

STEP 3: Prepare your telephone call

BritSuperstore
BEST OF BRITISH DELIVERED WORLDWIDE



Activity 1:

Listening comprehension

Listen carefully to videos to answer the quizzes on:



Video 1: How to sound polite on the phone?

Lien vers la video seule : <https://www.youtube.com/watch?v=PluLfN6D7ss>

Code d'accès Quizinière: 200WK8

Video 2: Ordering things by phone

Lien vers la video seule : <https://www.youtube.com/watch?v=xXJYU186Z5U>

Code d'accès Quizinière: NLLNZR

Video 3 :Telephoning conversation : placing an order

Lien vers la video seule : <https://www.youtube.com/watch?v=ARWYVQEytRw>

Code d'accès Quizinière: 8LLK6D

Activity 2 : Prepare the conversation

The retailer (trainee)	The supplier (Sales manager)
Prendre contact	
Raison de l'appel	
Détail de la commande	
Récapituler	
Frais d'expédition	
Confirmation/Paiement/Facturation	
Enquête de satisfaction/Remerciements	

Activity 2 : Prepare the conversation CORRIGE

The retailer (trainee)	The supplier (Sales manager)
<p><i>Prendre contact</i> Er...yes, I'm.....from.....</p>	<p>Hello, may I help you ?</p> <p>How can I help?..., I'm the sales manager.</p>
<p><i>Raison de l'appel</i> I would like to place an order.</p> <p>Alright, I need 8 articles</p>	<p>Ok I'm listening to you.</p> <p>What's the first?</p>
<p><i>Détail de la commande</i> The first article is.....section.....page.....</p> <p>It's 20 units for each item.</p> <p>I need 20..... section.... Page.....</p> <p><i>(Procéder ainsi pour la commande des huit articles)</i></p> <p>No, enough for today !</p>	<p>What's the quantity ?</p> <p>Ok, right...next ?</p> <p>Anything else ?</p>
<p><i>Récapituler</i></p> <p>That's it !!</p> <p>Here they are :</p>	<p>Ok Let me recap your order :</p> <p><i>(Enumérer rapidement les huit articles)</i></p> <p>Just, can you give me your complete address, your phone number and e-mail ?</p>
<p><i>Frais d'expédition</i></p> <p>Well...I'll choose the delivery.</p>	<p>Now let me tell you there are 2 shipping options : Regular delivery and Fast delivery. Which one do you choose?</p> <p>Right, the order is placed. I'll have it prepared and shipped as soon as possible.</p>
<p><i>Confirmation/Paiement/Facturation</i> Sure, I'll do it now !</p> <p>Ok, I'll tell my manager.</p>	<p>Can you send me your order form to confirm?</p> <p>In return, I'll send you the invoice which is due upon reception by bank transfer.</p>
<p><i>Enquête de satisfaction/Remerciements</i></p> <p>Certainly ! That's perfect! Everything is clear.</p> <p>Thanks. Good-Bye</p>	<p>Thanks a lot for buying with us. I hope you're satisfied with the transaction.</p> <p>Have a nice day then.</p>