



# 10

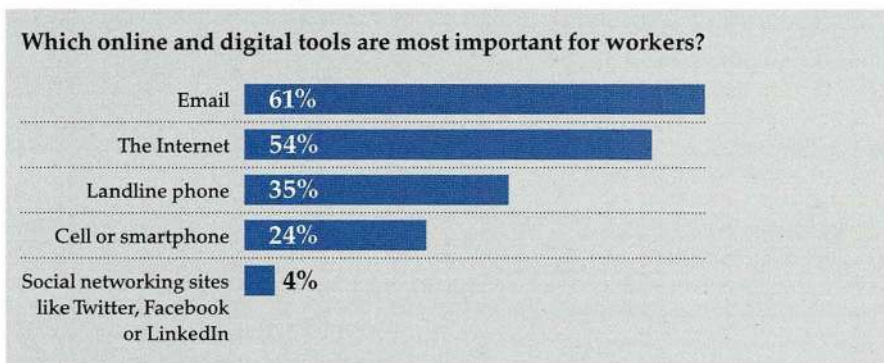
# Communications

## Starting point

- 1 Is the world a better place with communication technologies? Why/Why not?
- 2 What communications technology could you personally not live without? Why?

## Working with words | Communications technology

- 1 Look at the chart of some results from a survey. Do you think the results are similar for you? What might be different?



- 2 ▶ **10.1** Listen to a report on the survey in 1 into the impact of technology on workplace communications. Answer questions 1–4.
  - 1 What percentage of workers in the survey used the Internet in their job?
  - 2 With regard to email and social media, what hasn't happened, despite some predictions in the past?
  - 3 What did the results show with regard to online distractions affecting productivity in the workplace?
  - 4 How have company management attitudes changed towards the Internet in recent years?
- 3 ▶ **10.1** Complete questions 1–8 with the phrases in the list. One of the phrases is split into two parts. Then listen again and check.
 

*impact on   integrate into   policy on   limits on*  
*bring about   access to   collaborate with   focuses on*

  - 1 How much do you need to \_\_\_\_\_ the Internet and mobile technology \_\_\_\_\_ every part of your workplace?
  - 2 In what ways does digital technology \_\_\_\_\_ your daily working life?
  - 3 For your job, do you have to have \_\_\_\_\_ the Internet 24/7, even when you aren't at work?
  - 4 The survey \_\_\_\_\_ adult Internet users at work. Do you think the results in the chart would be similar for people's home life?
  - 5 Do you often use video communication tools such as Skype to \_\_\_\_\_ colleagues in other parts of the world on different projects?
  - 6 What is your company's \_\_\_\_\_ personal use of the Internet?
  - 7 Does your company put any \_\_\_\_\_ what employees can say or post online?
  - 8 What other changes do you think the Internet will \_\_\_\_\_ in the future?

- 4 Work with a partner. Ask and answer the questions in 3.

- 5 Read the two articles. Add the missing sentences a–e to 1–5 in the texts.
- a Around 22 million users in Kenya regularly send money this way.
  - b Both are good examples of how technology can bring new business to local economies.
  - c It delivers free health care to developing nations around the world.
  - d That’s because so many people rely on mobile phones for daily communication and everyday tasks.
  - e They can provide an immediate diagnosis or consultation by email or video link.



### Mercy Ships

The global charity Mercy Ships provides the largest floating hospitals in the world. <sup>1</sup>\_\_\_ One key item of technology used on the ships is the Nikon Coolscope. It’s a type of microscope which allows the volunteer to analyse blood and tissue samples in distant locations around the world. Images of the samples obtained from patients are loaded onto the Internet for medical experts to study in land-based hospitals. <sup>2</sup>\_\_\_ The Coolscope can also be used for ‘live’ sessions during an on-board operation in which a doctor can control the microscope as if he or she is on board with the patient.

### Mobile Entrepreneurs

There’s a new generation of tech entrepreneurs in Africa who are developing apps for every aspect of life. Ironically, the lack of infrastructure in some parts of the continent (such as no phone landlines) has driven this tech innovation. <sup>3</sup>\_\_\_ For example, instead of using cheques, cash or credit cards, people use money transfer systems such as M-pesa on their mobiles. <sup>4</sup>\_\_\_ Another growing business is Sendy which is a Nairobi-based start-up. The app connects local people to motorcycle riders and van drivers who will deliver packages. <sup>5</sup>\_\_\_.

- 6 Work with a partner. Read the articles again and answer questions 1–2.
- 1 How has technology improved the service Mercy Ships can provide?
  - 2 Why is there a new generation of tech entrepreneurs in Africa?
- 7 Complete the word families in the table for the words from the texts.

Verb	Noun (person)	Noun	Adjective
		technology	technical/technological
analyse		consultation	
		innovation	developmental/developing
		communication	
connect			
transfer			
		economy	

» For more exercises, go to **Practice file 10** on page 124.

- 8 Work in small groups. Discuss the changes that communications technology has brought about in your job / company / industry. Make notes under these two headings.

Positive changes	Negative changes

- 9 Present your views to the class, giving examples from your own experience.

## Business communication | Dealing with information on the phone

### Context

JC Office Supplies is an international company located throughout Europe. Departments are centralized in certain countries, e.g. Internal Procurement is based in Poland, so employees have to communicate regularly with colleagues overseas as well as with their external clients.



- 1 How do you prefer to communicate with colleagues and clients, e.g. by email or phone? When is one type of communication better than the other?
- 2 ▶ 10.2 Read the *Context* then listen to three phone conversations and complete the three forms.

**1**

**PROCUREMENT DEPT.  
INTERNAL ORDER FORM**

Name: Paola

Dept: <sup>1</sup> \_\_\_\_\_

Country: Italy

Order for: <sup>2</sup> \_\_\_\_\_

Order no.: <sup>3</sup> \_\_\_\_\_

Action: <sup>4</sup> \_\_\_\_\_

**2**

**IT HELP DESK CALL LOG**

Caller: Johann

Country: Denmark

Problem: <sup>5</sup> \_\_\_\_\_

Action: <sup>6</sup> \_\_\_\_\_

**3**

**CUSTOMER SERVICES  
COMPLAINT FORM**

Customer: Donna Fitzpatrick

Company: <sup>7</sup> \_\_\_\_\_

Order no.: 560H

Complaint: <sup>8</sup> \_\_\_\_\_

Action: <sup>9</sup> \_\_\_\_\_

- 3 ▶ 10.2 Listen again and match the expressions to each conversation 1–3.
  - a What seems to be the problem? 1
  - b How can I help you? \_\_\_\_
  - c What can I do for you today? \_\_\_\_
  - d Could you give me the order number? \_\_\_\_
  - e You mean the screen goes blank? \_\_\_\_
  - f I'll look into it. \_\_\_\_
  - g If I understand you correctly ... \_\_\_\_
  - h Can you tell me when ...? \_\_\_\_
  - i Could you explain exactly what the problem is? \_\_\_\_
  - j Let me get this straight. \_\_\_\_
  - k Could I just clarify what you're saying? \_\_\_\_
  - l Talk me through it. \_\_\_\_
  - m What you're saying is ...? \_\_\_\_
  - n What I'll do is check the figures. \_\_\_\_
  - o I'll get back to you shortly. \_\_\_\_
  - p I'll fax it straight to them. \_\_\_\_
  - q As soon as I've looked into it, I'll call you back. \_\_\_\_
  - r Will it be ready in time for the deadline? \_\_\_\_

### Tip | by and until

Use **by** to refer to a deadline or the latest date when something must be finished:

*I need the report **by** Friday.*

Use **until** to refer to a period of time to do something in:

*We have **until** Friday to finish the report.*

» For more exercises, go to **Practice file 10** on page 124.

## Key expressions

### Requesting information

What seems to be the problem?

How can I help (you)?

What can I do for you (today)?

### Establishing the facts

Can you tell me when (this happened)?

Could you explain exactly what the problem is?

Could you give me (the order number)?

Talk me through (it / what happened).

### Clarifying/checking facts

Let me get this straight.

What you're saying is ...

You mean ...?

If I understand you correctly, ...

Could I just clarify what you're saying?

### Promising action

I'll look into it.

What I'll do is ... and ...

I'm going to have to look into this.

I'll get back to you (shortly).

Once I've (checked the details) /

As soon as I've (looked into it), I'll call you back.

### Referring to time/deadlines

by (Friday) at the latest

by tomorrow / lunchtime / the end of the week

in time for the deadline

as soon as

shortly

- 4** Work with a partner. You are going to deal with a phone call from a colleague. Student A, turn to page 138. Student B, use the information below. Read your information and take turns to make and receive the call. Make sure you:

- request information about the problem or situation and establish the facts
- clarify the information and check that it is correct
- promise action and confirm deadline

#### Student B

- 1 You work in the Sales Department and call the Departmental Administrator.

**Problem:** the dates for your business trip have changed.

**Further information:** you need the original flight cancelling and a new one booking; this also applies to the hotel.

**Deadline:** by next week

- 2 You work in the Travel and Logistics Department and receive a call from the Customer Services Department.

**Action to promise:** email new details as soon as you have them

- 5** Work with a partner. Decide what phrases the caller and receiver might use in these situations. Then take turns to make and receive a call.

- 1 A team leader from Operations calls Human Resources. The employment contracts for two new workers are needed by the end of the day – there's already been a delay of six weeks.
- 2 The Communications Officer from a company calls a printing company. The in-company magazine hasn't arrived and it is due to be sent out to employees tomorrow.

## Practically speaking | Resolving problems on the phone

- 1** What do you say when you answer your mobile phone to a colleague or client in these situations?

- you're on a train and the signal is unreliable
- you can't hear the other person because of the noise around you
- you are about to leave work for the day

- 2** ▶ **10.3** Listen to three conversations. Answer questions 1–2 for each conversation.

- 1 What is the situation?
- 2 How is each situation resolved?

- 3** ▶ **10.3** Match statements 1–4 to the response a–d. Listen again and check.

- 1 Sorry, but this'll have to be quick, René, I'm about to board a plane!
  - 2 You're breaking up. I'm afraid I didn't catch that last bit.
  - 3 It's a really bad signal.
  - 4 Look, I'm sorry, but I'm just on my way out. Can I call you back tomorrow?
- a Yes, I'm around in the morning. \_\_\_
- b So now's not a good time to call? \_\_\_
- c OK. I'll hang up and call you on your landline. \_\_\_
- d I said, any chance of getting it to me by tomorrow? \_\_\_

- 4** Which statements in **3** indicate there is a problem in communication? Which statements indicate that it isn't a good time to call?

- 5** Work with a partner. Practise making phone calls in these difficult situations.

- 1 You're on holiday when your manager calls about an unfinished report.
- 2 You've gone to visit a client in a remote country location where there is unreliable mobile reception. You call your PA for some figures.
- 3 You're at the cinema and have forgotten to turn off your mobile. Your colleague calls to remind you about an appointment.
- 4 You're at a noisy, crowded sports event. A colleague calls to rearrange a meeting.

## Language at work | Phrasal verb word order

1 Underline the phrasal verb (verb + particle) in sentences 1–8.

- 1 Can you call Peter back?
- 2 Let me read the message back to you.
- 3 Look through this report, please.
- 4 Let's put off the decision until next week.
- 5 Sorry, but you're breaking up.
- 6 I'll hang up and try your landline.
- 7 I'd like you to look into this problem before we meet again next week.
- 8 This new initiative should bring about some positive changes.

## 2 Match the phrasal verbs in 1 to their meanings, a–h.

- |  |                            |
|--|----------------------------|
| a end a phone call ____                    | e read something ____      |
| b make happen ____                         | f return a phone call ____ |
| c repeat aloud a message you've taken ____ | g investigate ____         |
| d have a bad phone connection ____         | h postpone ____            |

3 Match the phrasal verbs in 1 to categories A–D in the *Language point*.

## LANGUAGE POINT

A Some phrasal verbs are not usually followed by an object.

B With some phrasal verbs, the particle usually goes before the object.

C With some phrasal verbs the particle usually goes after the object.

D With some phrasal verbs, the particle can go before or after the object with no change in meaning. The particle goes after the object when the object is a pronoun; e.g. *it*.

» For more information, go to **Grammar reference** on page 125.

4 Work with a partner. Make sentences with the phrasal verbs in the list. Then match them to categories A–D in the *Language point*.

**Example:** I deal with customer enquiries. = Category B

deal with   eat out   look out!   put through  
look for   come across   write down   speak up

## 5 Put the words in 1–10 in the correct order. Four sentences have two answers.

**Example:** How did you come across in the interview?

- 1 How / did / come / in / the / interview / you / across ?
- 2 fell / project / The / schedule / behind
- 3 He / carry / instructions / out / my / didn't
- 4 You / take / challenge / up / should / their
- 5 Can / deal / you / this / problem / with ?
- 6 up / Let's / and / cons / weigh / the / pros
- 7 The / it / consultants / drew / up
- 8 I'd / to / to / the / next / like / turn / point
- 9 speed / We / need / to / up / the / team
- 10 When / the / entrepreneurs / did / set / the / company / up ?

» For more exercises, go to **Practice file 10** on page 125.

## 6 You'd like a colleague to help you with some work. Write a short email and explain what you'd like her to do. Use four or five phrasal verbs in your email.

## 7 Work with a partner. Swap your emails and read your partner's email. Now reply to your partner's request for help using some more phrasal verbs.

## TALKING POINT

## The telephone card game

Work in small groups. You are going to play a game with lots of different telephone conversations. Each player places a counter on START. Flip a coin to move. Heads = Move 1 square. Tails = Move 2 squares.

- ♦ **DIAMONDS** make a question with the phrase and then telephone another player to ask your question.
- ♣ **CLUBS** move to the nearest player's square and start the telephone conversation.
- ♥ **HEARTS** choose any player and have a short telephone conversation using the two phrasal verbs.
- ♠ **SPADES** follow the instructions.

The player who lands on END first is the winner.

1  
START

♣ Move to another player's square and telephone him/her. Ask him/her to solve a problem for you at work.

11  
Can you talk me through ...?

20  
END

♦ Could you explain exactly what ...?

♥ Choose any player. Have a conversation using:  
*read back / speak up*

♣ A client left a voicemail complaining about a faulty product. Move to another player's square and call him/her back.

♠ You can't get a signal on your phone. Miss a go.

♠ You solve a customer's problem on the phone. Have another go.

♣ Move to another player's square and telephone him/her. Request information about their latest products or services.

♠ Your mobile has a good Wi-fi signal. Have another go.

♥ Choose any player. Have a conversation using:  
*eat out / write down*

♥ Choose any player. Have a conversation using:  
*break up / call back*

♠ The Internet is down. Miss a go.

♥ Choose any player. Have a conversation using:  
*fall behind / speed up*

♦ Can you give me ...?

♦ Can you tell me ...?

♣ Move to another player's square and telephone him/her. Explain that you are going to be late for the meeting. Explain why.

♦ Can you describe what ...?

♣ Move to another player's square and telephone him/her. Check you have his/her correct contact details (numbers, emails, etc.)