



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 viewreceive calls (if you work on reception)leave messagesfind out about another company and talk about your own companychase people (i. e. people who have not followed up your requests)deal with difficult calls and callers, and improve your telephone manneruse the telephone while working on a help desk or helplineresolve language difficulties (i. e. when you cannot understand the other persons English)improve your pronunciationuse resources on the Internet to improve your listening skillsThe 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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