



Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English)

By Adrian Wallwork

[Download now](#)

[Read Online](#) 

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork

If you are a non-native English speaker and make telephone calls as part of your work, then this book is for you. By applying the suggested guidelines, you will stand a much greater chance of making an effective telephone call. You will learn how to:

- prepare for a call both psychologically and from an English language point of view
- receive calls (if you work on reception)
- leave messages
- find out about another company and talk about your own company
- chase people (i.e. people who have not followed up your requests)
- deal with difficult calls and callers, and improve your telephone manner
- use the telephone while working on a help desk or helpline
- resolve language difficulties (i.e. when you cannot understand the other person's English)
- improve your pronunciation
- use resources on the Internet to improve your listening skills

The book concludes with a chapter of useful phrases. There is a brief introduction for trainers on how to teach telephone and helpdesk skills within a Business English course.

 [Download Telephone and Helpdesk Skills: A Guide to Professi ...pdf](#)

 [Read Online Telephone and Helpdesk Skills: A Guide to Profes ...pdf](#)

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English)

By Adrian Wallwork

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork

If you are a non-native English speaker and make telephone calls as part of your work, then this book is for you. By applying the suggested guidelines, you will stand a much greater chance of making an effective telephone call. You will learn how to:

- prepare for a call both psychologically and from an English language point of view
- receive calls (if you work on reception)
- leave messages
- find out about another company and talk about your own company
- chase people (i.e. people who have not followed up your requests)
- deal with difficult calls and callers, and improve your telephone manner
- use the telephone while working on a help desk or helpline
- resolve language difficulties (i.e. when you cannot understand the other person's English)
- improve your pronunciation
- use resources on the Internet to improve your listening skills

The book concludes with a chapter of useful phrases. There is a brief introduction for trainers on how to teach telephone and helpdesk skills within a Business English course.

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork **Bibliography**

- Sales Rank: #2363408 in eBooks
- Published on: 2014-06-19
- Released on: 2014-06-19
- Format: Kindle eBook



[Download Telephone and Helpdesk Skills: A Guide to Professi ...pdf](#)



[Read Online Telephone and Helpdesk Skills: A Guide to Profes ...pdf](#)

Download and Read Free Online Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork

Editorial Review

From the Back Cover

If you are a non-native English speaker and make telephone calls as part of your work, then this book is for you. By applying the suggested guidelines, you will stand a much greater chance of making an effective telephone call. You will learn how to:

- prepare for a call both psychologically and from an English language point of view
- receive calls (if you work on reception)
- leave messages
- find out about another company and talk about your own company
- chase people (i.e. people who have not followed up your requests)
- deal with difficult calls and callers, and improve your telephone manner
- use the telephone while working on a help desk or helpline
- resolve language difficulties (i.e. when you cannot understand the other person's English)
- improve your pronunciation
- use resources on the Internet to improve your listening skills

The book concludes with a chapter of useful phrases. There is a brief introduction for trainers on how to teach telephone and helpdesk skills within a Business English course.

Adrian Wallwork is the author of over 30 books aimed at helping non-native English speakers to communicate more effectively in English. He has published 13 books with Springer Science+Business Media.

Other books in this Professional English series:

Email and Commercial Correspondence

CVs, Resumes, and LinkedIn

User Guides, Manuals, and Technical Writing

Meetings, Negotiations, and Socializing

Presentations, Demos, and Training Sessions

About the Author

Wallwork, a native English speaker from the UK, has 25 years of experience teaching English at various IT companies in Pisa, Italy. He has published 13 books with Springer Science+Business Media.

Users Review

From reader reviews:

Sybil Moore:

Nowadays reading books are more than want or need but also become a life style. This reading routine give you lot of advantages. The benefits you got of course the knowledge your information inside the book in which improve your knowledge and information. The data you get based on what kind of book you read, if you want have more knowledge just go with training books but if you want feel happy read one along with theme for entertaining for instance comic or novel. The Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) is kind of publication which is giving the reader unstable experience.

James Lightle:

Spent a free a chance to be fun activity to do! A lot of people spent their sparetime with their family, or their very own friends. Usually they undertaking activity like watching television, gonna beach, or picnic within the park. They actually doing same thing every week. Do you feel it? Would you like to something different to fill your free time/ holiday? May be reading a book could be option to fill your no cost time/ holiday. The first thing that you'll ask may be what kinds of guide that you should read. If you want to attempt look for book, may be the book untitled Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) can be great book to read. May be it might be best activity to you.

Helen Samuel:

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) can be one of your basic books that are good idea. Many of us recommend that straight away because this e-book has good vocabulary that could increase your knowledge in terminology, easy to understand, bit entertaining but delivering the information. The article writer giving his/her effort to place every word into joy arrangement in writing Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) yet doesn't forget the main stage, giving the reader the hottest in addition to based confirm resource data that maybe you can be among it. This great information can easily drawn you into completely new stage of crucial thinking.

Vickie Duke:

Reading a book being new life style in this yr; every people loves to study a book. When you go through a book you can get a wide range of benefit. When you read textbooks, you can improve your knowledge, due to the fact book has a lot of information upon it. The information that you will get depend on what types of book that you have read. If you would like get information about your research, you can read education books, but if you act like you want to entertain yourself read a fiction books, such us novel, comics, in addition to soon. The Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) will give you new experience in looking at a book.

Download and Read Online Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork #JAIZYGRUWCP

Read Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork for online ebook

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork books to read online.

Online Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork ebook PDF download

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork Doc

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork MobiPocket

Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork EPub

JAIZYGRUWCP: Telephone and Helpdesk Skills: A Guide to Professional English (Guides to Professional English) By Adrian Wallwork