

SECOND EDITION

# COMMUNICATING IN BUSINESS ENGLISH

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1

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# CHAPTER 01



## English for Calls

- 1 What Makes a Good Call?
- 2 Making a Video Call
- 3 Getting Through
- 4 Opening a Call
- 5 Messages
- 6 Structuring a Call
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- 8 Communication Difficulties
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A close-up photograph of a woman with dark hair, wearing large white over-ear headphones. She is smiling broadly, looking down at a laptop screen which is partially visible in the bottom left corner. She is wearing a dark blue button-down shirt with white polka dots. The background is softly blurred, showing warm, golden light from a window.

## **WARM-UP**

1. Which method do you most often use for discussions with business partners and clients? (voice call, video call, instant message, etc.)
2. What strategies do you use to make sure your calls are successful?
3. How do you approach calls with business partners and clients from different cultures?



## Learning Objectives

- To learn vocabulary for business-related calls
- To recognize the sequence of professional calls
- To learn formal & informal language related to calls at work

### WARM-UP

1. How often do you make phone or video calls at work?
2. What basic information should you give on a professional call?
3. What are some things you should prepare before a work-related call?

## Vocabulary

### NOUNS

atmosphere  
connection  
device  
display  
information  
result

### VERBS

confirm  
greet  
identify  
prepare

### ADJECTIVES

appropriate  
available  
brief  
positive

### ADVERBS

actively  
appropriately  
clearly  
culturally  
politely  
positively

## Call Sequence — A Checklist

### Before the call

- ☐ Consider if being more formal or more informal is appropriate.
- ☐ Prepare what you want to say.
- ☐ Send an email or message before the call if necessary.
- ☐ Have important information available.
- ☐ Check the connection, display, and settings on your device.

### Beginning the call

- ☐ Identify yourself appropriately and clearly.
- ☐ Greet the other party and make some small talk (if culturally appropriate).
- ☐ Give the reason(s) for the call.

### During the call

- ☐ Create a positive atmosphere.
- ☐ Communicate your objective clearly.
- ☐ Actively listen in order to make sure you understand.
- ☐ Take brief notes to refer back to after the call is finished.
- ☐ Check to make sure the other side understands you.

### Ending the call

- ☐ Confirm the result of the call.
- ☐ End politely and positively.
- ☐ Review your notes and add appropriate details if needed.

### Biz Tip

*Use formal language with people you interact with for the first time. Use informal language with people you know well.*

### More Formal

How are you today?

I am calling to discuss...

Could you please repeat that?

It has been a pleasure.

### More Informal

How's it going?

I wanted to talk about...

I didn't catch that.

Take care.

## [DIALOG]

Fill in the blanks. Listen and check. **Track 1-01**

connection

positive

result

device

**Linda:** Are we prepared and ready to go for the conference call this afternoon with the new customer from Mexico?

**Mark:** Yes, we're all ready.

**Linda:** Did you check the settings on the \_\_\_\_\_ in the conference room?

**Mark:** Yes, I checked it out. I did a test call to my friend over in HR just to make sure it's working well. Everything is set up over in conference room B, which has the best \_\_\_\_\_ in the office.

**Linda:** Great! Thank you. We need a good \_\_\_\_\_ from this call. And this is a new client, so let's try to keep the discussion a bit more formal.

**Mark:** OK. I'll do my best to create a \_\_\_\_\_ atmosphere.

**Linda:** Great. Make sure you also take short notes during the call.

**Mark:** Right! We don't want to forget anything after it's finished.

**Linda:** Exactly. OK. I think we're ready. Thank you for preparing everything.

## [VOCABULARY]

Circle the word that does not belong in each group.

- |               |         |             |             |
|---------------|---------|-------------|-------------|
| 1. atmosphere | climate | environment | style       |
| 2. confirm    | suggest | check       | verify      |
| 3. greet      | welcome | speak       | acknowledge |
| 4. brief      | short   | simple      | smart       |
| 5. room       | display | picture     | view        |

## [PRACTICE]

Choose the best word to complete each sentence.

- Let's have some small talk before we \_\_\_\_\_ the reason for the call.  
a. identify      b. greet      c. prepare      d. create
- Make sure you check to see what time the customer is \_\_\_\_\_ to take your call.  
a. brief      b. positive      c. appropriate      d. available
- During the call, please make sure you say "please," "thank you," and \_\_\_\_\_ wait for the other person to finish talking before you start to speak.  
a. actively      b. politely      c. clearly      d. positively
- What \_\_\_\_\_ are you going to use to call our partner?  
a. device      b. connecting      c. atmosphere      d. result
- Do you think it's more \_\_\_\_\_ to be formal or informal during tomorrow's discussion?  
a. positive      b. appropriate      c. available      d. brief



# 02

## Making a Video Call

### Learning Objectives

- To learn vocabulary for video calls
- To understand best practices for making and receiving video calls
- To practice prepositions related to calls at work

### Vocabulary

#### NOUNS

account  
availability  
chat  
contact  
host  
invitation  
link  
participant  
program  
tool

#### VERBS

activate  
admit  
create  
join  
launch  
mute  
schedule

#### ADJECTIVES

secure

#### ADVERBS

promptly  
properly



#### WARM-UP

1. What devices and tools do you need to make a video call for work?
2. How should you prepare for a work-related call?
3. Have you ever used Skype, Zoom, or another piece of software for professional online calls?

### Making a Video Call — Dos & Don'ts

	Do	Don't
Create an account	use a professional and secure email address	use a personal or a private email address
	activate the account right away	wait to activate the account
Schedule the call	use a group chat	email the participants separately
	confirm the availability of the participants	wait too long to hear back from the participants
Share the call link	create an invitation link and share it before the call	create an invitation link just before the call starts
	click the link to make sure it works properly	share the link without testing it first
Make the call	launch the calling program a few minutes early and wait for people to join	launch the calling program exactly on time
	admit the participants promptly	keep the participants waiting
Use the host tools	mute yourself and others while listening	allow the call to get too noisy
	send files and messages as needed	send unnecessary files or messages

#### Preposition

on...

in...

via...

#### Meaning

using (communications that transmit information)

at a particular place that we can see

by way of

#### Examples

Find it **on** the internet.  
I am **on** the phone.

Type it **in** the chat.  
It is **in** the agenda.

Have a call **via** Zoom.  
Send it **via** email.

## [DIALOG]

Fill in the blanks. Listen and check. **Track 1-02**

tools

participants

account

via

**Greg:** Hello, this is Greg in Human Resources. Who is calling, please?

**Linda:** Hi, Greg, this is Linda from the Management team. Were you able to create that Zoom \_\_\_\_\_?

**Greg:** Oh, hi, Linda. Yes, I activated it yesterday.

**Linda:** Great. Thank you. Did you have a chance to use it and get familiar with the \_\_\_\_\_ in the program?

**Greg:** Yes, I checked it out a little bit, and I think it is fairly easy to use.

**Linda:** Wonderful. Actually, we need to schedule a call for next week with our HQ in San Diego. I would like to do it \_\_\_\_\_ Zoom if possible.

**Greg:** OK. Sure. I can do that. Can you send me a list of contacts who will participate in the call via email? I need to check the availability of the \_\_\_\_\_ in advance.

**Linda:** No problem. I can send that to you after lunch.

**Greg:** Perfect! After I have confirmed everyone's availability, I will create a link and share it on the company message board.

## [VOCABULARY]

Match the words that have the same meaning.

- |               |              |
|---------------|--------------|
| 1. admit •    | • a. start   |
| 2. launch •   | • b. let in  |
| 3. create •   | • c. on time |
| 4. promptly • | • d. safe    |
| 5. secure •   | • e. make    |

## [PRACTICE]

Fill in the blanks with the correct word.

properly

mute

invitation

join

chat

1. I can't hear you that well because I think your mic isn't working \_\_\_\_\_.
2. Use the \_\_\_\_\_ feature while other people are talking so you can communicate politely.
3. Try to \_\_\_\_\_ the call a few minutes early.
4. I sent you the \_\_\_\_\_ via email. Did you get it?
5. It is polite to \_\_\_\_\_ your mic when you aren't speaking so as not to accidentally interrupt the other participants.



# 03 Getting Through

## Learning Objectives

- To learn vocabulary for directing phone calls
- To understand a range of phrases for transferring calls
- To practice phrasal verbs related to calls at work

### WARM-UP

1. What is a polite way to answer the phone at work when you don't know who is calling?
2. How do you politely introduce yourself on a work call when a stranger answers?
3. What are some other good habits when on a work-related call with an unfamiliar person?



## Transferring Calls — A Process

## Vocabulary

### NOUNS

behalf  
confirmation  
customer  
menu  
representative

### VERBS

apologize  
assist  
connect  
deliver  
hang up  
hold  
reach  
regard  
take down  
transfer

### ADJECTIVES

afraid  
automated  
out  
urgent

### ADVERBS

slowly

### Greet and identify your company / department

- Good morning. Lake Technology.
- I'm a customer service representative, and my name is Jessica.

### Ask about the purpose

- How can I assist you?
- What is your call in regard to?

### Identify the caller and confirm their information

- I apologize, but could you spell your name for me?
- Thank you. And could I have your phone number in case we get disconnected?

### Connection

- Please hold while I get confirmation on that for you.
- One moment, please, while I try to reach him / her.

### Apologies and no connections

- I am sorry, but I am afraid...  
→ he / she is out sick today.  
→ he / she is out on business.
- Could I take down and deliver a message for you?
- Sorry, could you say that once more a bit more slowly?

### Make the connection

- Please hold while I transfer your call.
- One moment, please, while I connect you.

### Biz Tip

Use verbs in a more serious, formal situation, and phrasal verbs when you want to create a more friendly, slightly less serious atmosphere.

### Verb

record

assist

connect

end

### Phrasal Verb

take down

help out

get / put through

hang up