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Das Symbol verweist auf Hörbeispiele auf der **CD RAAbits Englisch Berufliche Schulen, Grundwerk (CD GW)**. Hier finden Sie auch alle Materialien dieses Grundwerks als **veränderbare Word-Dateien** sowie **Zusatzmaterial zur Differenzierung**.

Useful phrases and the structure of a phone call

M 3

Some phrases are used very often when talking on the phone. Find out which they are and when they are used.



Task 1

Translate the following sentences into German.

How can I help you?

Could you put me through?

Just a moment, please.

Hold the line, please.

I'm sorry, his number is engaged at the moment.

Would you like to leave a message?

Task 2

Match the corresponding parts of the following useful telephone phrases.

- | | |
|--|---------------------------|
| 1. Could you speak a bit more ... | a) ... wrong number. |
| 2. I'm sorry, I didn't ... | b) ... slow please? |
| 3. Could you repeat your ... | c) ... meeting right now. |
| 4. I'm afraid I didn't hear the last number of ... | d) ... understand you. |
| 5. I'm sorry, I dialed the ... | e) ... name, please? |
| 6. Can you call back this afternoon? I'm in ... | f) ... your country code. |

Task 3

Fill in the box with phrases that are used in the different parts of a conversation.

Answering the phone	(Name of firm), this is Gilbert Grape speaking. How can I help you?
Introduction (formal presentation of a person)	Hello, this is Julia Granny from (name of the firm) speaking.
Asking for someone	
Connecting someone	
Taking a message for someone	
Finishing a conversation	

M 6 Can I take your phone number? – Listening to numbers



CD GW;
Track 14

A customer is calling Ben Hitch. He wants to talk to the company's boss who is in a meeting.

Task 1

Listen to the dialogue on CD. Fill in the gaps. Write out numbers, dates, weekdays and months in full.

Ben: Good morning, Glassfashion Limited, how can I help you?

Mr Baker: It's Charles Baker speaking. Could I speak to Mr Wilson, please? I have a meeting with him on _____ (1) _____ and unfortunately I have to cancel it.

5 Ben: Of course Mr Baker, just a moment. Hold the line please, I'll put you through. [...] I'm sorry, Sir, he is away from his desk right now. May I take a message?

Mr Baker: Yes, please.

Ben: What company are you calling from?

Mr Baker: I'm calling from the "Surfer's Online Shop".

10 Ben: Could I take your phone number?

Mr Baker: Yes, it's _____ (2).

Ben: Sorry Sir, I did not catch that. Would you repeat that more slowly, please?

Mr Baker: Of course. My number is _____ (3).

Ben: Was that _____ (4) or _____ (5)?

15 Mr Baker: It's _____ (6) at the end.

Ben: Thank you. May I suggest another appointment?

Mr Baker: Yes, certainly.

Ben: How about _____ (7)?

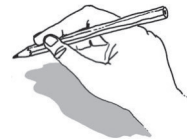
20 Mr Baker: Hm, ... today is _____ (8). I'm not sure about my schedule. My secretary will check the date and will let you know if I have time. Thanks for your help.

Ben: You're welcome. Goodbye.

Mr Baker: Goodbye.

Task 2

Now transfer the main information for Ben's boss on a telephone message form:



Telephone message		
To _____	Date _____	Time _____
Called _____	Company _____	
Phone number _____		
Message _____		

Taken by _____		

Form and layout of business letters and e-mails – an overview

M 3

There are some formal aspects of business letters and e-mails you should know about.

Letters



E-mails



1. The date

In **British English** you write day – month – year:
21st June 2011 or 21/6/2011

In **American English** you write month – day – year:
March 12, 2011 or 3/12/2011

→ To avoid misunderstandings don't use all-number dates.
Write out the month instead.

The date is put in **automatically**.

2. The subject line

This is the message of the letter in a few words.
It's printed in bold and comes after the salutation.
Example: **Enquiry**

It's part of the **e-mail header**. Don't forget to fill it in.

3. The address

The **sender's address** is in the letterhead.
Companies normally use stationery with their address and logo already printed on it.

The recipient's address is called the **inside address**.
Note that addresses in other countries look different from German addresses.

The sender's address is put at the end – in the **signature footer**.

British Barn Ltd
45 Brown Road
Norwich
NW3 5GF
Great Britain

Peach Fruit Co.
165 Eastborn Road
San Diego, CA 61776
USA

NW3 5GF is the postal code for Norwich.

CA is short for the state of California.

You only need the recipient's **e-mail address**.

4. The salutation

Dear Mrs (Frau, verheiratet)
Dear Ms (Frau ohne Angabe des Familienstandes)
Dear Mr (Herr)
Dear Sir or Madam (Ansprechpartner unbekannt)

It's **the same** for e-mails.

5. The complimentary close

Yours faithfully (sehr förmlich für unbekannte Person)
Yours sincerely (sehr förmlich für (un)bekannte Person)
Kind regards/Best regards (relativ informell, Person bekannt)
Regards/Best wishes (informell)

the same except that you can use *Best wishes/Best regards/Kind regards* also when you don't know the person

Vocabulary

1 **stationery**: das Briefpapier

M 4 Form and layout – let's practise

You have just learnt some rules about the form and layout of business letters and e-mails. Here you can practise.

Tasks

- Do you know the different parts of a business letter or e-mail? Fill in the crossword puzzle.
 - This shows when the letter/e-mail was written.
 - This shows who wrote the letter/e-mail.
 - The appropriate ending of a letter/e-mail.
 - The address of the sender at the top of the letter.
 - The part where you address the person you write to.
 - The sender's (handwritten) name at the end of the letter/e-mail.
 - The message of the letter/e-mail in a few words.
 - A letter you write for a company.
 - The message of the letter.
 - The person or company that receives the letter/e-mail.

The crossword puzzle grid consists of a 10x10 grid of squares. The starting points for the words are as follows:

- 1: Down, starting at (1,5)
- 2: Down, starting at (2,5)
- 3: Across, starting at (3,1)
- 4: Across, starting at (4,5)
- 5: Across, starting at (5,3)
- 6: Across, starting at (6,5)
- 8: Across, starting at (8,1)
- 9: Across, starting at (9,3)
- 10: Down, starting at (10,3)

Hint: The solution is a word used for documents that are sent along with the letter or e-mail.

- An American company has sent an e-mail with important delivery dates. Write down the dates in English in a European format.

- a) 03/24/2011 _____ b) 12/01/2012 _____
 c) 07/08/2014 _____ d) 08/07/2015 _____

- The addresses have two mistakes each. Can you find them?

a) Brisbane Car Ltd
 122 Cleveland Road
 Torquay, TQ2 6ZH
 Großbritannien

b) Empire Construction Inc.
 Pine Street 124
 WI 50601, La Crosse
 U.S.A.

c) Thomas Crown Inc
 45th Piccadilly Drive
 London
 D71LK

- Find the correct complimentary close for these salutations.

Salutation	Complimentary close for letters	Complimentary close for e-mails
Dear Sir		
Dear Madam		
Dear Mr Stinson		
Dear Barney		

M 7 How to write an enquiry – now you!

Practise how to write an enquiry.

Tasks

1. Fill in the blanks. If you need help, have a look at the phrases in the domino game again. You can also use the vocabulary sheets "Writing business letters and e-mails".

The screenshot shows an email client window titled "Mail To:". The address fields are filled with "From: sarah.lindner@sports-universe.de", "To: info@textile-and-more.com", and "Subject: [1] (Anfrage)". The body of the email contains the following text with numbered blanks:

Dear _____ [2] (Damen und Herren)

Referring to your _____ [3] (Anzeige) in "Fashion Weekly", we _____ [4] (verstehen) that you are offering a wide range of fabrics¹.

We are a leading manufacturer of _____ [5] (einführen) a new product line for women. Therefore we are especially _____ [6] (interessiert) in your cotton fabrics. Could you please _____ [7] (schicken) us your _____ [8] (aktuellen) catalogue and _____ [9] (Preisliste)? Please also _____ [10] (nennen) your terms of payment and _____ [11] (Lieferung).

If your prices _____ [12] (Bedingungen) meet our _____ [13] (Anforderungen), we will place a _____ [14] (Probefabrikation) with you.

We _____ [15] (freuen uns) to _____ [16] (hören) from you.

_____ [17] (Mit freundlichen Grüßen)

Sarah Lindner
Purchasing Manager
Sports Universe GmbH

Vocabulary

1 fabrics: die Stoffe, Textilien

2. What kind of products does the company you work for order? Make notes and then write an e-mail of enquiry for this product.

M1 All you need to do is smile?

Have a look at this cartoon.



“Besides ‘a great smile’ do you have any other qualifications we should consider?”

www.CartoonStock.com

Vocabulary

besides: außer – **to consider:** berücksichtigen – **personnel:** die Personalabteilung

Tasks

- Describe the cartoon.
 - Where does the scene take place?
 - Who are the people?
 - What are they talking about?
 - What is funny about it?
- What sort of character traits (*Charaktereigenschaften*) are usually important for a job or a workplace? Look at the box and choose three terms.

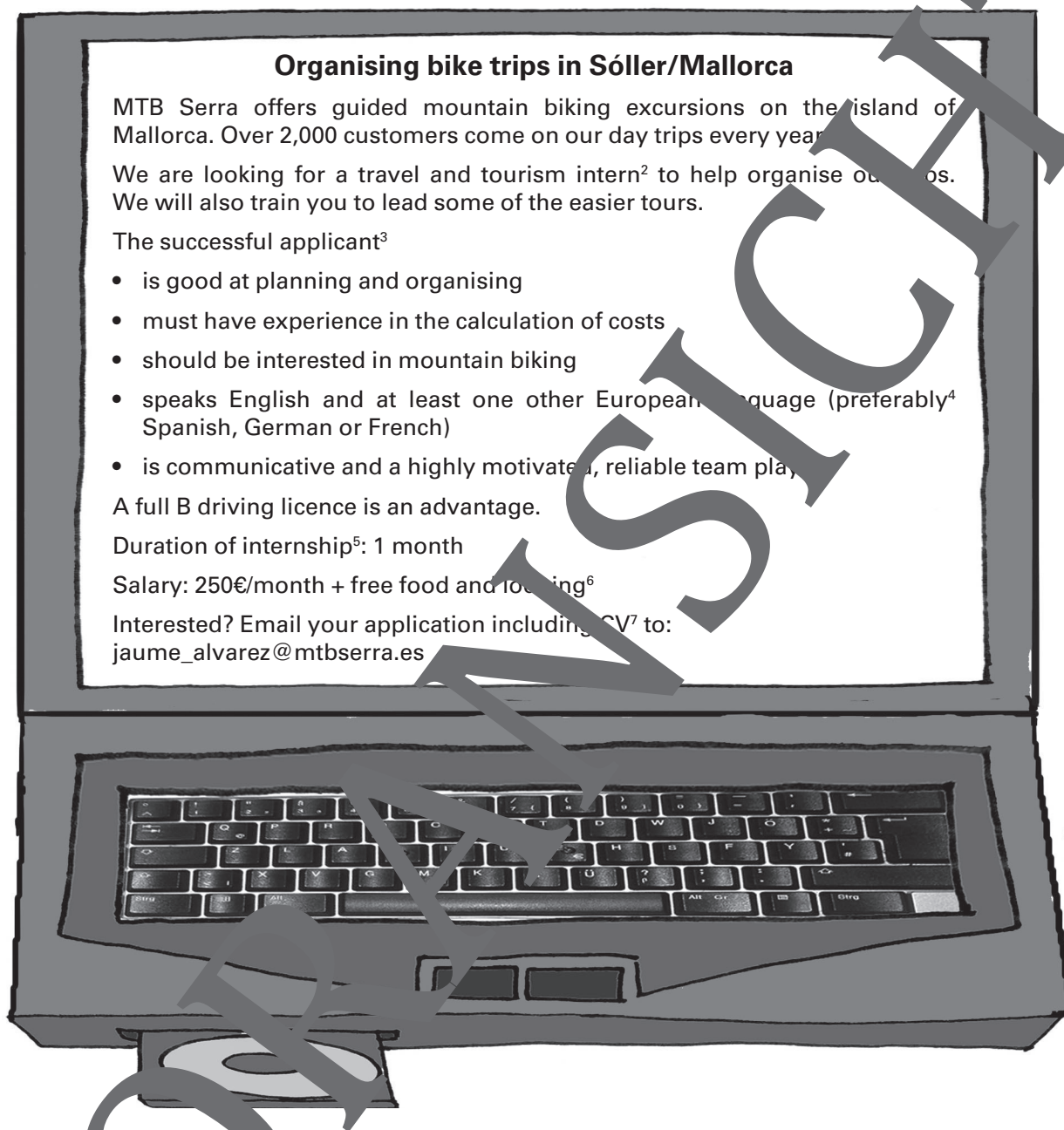
punctual – selfish – diligent (fleißig, sorgfältig) – funny – serious – responsible – communicative – unfriendly – flexible – shy – enthusiastic – careful – organised – lazy – dominant – open-minded

- Discuss with a partner: What character traits do each of you have that would help you apply successfully?

We are looking for ... – analysing a job advertisement

M 2

Earn money where other people spend their holidays! Read this advertisement for a work placement.



Vocabulary

1 (work) placement: das Praktikum – 2 intern: der/die Praktikant(in) – 3 applicant: der/die Bewerber(in) – 4 preferably: vorzugsweise – 5 internship: das Praktikum – 6 food and lodging: Kost und Logis – 7 CV (= curriculum vitae): der Lebenslauf

Tasks

1. What do you need to do in this work placement?
2. What qualifications are necessary? What qualifications are helpful but not necessary?
3. Would you like to do this job? Why (not)?
4. Why is it useful to do a placement abroad?

M 7 How to make a good impression – tips and tricks for your CV

This is how to make your CV even better.



How to improve your CV: Checklist

- 1. Tailor¹ your CV to the job you're applying for. Make sure that it shows that you've got the necessary qualifications, experience and skills.
- 2. Your CV should be no more than two pages long. Leave out things that are not relevant to the job you're applying for.
- 3. Be sure that letters will reach you quickly at the address you give. If necessary, give two addresses and say when you can be contacted where.
- 4. If you haven't got much work experience yet, put your education and training before your work experience.
- 5. Put your work experience and your education/training in reverse chronological order.
- 6. When a qualification or job title³ doesn't exist in another language, put it in your language first and then explain what it means.
- 7. In English speaking countries, don't include a photo with your CV (unless you are asked specifically).
- 8. When using the Europass CV, don't change the words in the demand column⁴, the font⁵ or the layout.
- 9. _____
- 10. _____

Vocabulary

1 to tailor: zuschneiden – 2 reverse: umkehrt – 3 job title: die Berufsbezeichnung – 4 column: die Spalte – 5 font: die Schriftart

In the U.S. CVs are called "résumés".

Tasks

Read the tips and tricks for writing a CV. Then discuss the following questions:

- 1. Have you ever written a CV before? In which language(s)? What was easy, what was difficult?
- 2. Did you follow the advice above? Have you got any other advice for writing a CV? Think of two more tips and write them down on lines 9 and 10.
- 3. In Germany photos are a regular part of a CV, but in the UK they aren't. Try to explain why.

Tailor your CV for a summer by the Baltic Sea

M 8

Read the advertisement and find a cool summer job.

Holiday camp attendants¹ in Latvia needed urgently² for the summer!

Where?

White Beach Resort, Jurmala, Gulf of Riga, Latvia

When?

Between June and August, minimum 3 weeks

What?

The White Beach Resort welcomes thousands of guests every year. To ensure their holidays go as smoothly³ and are as enjoyable as possible we are looking for assistants in the following areas:

- receptionists
- office workers
- sports coaches
- child minders⁴
- waiters
- sales assistants in souvenir and gift shops

Are you a reliable, enthusiastic and communicative team player with a good working knowledge of English? Then we would like to hear from you!

Please state when you would be available and which position(s) you are interested in. Previous⁵ experience is an advantage, but you will also receive on-the-job training.

Salary: 100€/week + free lodging

Apply in writing to: Emilija Kalnins, White Beach Resort, Jurmala, Gaidas iela 15, LV-2015, email: emilija_kalnins@whitebeach.lv

Vocabulary

1 **holiday camp attendant**: der/die Feriencampbetreuer(in) – 2 **urgently**: dringend – 3 **smoothly**: reibungslos – 4 **child minder**: der/die Kinderbetreuer(in) – 5 **previous**: vorherig

Tasks

1. Read the advertisement and decide which of the positions you would like to apply for. What qualifications, skills and experience would be necessary for that particular job?

2. Complete your own Europass CV as if you were applying for the job. Use your real life name and data.

M 10 Test: CV words and phrases

Find out if you are a CV expert!

Task 1: Fill in the chart with the categories below.

Personal information	Work experience	Education and training	Personal skills and competences

Categories

- Date of birth
- Driving licence
- Gender
- Mother tongue(s)
- Name and address of employer
- Nationality
- Occupation or position held
- Title or qualification awarded
- Type of business or sector
- Principal subjects/occupational skills covered

____ /10 points

Task 2: Complete the gaps with the words from the box.

constructive, empathetic, hard-working, initiative, open-minded

- a) Gerry will think about any new idea that is presented to him. He's very _____.
- b) I don't mind _____ criticism.
- c) When dealing with customers you have to be _____ to meet their expectations.
- d) A high level of _____ is necessary in this job because no-one will tell you what to do.
- e) Today Karen arrived at the office at 8 a.m. and left at 9 p.m. She wrote about twenty-five business letters. She's really _____.

____ /5 points

Task 3: Hard skills" versus "soft skills" – what is the difference? Explain in two sentences.

____ /3 points

Total: ____ /18 points

An example of an enquiry

M1

Here is an example of an enquiry.

Gold Medal Sportswear, Leopold-Lucas-Str. 75, 22303 Hamburg, Germany

WORK AND RELAX
10 Putney Street
Banbury
Oxfordshire
AP7 5RT
Great Britain

30th June 2017

Your ref: F / bs
Our ref: MB / rh

Dear Sir or Madam

Enquiry about sportswear

A We obtained your address from your Internet site and that you are suppliers of sports clothes, like T-shirts, shorts and trainers.

B We are a German wholesaler of sports equipment and supply sports goods to retailers throughout the EU. As we think that there will be an increasing demand for your outdoor sportswear we are interested in getting your product range.

C Therefore, please send us your latest catalogue and price list of your products. We would also be grateful for information on trade discounts and terms of delivery. Thank you in advance for your help.

D We look forward to hearing from you.

Yours faithfully
GOLD MEDAL SPORTSWEAR
Matthew Baker
Managing Director
Purchasing Manager

Tasks

1. Read the enquiry. Have a look at the body of the letter. Find headings for the four individual paragraphs (A–D). Example: *A: Opening.*
2. Describe briefly what you have to write in each part.
3. Formulate a question for each part. Example:
*A. Opening: **Where** did you get the address from? (i.e. Internet, trade journal).*

M5 You've got mail! – Offer 1: C-Shoes

As answer to your enquiry you receive this first offer.

Gold Medal Sportswear
 Leopold-Lucas-Str. 75
 22303 Hamburg
 GERMANY

Dear Mr Baker

Your enquiry of 20th June 2017

A Thank you very much for your enquiry. We are pleased about your interest in our rapidly growing company.

B Perhaps you would like to take into consideration¹ that we are the first manufacturer of shoes to use 100% renewable² energies in the production process. For further information please visit our website (www.c-shoes.co.uk).

C As requested we enclose our recent catalogue and list of products that we would like to make the following offer:

Article no. S6391		
Sizes: all	Colour: White	
Style: Formal slip on	Fitting: D (Medium)	
Lining: Synthetic	Sole: Rubber	<u>£45,00 (per pair)</u>

D Wholesalers are granted a discount of 4% and a further cash discount of 2.5% for settlement³ within 10 days. Otherwise we request payment by bank transfer within 21 days from date of invoice. The prices are quoted EXW Torquay. Deliveries to Germany can be made within 10 days after receipt of order. This offer is binding until 11th July 2017.

E We look forward to receiving your order. If you have any questions, do not hesitate to contact us.

Yours sincerely
 C-Shoes
 Martin Klein

Martin Klein
 Export Sales

Enclosure: spring/summer catalogue 2018 (including price list)

C-Shoes
 122 Cleveland Road
 Torquay
 TQ 2 6ZH
 United Kingdom

27th June 2017

Your ref: SB / nh
 Our ref: mk / 27/06/2017




1 to take into consideration: berücksichtigen – 2 renewable: erneuerbar – 3 settlement: die Begleichung

1. Read the offer. Have a look at the body of the letter. Find headings for the five individual paragraphs (A–E). Example: *A: Opening.*
2. Describe briefly what you have to write in each part.
3. Formulate a question for each part. Example:
*A. Opening: **How** can you refer to the enquiry?*

Price, discount, delivery – comparing three offers

M 8

In this chart you can find important terms of sale. They will help you to compare the three offers.

Contents of an offer (Terms of sale)		C-Shoes	Shoe Fit	Scarpa Manifatture
English	German			
	Preis			
	Preisnachlass			
	Lieferzeit			
	Lieferbedingungen			
	Zahlungsbedingungen			
	Minimal-/Maximal- menge			
	Gültigkeit des Angebotes			

Info – general terms of business

When writing an offer there are certain contents¹ (**terms of sale**) that should be included. If they are agreed upon² within a given time, they form **the legal basis for** the following **business relationship**³ between two companies.

To simplify⁴ business relationships most businesses have **general terms and conditions of business /sale** (*Allgemeine Geschäftsbedingungen*). If they become part of the contract⁵, the supplier will have to make sure that the buyer knows and accepts them.



Vocabulary

1 **content**: der Inhalt – 2 **to agree upon**: sich einigen auf – 3 **business relationship**: die Geschäftsbeziehung – 4 **to simplify**: vereinfachen – 5 **contract**: der Vertrag

Tasks

1. Look at the German expression for each term of sale. Translate it into English.
2. Work in groups of three: Read the offers from the different suppliers. Each of you then chooses one of the offers and completes the chart with the information given.

Dr. Josef Raabe Verlags-GmbH
Ein Unternehmen der Klett Gruppe
Rotebühlstr. 77, D-70178 Stuttgart
Postfach 10 39 22, D-70034 Stuttgart
Telefon (0711) 6 29 00-0, Telefax: (0711) 6 29 00-60
E-Mail: schule@raabe.de, Internet: www.raabe.de

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