

Telephoning – Language Function Plan

Unit Key Point	Language Functions	Themes/Situations
Unit 1 KP 1	Answering the telephone, Giving and inquiring about identity, Directing calls, Putting calls on hold, Arranging for future contact	Getting through
KP 2	Greeting acquaintances, Referring to the subject of calls, Asking if someone is free to talk, Closing calls politely	Beginning and ending calls
KP 3	Asking for repetition and clarification, Rephrasing, Spelling email addresses	Repetition and clarification
Unit 2 KP 4	Asking and offering to leave a message, Leaving a message, Passing on a request, Promising to pass on a message	Leaving and taking messages
KP 5	Reporting a message, Reporting a conversation, Expressing opinions about a conversation	Reporting
KP 6	Returning a call, Leaving voicemail, Referring to parts of a message, Referring to a question	Following up on messages
Unit 3 KP 7	Volunteering to take action, Requesting follow-up action, Describing follow-up action, Arranging future contact	Arranging follow-up action
KP 8	Discussing availability, Suggesting dates and times for meetings, Making provisional arrangements, Finalizing arrangements, Changing arrangements	Arranging to meet
KP 9	Confirming arrangements by telephone, Confirming arrangements in writing, Requesting confirmation, Referring to an earlier telephone conversation, Describing responsibilities, Checking mutual understanding	Confirming arrangements
Unit 4 KP 10	Emphasizing and reinforcing, Referring to previous comments, Checking that assumptions are correct	Emphasizing and reinforcing
KP 11	Expressing surprise and disbelief, Reacting neutrally, Reacting to good and bad news, Expressing support, Rephrasing and interpreting, Questioning opinions and decisions	Expressing feelings and reactions
KP 12	Making and inviting suggestions, Making and inviting recommendations, Expressing opinions, Expressing degrees of agreement and disagreement	Suggestions and recommendations

Unit 5 KP 13	Introducing yourself formally, Asking who you need to speak to, Describing the purpose of a call	Calling new contacts
KP 14	Outlining a call agenda, Introducing and closing items on a call agenda, Summing up	Linking subjects in longer calls
KP 15	Introducing participants in a conference call, Describing the roles of participants, Bringing participants into the discussion, Entering the discussion, Interrupting and dealing with interruptions	Taking part in conference calls
Unit 6 KP 16	Comprehensive review	Call preparation
KP 17		Email support
KP 18		Overcoming barriers