



## Telephone and Helpdesk Skills: A Guide to Professional English

By Adrian Wallwork

Springer-Verlag New York Inc. Paperback. Book Condition: New. Paperback. 178 pages. Dimensions: 9.0in. x 6.0in. x 0.6in. If you are a non-native English speaker and make telephone calls as part of your work, then this book is for you. By applying the suggested guidelines, you will stand a much greater chance of making an effective telephone call. You will learn how to: prepare for a call both psychologically and from an English language point of view; receive calls (if you work on reception); leave messages; find out about another company and talk about your own company; chase people (i. e. people who have not followed up your requests); deal with difficult calls and callers, and improve your telephone manner; use the telephone while working on a help desk or helpline; resolve language difficulties (i. e. when you cannot understand the other persons English); improve your pronunciation; use resources on the Internet to improve your listening skills. The book concludes with a chapter of useful phrases. There is a brief introduction for trainers on how to teach telephone and helpdesk skills within a Business English course. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Paperback.



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