



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

By Adrian Wallwork

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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.

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Editorial Review

From the Back Cover

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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:

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Vickie Duke:

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