

ТЕМА 3. ПРОФЕСІЙНЕ СПІЛКУВАННЯ В УСНІЙ ФОРМІ

Усні штампи в професійній комунікації. Офіційна телефонна розмова. Мовні штампи ділової телефонної розмови. Ведення діалогічної бесіди, її основні складові. Формальна та неформальна мова. Переклад мовних штампів усного спілкування. Основи комунікацій.

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|------------------------------|------------------------------|--|
| ❖ Answer phone | ❖ Dial /to dial | ❖ Phone numbers |
| ❖ Answering machine | ❖ Disconnect/ to cut off | ❖ Pick up (the receiver) |
| ❖ Book/ to order a call | ❖ Get someone over the phone | ❖ Put down/ to write down the message. |
| ❖ Buzzing | ❖ Hold on/ to hold the line | ❖ Receiver |
| ❖ Call back | ❖ Leave a message | ❖ Switchboard |
| ❖ Call/ to phone/ to ring up | ❖ Line | ❖ Take a message |
| ❖ Cellar/cell phone | ❖ Long-distance/ trunk call | ❖ Conversation |
| ❖ Chat | ❖ Make a call | ❖ Conversationalist |
| ❖ Connect/ to put through | ❖ Message | ❖ Operator |
| ❖ Connection | ❖ Mobile/mobile phone | ❖ Personal call |

Talking to People

Everyone must try to use tact in all human contacts and to make people feel at ease in your company.

There are no reasons why you should not become a good and interesting conversationalist in English. Here are some tips on the art of talking.

- Overcome embarrassment and fear of making mistakes in English;
- To chat is to exchange ideas. Mental vitamins are as important as other kind;
- Silence is the essential part of conversation.
- If you do not like what a person is saying, change your point of view or change the subject.

MISCELLANEOUS EXPRESSIONS

Expressions of agreement.

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|------------------------|------------------------|-----------------------|----------------------|
| I think so. | Думаю так. | I am all for it. | Я повністю «за». |
| Exactly. | Точно. | I also think so. | Я теж так вважаю. |
| I agree. | Згоден. | I'm of the same mind. | Так я і думав. |
| I totally agree. | Я цілком згоден. | I go along with... | Я погоджуюся з ... |
| I couldn't agree more. | Не можу не погодитись. | Absolutely! | Абсолютно правильно! |

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|-----------------------|----------------------------|--------------------------------------|---|
| I agree with you. | Я згоден з Вами (з тобою). | Exactly! | Точно! |
| I am sure about that. | Я впевнений в цьому. | That's (absolutely) true! | Це (абсолютна) правда! |
| I am positive. | Я впевнений. | That's just how I see it! | Це саме так, як я це бачу. |
| You are right. | Ти правий. | Partly agree | Частково згодні. |
| I am with you. | Я згоден з тобою. | Well, you have a point there, but... | Так, Ви частково маєте рацію, але ... |
| Correct. | Правильно. | Perhaps you're right, but... | Можливо, Ви маєте рацію, але ... |
| I support the idea. | Я підтримую цю ідею. | I agree up to a point, however... | Я згоден певною мірою (остільки, оскільки), проте ... |
| Probably. | Напевно. | That's worth thinking about, but... | Про це варто подумати, але ... |

Expression of disagreement

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| I don't agree with you / I disagree with you | Я з вами не згоден. | I can't imagine this happening. | Не можу уявити собі, що таке може трапитися. |
| I don't think so | Я так не вважаю. | This can't be true. | Цього не може бути. |
| I have a different take on it | У мене на це інший погляд. | This can't be right. | Цього не може бути. |
| You can't actually mean that! | Не може бути, щоб Ви це мали на увазі! (Емоційно). | I can't agree with you on this. | Я не можу з Вами щодо цього погодитися. |
| You can't be serious! | Ви ж не серйозно! (Емоційно). | I am against it. | Я проти цього. |
| No way! | Нізащо! Ну ні! (Емоційно, неформально). | I don't have an opinion on it. | У мене немає думки з цього приводу. |
| Come off it! | Годі! Досить! (Емоційно, неформально, може звучати грубо). | It doesn't feel right. | У мене таке відчуття, що це неправильно. (У мене дивне відчуття з цього приводу.) |
| Partly disagree | Частково не згодні, не так категорично. | Let's agree to disagree. | Давайте погодимось не погоджуватися (Давайте домовимось, що кожен із |

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| | | | нас залишитися при своїй думці.) |
| Well, I'm not sure about that... | Я не впевнений, що ... | That's incorrect. | Це неправильно. |
| Well, it depends. | Коли як, залежно від обставин. | Not really. | Не дуже (Не зовсім). |
| I'm afraid I can't agree with you here | Напевно, я тут з вами не погоджуся. | That's not how I feel about it. | Я відчуваю себе в цьому відношенні по-іншому. |
| I'm inclined to disagree... | Я схильний погодитися ... | Probably not. | Напевно ні. |
| It is not true. | Неправда. | Most likely not. | Швидше за все немає. |
| I strongly disagree. | Я категорично не згоден. | That's not the case./ That's not exactly the case. | Це не той випадок / Це не зовсім той випадок. |
| Not exactly. | Не зовсім. | It's not what you think. | Це не те, про що ти думаєш |

Expressions of doubt

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|-------------------------------------|--------------------------------------|
| I am not so sure. | Я не зовсім (у цьому) впевнений. |
| I'm not sure I can agree with that. | Не знаю, чи можу я з цим погодитися. |
| I am not sure about it. | Я не впевнений у цьому. |
| I doubt it. | Сумніваюся. |
| You might be right. | Можливо, Ви маєте рацію. |
| I don't think you are right. | Не думаю, що Ви маєте рацію. |
| May be. | Може бути. |
| It is possible. | Це можливо. |
| Possibly. | Можливо. |

Phrases giving you time to think

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|--------------------------------------|--|
| That's an interesting point | Це цікавий момент (ідея, думка). |
| I've never really thought about that | Я ніколи в дійсності не думав (ла) про це. |
| Um, let me think/see | Мм, дозвольте подумати. |
| It's hard to say | Складно сказати... |

How to express that you didn't understand or didn't hear something clearly

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|---|---|
| Sorry, could you repeat that, please? | Вибачте, не могли б Ви повторити, будь ласка? |
| Sorry, I didn't get your point | Вибачте, я не зрозумів, про що Ви. |
| I'm not sure I understand what you mean | Я не впевнений, що розумію, що Ви маєте на увазі. |

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|---|--|
| I beg your pardon (pardon)? | Вибачте? (Прошу вибачення?) |
| I don't quite see what you are getting at | Я не зовсім розумію, до чого ти ведеш. |
| Come again? | Ще раз? (Неформально). |
| The bottom line is ... | Суть у тому.. |

Ask for clarification

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| What do you mean by...? | Що Ви маєте на увазі під...? |
| Could you clarify that, please? | Чи не могли б Ви пояснити, будь ласка? |
| Could you give me an example, please? | Чи не могли б Ви навести приклад, будь ласка? |
| Could you be more specific, please? | Чи не могли б Ви сказати конкретніше? |
| Could you elaborate on that, please? | Чи не могли б Ви конкретизувати це? |

Clarifying your opinion

| | |
|------------------------------|--|
| I'm trying to say that | Я намагаюся сказати, що ... |
| I mean/ What I mean is... | Я маю на увазі, що / Що я маю на увазі, так це ... |
| All I'm saying is that... | Все, що я говорю, це... |
| Let me explain it — | Дозвольте мені пояснити це. |
| Let me put it in another way | Дозвольте пояснити це по-іншому. |
| in other words... | Іншими словами... |

Telephone speaking

You will find especially difficult to talk over the telephone — especially if you do not know the person on the other end of the line very well.

Good telephone manners include answering promptly, greeting the caller kindly, and giving your whole attention to the call. Telephone messages must be accurate and complete. Do not forget that the person you are talking to may be having difficulties too. Remember that the other person:

- Wants to understand you easily, so try to speak clearly;
- Cannot see your reactions, so always confirm that you have (or have not) understood each point that has been made;
- Cannot see you and does not know what a nice person you are, so make sure you sound polite and agreeable;
- Cannot spend much time, so make sure your call is brief;
- Is getting an impression of your company while talking to you, so make sure that you sound efficient.

How to make arrangements on the phone:

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|--|---|
| Identifying yourself/ your company | <p>— PMC. Can I help you? (a typical switchboard response)</p> <p>— John Smith speaking.</p> <p>— This is John Smith.</p> <p>— John here.</p> |
| Asking the caller to identify himself/ herself | <p>— Who is calling, please?</p> |
| Asking for a connection | <p>I'd like to speak to _____, please.</p> <p>I'd like to speak to someone about _____, please.</p> <p>Can I talk to _____, please?</p> <p>Could you put me through to _____, please?</p> <p>Am I speaking to _____?</p> <p>Just a moment, please.</p> <p>Hold the line, please / Hold on for a moment / Bear with me</p> <p>Can you hold?</p> <p>I'll connect you.</p> <p>Sorry to keep you waiting.</p> <p>Could you call back later?</p> |
| Taking/ leaving a message | <p>— I'm afraid he is out/ away/ off at the moment. Can I take a message?</p> <p>— Can you ask him/ her to call me back?</p> |
| Explaining the reason for the call | <p>— The reason I called is _____.</p> <p>— I am (just) calling to _____.</p> |
| | <p>— Just a moment, I'll get my diary.</p> <p>— Could you manage Tuesday?</p> <p>— What about Wednesday?</p> <p>— Shall we say two o'clock?</p> <p>— I'm sorry, I'm out all day.</p> <p>— Tuesday would be fine.</p> <p>— That suits me.</p> |
| Signing off | <p>— I look forward to seeing you.</p> <p>— Thanks for calling.</p> <p>— Goodbye.</p> |

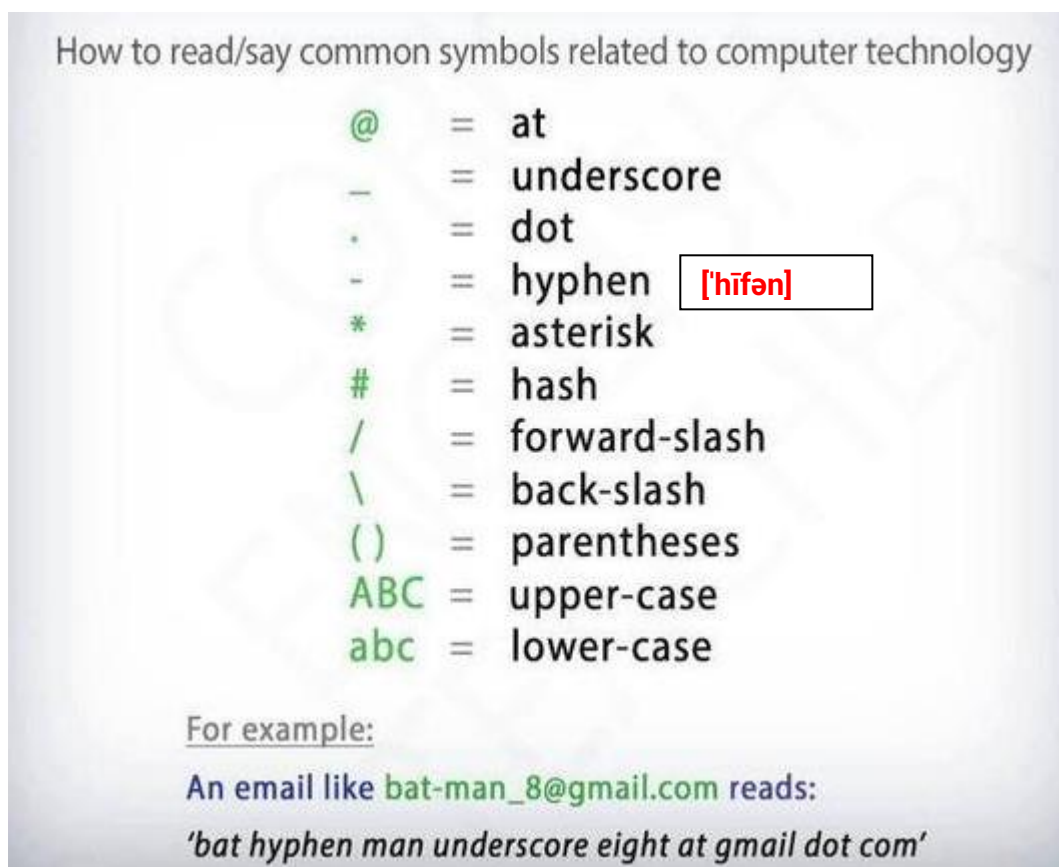
Complete telephone messages usually include important details such as names, telephone numbers, appointments, and addresses. For example, you might request the caller's telephone number. Be specific. Request only the information you need. Getting

the message right in the first place is quicker and easier than phoning back later for details.

Телефонні номери вимовляються по групах: спочатку міжнародний код, потім код країни та міста, а після цього – власне сам номер. Кожна цифра читається окремо, за винятком однакових цифр, що стоять поруч.

- 00 – double o [dʌbl ou] британський варіант;
- double zero [dʌbl zi: rou] – американський варіант;
- 77 – double seven;
- 777 – seven double seven.

Тому номер 00 8 (095) 967 77 00 буде читатися так: double ou ... eight ... ou nine five ... nine six seven double seven double ou.



((open або left parenthesis) – ліва чи ліва кругла дужка

) (close або right parenthesis) – закриває або закриваюча дужка

Answer the questions

1. Why isn't it easy to make a telephone call?
2. What should be telephone messages like?
3. How should we take into consideration the receiver of our information?
4. How do you usually begin or finish your phone message?
5. What phrases do you use to make an appointment?

Прочитайте діалоги.

D. 1

A: Pan Electronics. Can I help you?

B: Yes, I'd like to speak to Mr. Jones, please.

A: Who is calling, please?

B: Alan Phillips.

A: Just a moment, Mr. Phillips, I'll put you through.

C: Lisa Bird speaking.

B: Alan Phillips here. May I speak to Mr. Jones?

C: I'm afraid he's away at the moment. Could you leave a message?

B: Yes, I'd like him to call me back as soon as possible.

C: Certainly, sir. Can I have your number?

B: He's got it, but just in case, it's 023276581.

C: 023276581, isn't it?

B: Yes, that's right. Thank you. Bye.

C: Goodbye.

D.2

A: Alan Phillips speaking.

B: This is Gerald Jones. My secretary said you called.

A: Yes, thanks for getting back. Look, the reason I called was we're having installation problems with E 137.

B: Really? That surprises me. What sort of problems?

A: Well, it's a bit complicated. Can you send a technician round?

B: Certainly, I'll get one round this afternoon.

A: That would be great.

B: Good, I'm sure we'll sort it out in no time. Bye.

A: Bye.

D.3

A: Black & Co. Can I help you?

B: This is Peter Reynolds from Delta. Could I speak to Mrs. Foster?

A: Just a moment, Mr. Reynolds, I'm putting you through.

C: Dyane Foster speaking.

B: Hello Dyane. This is Peter Reynolds.

C: Oh hello, Peter. How are you?

B: Fine. As you may remember, we've got to discuss something. I'm just calling to see if we could fix a meeting for next week.

C: Yes, of course. Just a moment, I'll get my diary... Could you manage Monday?

B: I'm sorry. I'm off all day on Monday. I'm available any day except Monday.

C: What about Tuesday then?

B: Yes, Tuesday in the afternoon would suit me fine.

C: That suits me too. Shall we say here at 3 p.m.?

B: Yes, that's probably easiest.

C: Good, I look forward to seeing you. Bye.

B: Bye.

D. 4

A: I am calling about the GT/12 A contract.

B: Oh yes, how's it coming along?

A: Well, we've got some problems.

B: Really, what sort of problems?

A: You haven't delivered the spare parts.

B: Oh no. I'll have to look into it. What's the order number?

A: It's PT1375 — Watson is the contact man . . .

D. 5

A: I'm phoning about the group of visitor from Germany.

B: Yes, have you got any details?

A: Well, a few — they are arriving on August 1 on Flight Number BA 435 . . . that's due in at 11.40 a.m.

B: Good. Do you want me to pick them up?

A: That would be fine.

B: Let me check: August 1, Flight No. 435, 11.40 a.m.

A: Everything is correct. I'll confirm the details by telex.

B: Right, see you soon.

D. 6

A: Alpha. Can I help you?

B: Yes. Could I speak to Ms Bird, please?

A: Bird speaking.

B: Good morning, Ms. Bird. My name is Anthony Jones from Pan Electronics. I am the Regional Manager.

A: Good morning, Mr. Jones.

B: As you probably know, we are one of your suppliers of customized software products.

A: Yes, I believe we handle some of your products.

B: Ms. Bird, I'm planning to be in London on 12th and 13th September and would like to meet you to discuss your needs in further detail.

A: I'm so sorry, Mr. Jones, but I won't be available at all that week. But if you have some new documentation about your products, I would like to see it.

B: All right, Ms. Bird. I'll put some information into the post for you. Well, perhaps we could meet when I'm in London again this year.

A: Yes, I hope so. Please contact me before your visit.

B: Certainly, I will.

A: Thanks for your call.

B: Not at all. Goodbye.

A: Goodbye

PRACTICAL PART

Ex. 1. Розмістіть уривки телефонних переговорів у правильному порядку.

1. — Just a moment, Mr. Green, I'm putting you through. ()
— Yes, I'd like to speak to Mr. Brown. ()
— Alan Green. ()
— Who's calling, please? ()
— Pan Electronics. Can I help you? ()
2. He has got it, but just in case, it's (0732) 47568. ()
— Yes, could you ask him to return my call? ()
— John Hurt here. Could I speak to Mr. Jones? ()
— Certainly, sir. May I have your number? ()
— I'm afraid, he is out at the moment. Can I take a message? ()
3. — I'm sorry, I'm not available on Tuesday. ()
— Good, that suits me too. What about 11 o'clock? ()
— Just a moment. I'll get my diary . . . you said next week? ()
— Yes, could you manage Tuesday? ()
— Shall we say Wednesday then? ()
— All right, Wednesday morning would suit me fine. ()

Ex. 2. Доповніть короткі діалоги.

1. My name's Jensen.

_____ ?
Yes, it is J, E, N, S, E, N.

2. The address is 32 Tunnyside Lane.

_____ ?
Certainly. It is 32 Tunnyside Lane.

3. My phone number is 043272853.

_____ 72653?
_____ 043272853.

Ex. 3. Оберіть найбільш коректні відповіді.

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| 1. I am in fashion design. What about you? (a) Oh, I live in London. (b) Well, I work in the Sales Department. (c) My sister is in fashion too. | 2. I am a secretary to Mr. Smith. He is our General Manager. (a) Ah, that's interesting. (b) Is that one of your colleagues over there? (c) Oh, I have met him. |
|--|--|

| | |
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| <p>3. I live in London. What about you?</p> <p>(a) I am a student.</p> <p>(b) I come from England.</p> <p>(c) I work not far from home.</p> | <p>4. My brother is in the Sales Department.</p> <p>(a) I am in the Marketing Department.</p> <p>(b) Not a bad job.</p> <p>(c) Yes, I think I've met her.</p> |
| <p>5. Hello, I am Susan. I have not seen you around before.</p> <p>(a) What do you do?</p> <p>(b) Are you one of my colleagues?</p> <p>(c) I am new here.</p> | <p>6. Sheila Rogers speaking.</p> <p>(a) Who's calling, please?</p> <p>(b) Peter Jones here.</p> <p>(c) Hello, Sheila. This is Peter Jones.</p> |
| <p>7. Can I take a message?</p> <p>(a) I'd like to leave a message.</p> <p>(b) Yes, could you ask her to call me back?</p> <p>(c) Please tell him to give me a ring.</p> | <p>8. The reason I am calling is we are having problems.</p> <p>(a) I don't believe it.</p> <p>(b) Really? That surprises me.</p> <p>(c) That's all right.</p> |
| <p>9. Could you manage Monday?</p> <p>(a) No, I can't.</p> <p>(b) No.</p> <p>(c) I'm afraid I can't.</p> | <p>10. So that's fixed — Tuesday at 2 p.m.</p> <p>(a) Right, I look forward to seeing you then.</p> <p>(b) Goodbye.</p> <p>(c) I'm afraid that's impossible.</p> |

Ex. 4. Розставте репліки позначених осіб по своїх місцях.

S = switchboard HJ = Hilary Jones AP = Alice Pinkerton

- AP: Fine thanks, and you? ()
- S: Who's calling, please? ()
- AP: It was very kind of you indeed. ()
- AP: Could I speak to Hilary Jones, please? ()
- AP: Hello, Hilary. This is Alice Pinkerton. ()
- HJ: Not at all. ()
- HJ: Oh, hello, Alice. How are you? ()
- S: Jones and Co. Good morning. ()
- AP: Hilary, I'm ringing to thank you for your recommendation ()
- AP: My name is Alice Pinkerton. ()
- AP: Thanks. Bye. ()
- HJ: Very well, too. ()
- S: One moment, please. ()
- HJ: Glad to hear that. Feel free to contact me again. ()
- HJ: Hilary Jones. ()

Ех.5. Оберіть найбільш доцільний варіант відповіді.

| | |
|--|---|
| 1. Could I speak to Michael Morris? a) Hold on, please. b) Don't go away. c) All right. | 2. Who's speaking, please? a) I'm John Smith. b) This is John Smith. c) John Smith is speaking. |
| 3. I'd like to speak to Mr. Frost, please. a) Who are you? b) Who's calling, please? c) What's your name? | 4. When can I reach you? a) An hour. b) Whenever you want. c) I'll be in all afternoon. |
| 5. Can I call you back later? a) Yes. b) Of course, call, yes. c) Yes, please do. | 6. Can you put me through to Alan Jones? a) You've got the wrong number. b) I'll check again. c) I'll find out if he is in. |
| 7. Isn't that Westbury? a) No, the number has changed. b) No, you must have the wrong area code. c) Sorry, you may have dialed the wrong number. | 8. You asked me to confirm the dates of our appointments. a) Yes, that's the best time for them. b) Yes, let me get a diary to write them down. c) Yes, they'll come here soon. |

Ех. 7. Попрацюйте в парах.

Складіть діалог (телефонну розмову), використовуючи відповідну лексику та мовні штампи (10-15 реплік).