telephone Conference teaches students strategies for communicating by telephone, and trains them how to sequence a conversation. The course builds up students' confidence to communicate effectively during a telephone call.

The course has six units which deal with *specific areas related to communicating by telephone*, including spelling over the phone, and leaving and taking messages. Skills become more advanced as the course progresses.

Exercises in every unit allow students to review their telephone English, learn new expressions, and *practise core grammatical structures*.

Key Feature:

- Engaging topics, motivating role-plays, and a variety of exercises provide a framework for each specialist subject
- Tip boxes present key language points, useful phrases, and strategies.
- STARTER section at the beginning of each unit has warm-up and awareness-raising activities
- OUTPUT sections at the end of each unit encourage discussion and reflection
- Answers, transcripts, and a glossary of useful phrases at the back of each book
- The interactive Multi ROM includes realistic listening extracts and interactive exercises for extra practice

Some topics that is included in the Telephoning course:

Shall I put you through? Telephoning basics, identifying yourself, getting through.

Could you spell that for me? Exchanging and checking information, spelling over the phone.

Let me get back to you on that: Voicemail greetings, leaving and taking messages, prepositions.

When would suit you? Making and confirming arrangements, times and dates, mobile phone calls.

I'm very sorry about that: Making and dealing with complaints, technical support, telephone customer care.

How does that sound? Making and reacting to proposals, reaching agreements.

- ★ English Go Centre provide a monthly report with official Cambridge IELTS exams.

EGC: - offers IELTS tests at 14 locations across the country. Tests take place around 3 times per month. Registrations take place in person, by post or online. Processing takes place at one of the British Council offices in Barcelona, Bilbao or Madrid.