

WEEK 2/3

- ORAL AND LISTENING SKILLS



ORAL SKILLS & GRAMMAR REVIEW

Topics:

- Oral Skills - Reception skills and using the telephone
- Grammar - Preposition; tenses; possessive pronouns & articles

Learning Outcomes:

- To analyse how the basic grammar of English is related to the written & oral communication
- To enhance the oral skills especially when handling a call.

Activity:

- Written format for telephone, practical exercises, role-play



USING THE TELEPHONE

On the telephone, you should aim

- to give an impression of an efficient, friendly, progressive company
- to give good service

Making Effective Telephone Calls

Before Calling	During the call	After
<ul style="list-style-type: none">• Choose the right time to call.• Check the number.• Plan your call.• Be prepared.• Avoid interruptions.	<ul style="list-style-type: none">• Be courteous and establish rapport.• Put a smile in your voice.• Check your notes.• Obtain feedback.• Close in a positive and courteous manner.	<ul style="list-style-type: none">• Make notes.• Take action.