



英文口語基本應對與電話禮儀



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OUTLINE

	Topic主題
Lesson A	1. Answer/ transfer/make a phone call 接聽/ 轉接/撥出電話 2. Taking/leaving a phone message 電話留言 3. Interrupt politely & close 禮貌打斷對話、結束對話
Lesson B	1. Give negative information 負面的回應 2. Arranging a meeting 會議安排與協商 3. Make requests 要求對方 4. Making a small talk 小聊天
Lesson C	1. Apologize 如何道歉 2. How to sound professionally 如何說比較專業 3. Handling complaints 處理抱怨



LESSON A

1. Answer/ transfer/make a phone call 接聽/ 轉接/撥出電話
2. Taking/leaving a phone message 電話留言
3. Interrupt politely & close 禮貌打斷對話、結束對話



A quick survey

1. 工作場合接觸到英文多嗎？ (1-10) How often do you encounter situations of using English?
2. 請描述上列情況或未來可能面臨的情境？ Describe the above/potential situations
3. 你期望從本課程加強什麼？ What kind of abilities do you expect to enhance/learn from this lesson?
4. 任何想告訴高老師的？ Anything else you would like to tell the teacher?



LESSON B



- A. Arranging a Meeting 安排會議
- B. Making a small talk 小聊天

Arranging a meeting 會議安排與協商

<https://youtu.be/pPqzK-edlyk?si=aD0kLq8bbcLXUiNh>

1. 聽一段對話 Listen to a conversation
 - a. What kind of meeting is it?
 - b. Who is joining the meeting?
 - c. When is the meeting? Where is the venue?
2. 把重要句型找出來 Highlight key phrases
3. Role-play

A. Phrases for arranging a meeting 安排會議的相關句型

<https://www.lingobest.com/free-online-english-course/how-to-arrange-a-meeting-in-english/>

1. Suggest a date or time 建議會議安排的時間

- a. How about _____ (*day or time*)?
- b. Are you available on _____ (*day*) at _____ (*time*)?
- c. How does _____ (*day or time*) sound?
- d. What about _____ (*day or time*)? Does that work?

2. 安排會議的相關句型

say that you are available 回覆你可以安排的時間

- a. Yes, I' m available **on** _____ (*day*) **at** _____ (*time*).
- b. _____ (*day or time*) sounds fine.
- c. _____ (*day or time*) works for me.

如何說月份，星期，時間 How to say months, day or time ?

12月25日星期三上午9:45

3. 安排會議的相關句型

If you are not available 無法配合對方安排的時間

- a. **Unfortunately**, I can't make it **on** _____ (*day*).
- b. **Unfortunately**, I can't make it **at** _____ (*time*).
- c. **I'm sorry**, but I have another meeting/ appointment. I can't make it.

4. 安排會議的相關句型

Confirm a meeting 確認會議時間

- a. Great. See you then!
- b. See you _____ (*day*).
- c. Looking forward to meeting you.

5. 安排會議的相關句型

To cancel or reschedule a meeting 取消或重新安排會議

- a. Could we **postpone this meeting** to _____ (*day/time*)?
- b. Sorry, **something's come up**. Can you make it **on** _____ (*day*) **instead**?
- c. **I apologize for the late notice**. I won't be able to **attend** the meeting today.
- d. I'm sorry, but **I'm in traffic** and **won't attend** the meeting. Tomorrow is open for me so that we could meet. Let me know if that works for you.

Create a dialogue



1. Suggest a date or time 建議
會議安排的時間

2. say that you are available 回覆
你可以安排的時間

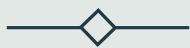
3. If you are not available 無法
配合對方安排的時間

4. Confirm a meeting 確認會議
時間

5. To cancel or reschedule a
meeting 取消或重新安排會議

B. MAKING A SMALL TALK 小聊天

Dos 注意事項



Treat your conversation partner like a friend 把對方當朋友

Stay loose and be gentle with yourself 放輕鬆

Turn to topics that are lighthearted and relatable 選輕鬆的話題

Keep language informal, but polite 不要太正式的用語但是維持禮貌

Ask questions and stay curious 問問題維持好奇

Be an active listener 專心聆聽

Don'ts 避免

Interrupting 打斷對方說話

Monotonous or sarcastic tone 單調或諷刺的口氣

Controversial topics, like politics or money 爭議性話題

Questions that are too personal or intimate 個人或私密的問題

Best and Worst Topics

Best	Worst
Weather Arts and entertainment Sports Family Food Work Travel Celebrity gossip Hobbies Hometown	Finances Politics and religion Sex Death Appearance Personal gossip Offensive jokes Narrow topics Past relationships Health

3 parts of Small talks
<https://www.verywellmind.com/small-talk-topics-3024421>



* an ice breaker 破冰



* rapport
問問題延續對話



* and an exit
優雅自然結束對話

Samples/ Some safe topics

1. Lovely day, don't you think?

2. Are there any podcasts you love?

3. Speaking of..., have you ever...

4. Have you tried any new apps or games lately?

5. What's your favorite meal to cook at home?

6. Do you have any ideas for work lunches? I'm out of ideas, and I'm sick of sandwiches.

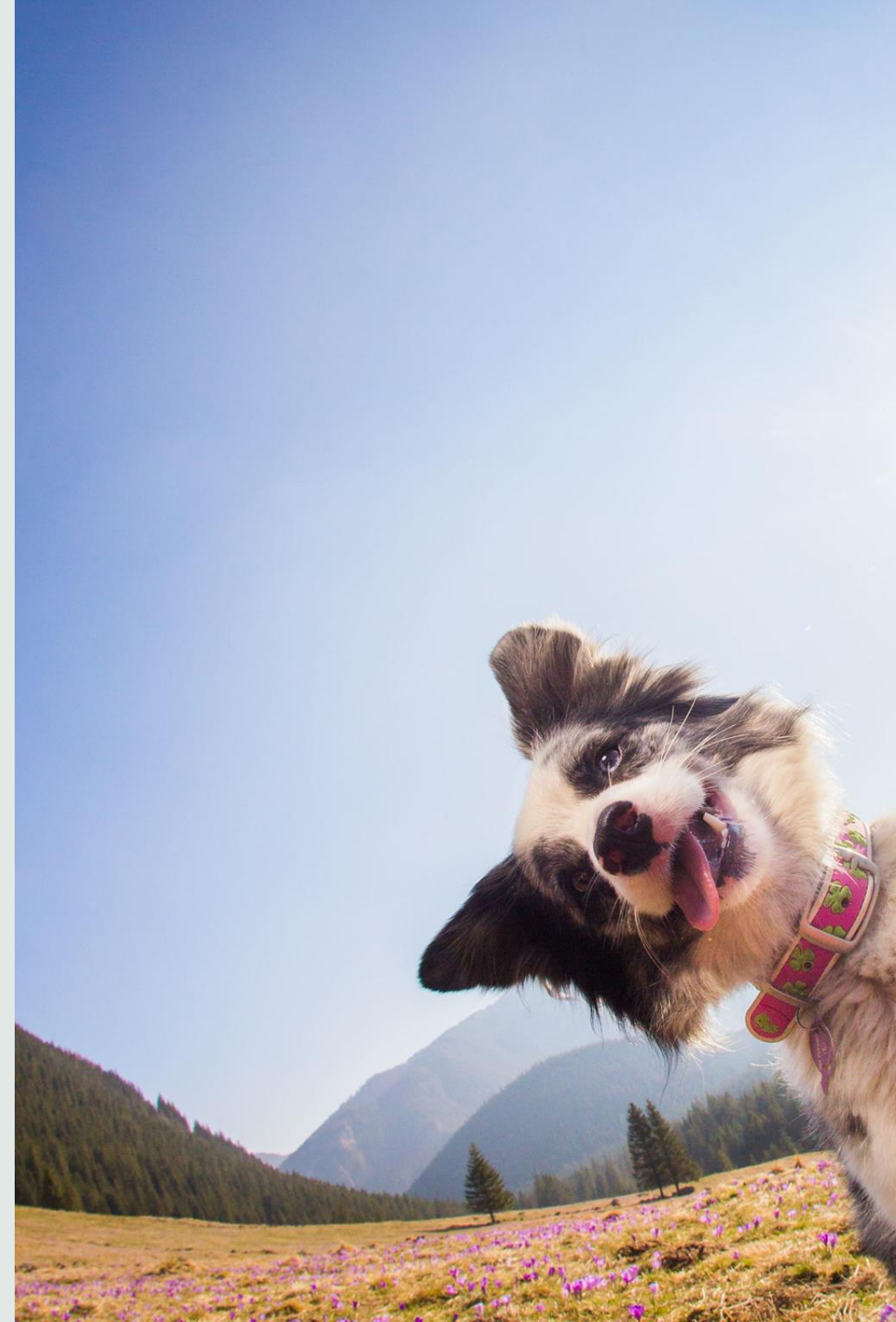
7. How long have you worked as a [job title]? How long have you worked at [company]?

8. That's an interesting line of work. How did you get into it?

Good questions to start a conversation



- Where did you grow up?
- Do you have any pets?
- Have you been enjoying the nice weather?
 - Have you been enjoying the food here?
- What have you been watching on TV lately?
- Have you watched any good movies lately?
 - How are you today?
- Did you happen to catch the game this week?



How to end a conversation on the phone

<https://www.verywellmind.com/how-to-end-a-conversation-8699678#toc-how-to-end-a-conversation-in-a-professional-setting>

- "I've really enjoyed this chat, **but I have an appointment in ten minutes**. Can we continue this sometime later?"
- "It's been so great talking to you. Thanks for calling. Have a great rest of your day!"
- "Well, I have taken enough of your time. **I'll let you get back to it now**. Talk later!"
- "I don't mean to rush off, but **I've got another call coming in**."

End a Conversation in a Professional Setting (On the phone)



"Thanks for making time for this call. I'll follow up by email if there's anything else."



"Looks like we are all set. I'll let you get back to it now. Take care!"



"Thank you for taking the time to discuss this. I'll keep an eye out for your email."



"I'll keep you posted on our progress. Thanks again. Have a great day."