

# Business Telephoning Skillsコース



MANABI.st

## コース概要

このコースは仕事上で海外と電話でやりとりをされる方に、より円滑なコミュニケーションスキルを図っていただくために作成されたMANABI.stオリジナルのテキストです。

授業はロールプレイ形式で行われます。全5つのロールプレイが用意されておりますが、1レッスン教材を終えるのに1レッスン以上利用されても構いません。ご自分のペースでレッスンを受講ください。

## コース受講方法

全5つのロールプレイが用意されており、回を重ねるごとに少しずつ難しくなっていきます。以下が各トピックの概要です。

### Lesson 1: Missing CDs

An upset customer wants to know where a missing package is.

### Lesson 2: Design-o-rama in the News

A reporter wants to interview people from the company and needs someone to set up the interviews.

### Lesson 3: Teaching the Teacher

A new English teacher is coming to town and has lots of questions.

### Lesson 4: Celebrity Watching

Brad Pitt's secretary wants to make a reservation for him at the hotel where you work.

### Lesson 5: Travel Plans

You work for a law firm and is being sent to the U.S. on a business trip and needs to make plane, car, and hotel reservations.

まず『ログイン後』 『コースを探す』 『ビジネス英会話』 > 『テキストの使用』 > 【中級・上級】 Business Telephoning Skillsコース (MANABI.stオリジナル教材) よりご予約下さい。

レッスン教材は回を重ねるごとに少しずつ難しく作成しておりますのでLesson 1より順次レッスンを受講していただくことをお勧めいたします。

また、既にやられたレッスン教材を別の先生で復習の意味で再受講されることもお勧めしております。この場合、『先生への伝言』を通じ、どの教材でレッスンを受講されたいのか事前にお伝えください。

# Lesson 1: Missing CDs

## Scene 1

It's 7:30 AM Tuesday morning, and you sit down at your desk at the office. You check your voicemail and are surprised to find that you have six messages, all from co-worker Anthony Pike, who works out of your software company's New York office. The messages sound progressively urgent, and by the last one, he sounds rather agitated. A New York-based client was expecting to receive a shipment of CDs she had ordered and nothing had arrived, and her customers were waiting.

Mr. Pike seems to have forgotten that New York is 14 hours behind Tokyo and that you were probably still sleeping when he left his messages. Now, it is the end of his day and only the beginning of yours. In his last message, he said that he would be leaving the office at about 7 PM and would expect to hear from you before then or he would contact your supervisor, Takeda-san.

The phone rings, and you pick it up. It is the secretary telling you that Anthony Pike is on the line from New York.

**You:** Good morning. This is Takeshi Matsuo.

**Anthony :** Matsuo? Pike here. We have a problem.

**You:** I just walked in and received your messages. I was about to call you.

**Anthony :** Where are the damn CDs? I have a client who is really pissed off, and I don't know what to tell her.

**You:** As I mentioned, I just walked in. As soon as we get off the phone, I'll walk down to the shipping department and find out what happened. At what number can I reach you?

**Anthony :** My cell: 212-834-9137

**You:** Let me read that back to you: 212-834-9137.

**Anthony :** Yeah. Call me within 10 minutes, okay?

**You:** Yes, I'll call you back as soon as I have any information.

**Anthony :** Bye.

**You:** Good-bye.

**Scene 2:**

You go down to the shipping department, and no one is there yet. Ten minutes pass, and still no one has arrived. You decide to call Pike and give him an update. You know that he won't be happy. How might the conversation go?

**Alternative Scene 2:**

You go down to the shipping department, and Fukuda-san, the shipping manager, is there. He tells you that he has no record of the delivery and that it will take two days to get a new shipment to New York. You call Pike to update him. How might the conversation go?

**Another Alternative Scene 2:**

You go down to the shipping department, and Fukuda-san, the shipping manager, is there. He tells you that the delivery went out as scheduled with UPS and that the problem must be on the New York end. Fukuda-san suggests that your New York co-worker call UPS in New York. The tracking number for the package is 896152234. You call Pike to update him and give him the tracking number. How might the conversation go?

## Lesson 2: Design-o-rama in the News

You work at Design-o-rama, a Tokyo design company, and it's Monday morning. You haven't even taken your first sip of coffee when your boss e-mails you to let you know that Keiko Kasai (the woman who handles all of the English accounts and phone calls) is out of the office for the next week. While she's away, he has given you the exciting and challenging task of substituting for her. He has overheard you when you're speaking English to friends on the phone, and he feels that your English is as good as Kasai's. This is your chance to prove him right and possibly get a promotion.

Good luck.

Your first assignment:

Call back Tom Soden, a newspaper reporter in New York who wants information on the company for an article he is writing on cutting-edge Japanese design.

**Soden:** Hi, this is Tom Soden.

**You:** Hi, this is *(fill in your name)*. I am returning your call regarding our company.

**Soden:** Thanks for calling back. I'm working on a story for the Daily Post on cutting-edge Japanese fashion, and I want to interview someone from Design-o-rama. Is that possible?

**You:** Yes. You can interview our company president, Toshio Matsuda.

**Soden:** Great. When can I interview him?

**You:** He is available this Thursday at 4 PM Japan time.

**Soden:** Okay. I'm bad with numbers. Do you know what time that is in New York?

**You:** Yes, it is 7 PM Wednesday.

**Soden:** Okay, that will work for me. How can I reach him?

**You:** You can reach me directly at 03-6769-8995, and I will put you through to him.

**Soden:** Can he speak English?

**You:** Yes. He studied at Columbia University in New York. He is fluent, so you won't need a translator.

**Soden:** Talk to you Thursday.

**You:** One more thing. We have some photographs of our headquarters and headshots of Mr. Matsuda. Would you like me to e-mail them to you?

**Soden:** Sure, that would be great. My e-mail is [tsoden@dpost.com](mailto:tsoden@dpost.com).

**You:** Let me make sure I wrote that down correctly: t as in Tom, s as in Sam, o as in Ocean, d as in Dog, e as in Elephant, n as in Nancy, at, d as in Dog, p as in Peter, o as in Ocean, s as in Sam, t as in Tom, dot, com?

**Soden:** Correct. Talk to you Thursday.

**You:** Thank you. Goodbye.

### Phonetic Alphabetとは？

電話で名前などのスペリングを伝える場合、たとえネイティブでも"s"を"f"に、又は"t"を"e"と聞き間違えたりしてしまいます。このような間違いを避けるために"s" as in Sam, "t" as in Tom という風に使います。以下が日本人にも発音しやすい Phonetic Alphabet のリストです。是非使ってみてください。

A=Apple, B=Boy, C=Cat, D=Dog, E=Elephant, F=Frank, G=George, H=Hotel, I=Idea, J=Jack, K=King, L=Lemon, M=Mary, N=Nancy, O=Ocean, P=Peter, Q=Queen, R=Rocket, S=Sam, T=Tom, U=Umbrella, V=Violin, W=Window, X=X-ray, Y=Yacht, Z=Zebra

You breathe a sigh of relief and take a sip of coffee. Then, you e-mail Soden the photographs you discussed with him on the phone. Almost instantly, a message comes back. In addition to interviewing the president, Soden wants to talk with one of the artists in the design department. He says that he will call you in 10 minutes to discuss details. Immediately, you call Yumi Nakamura, the head designer. She is happy to be interviewed and can speak with him Friday at 1 p.m. Now, we're going to try this second conversation with Soden, but this time, you fill in the responses yourself. Below is the information you will need to complete the conversation. We have also put some hints for you in parentheses. You don't have to use these. They are just there to help you in case you get stuck.

Details:

Set up a telephone interview with him and the company's head designer, Yumi Nakamura, for Friday at 1 PM Japan time (4 PM New York time, Thursday).

When he asks about translators, let him know that Nakamura doesn't speak English, so you will act as the translator. Let him know that he should call your direct line (03-6769-8995), and you'll bring Nakamura on the line for the interview. Also, let him know that it would help a lot if he could send you a list of questions in advance, so you can make sure you translate them correctly.

<b>You:</b>	<i>(Answer the phone.)</i>
<b>Soden:</b>	Hi. Tom Soden here.
<b>You:</b>	<i>(Let him know that you received his e-mail.)</i>
<b>Soden:</b>	Good. So, who else do I get to interview?
<b>You:</b>	<i>(Tell him her name and title.)</i>
<b>Soden:</b>	Great. When can I interview her?
<b>You:</b>	<i>(Give him the time and day.)</i>
<b>Soden:</b>	Okay. Like I said before, I'm bad with numbers. What time is that in New York?
<b>You:</b>	<i>(Give him the New York time.)</i>
<b>Soden:</b>	Okay, that will work for me. Can she speak English?
<b>You:</b>	<i>(Yes or no? Tell him whether a translator is needed.)</i>
<b>Soden:</b>	Will it be like the other interview? Should I call you?
<b>You:</b>	<i>(Yes or no? Explain how the process will go.)</i>
<b>Soden:</b>	Thanks, again, for setting this up.
<b>You:</b>	<i>(Let him know your request for the questions.)</i>
<b>Soden:</b>	I don't usually do that, but I'll make an exception this time.
<b>You:</b>	<i>(Thank him and say good bye.)</i>
<b>Soden:</b>	I'll talk to you later. Bye for now.

## Lesson 3: Teaching the Teacher

You work in the community relations department of the town office. It's June, and in August, a new teacher will be arriving from the United States to teach English classes at the town's junior high school. Your boss tells you that he has received a message via e-mail from the new teacher whose name is Eric Andrews. In the e-mail, Eric mentioned that he would be calling tomorrow to get some details about the school and the community. Your boss wants you to talk to Eric when he calls. He prints out a copy of the e-mail for you. It reads:

*Konnichiwa!*

*My name is Eric Andrews. I live in Los Angeles, California. In August, I will be coming to your town to teach English. I'm very excited. I must warn you that my Japanese is awful, so you will get lots of English practice.*

*I have a few questions. They are about hours, payment, weather, the students, my apartment, and the school. I'm hoping that someone will be able to answer them by phone. I will try calling Wednesday at 9 A.M. your time.*

*I'm looking forward to meeting everyone in August.*

*Eric*

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Details you will need to answer Eric's questions:

- There are 253 students at the school.
- Teachers are not allowed to wear sneakers, shorts, or jeans to school.
- Teachers need to be at school by 8:15 A.M. and can leave after 4:30 P.M.
- Teachers are paid on the first Monday of the month, and they are paid in cash. If Eric wants to send money to the U.S., he can either go to the local bank or the post office.
- It snows only a handful of times each year, but it often reaches freezing temperatures in the winter. (If Eric asks you a question and you don't know the answer, let him know that you will find out the answer and call him back.)

**You:**

**Eric:** Hi, this is Eric Andrews. I'm the new English teacher.

**You:**

**Eric:** I have a few questions. May I go ahead and start asking them?

**You:**

**Eric:** My first question is about the dress code. Does the school have one for teachers?

**You:**

**Eric:** Good to know. How many students are there at the school?

**You:**

**Eric:** Thanks. What about pay? Do we get paid weekly or monthly? Also, where can I send money to the U.S.?

**You:**

**Eric:** How much will I be paid?

**You:**

**Eric:** Cash? Wow. What hours should I expect to be at school?

**You:**

**Eric:** What about the weather? Will I see a lot of snow while I'm there?

**You:**

**Eric:** In case my parents need to get in touch with me, is there a phone number for my apartment that you can give me?

**You:**

**Eric:** Thanks. I think that is all of my questions for now. If any more come to mind, I'll e-mail them to you. I look forward to meeting you in two months.

**You:**

**Eric:** Bye for now.



Here is the information that you will need to answer Eric's other questions:

Teachers are paid 260,000 yen per month.

The phone number for Eric's apartment is 0952-82-5912.

You decide to call Eric back with the information. When you call his number in the U.S., you get his answering machine. Your job is to leave the information on his message machine. Let him know that you enjoyed speaking with him and give him the answers to his questions.

**Ring, ring, ring...**

**Eric's answering machine:** Hey. You've reached Eric Andrews. I'm not home right now, so please leave a message:

**You:**

## Lesson 4: Celebrity Watching

You work in the reservation department of Hotel Starlight, one of Tokyo's hippest and most expensive hotels. A lot of international celebrities and politicians choose to stay there when they come to town. You pick up the phone, and the woman on the other end introduces herself as Kate Jones, the personal secretary for Brad Pitt. She tells you that he and Angelina Jolie are planning a trip to Tokyo for five days, and they want to book the Presidential Suite. You would be more than happy to oblige, but the only problem is that Jennifer Aniston, Brad Pitt's ex-wife, has already booked the suite for two weeks, including the five days Brad wants to stay there. In your conversation, you will need to let his secretary know this. There are a couple of options you can give her. You can suggest your hotel's sister property in Tokyo's Ginza district. You can also suggest the Honeymoon suite, which is almost as large and located in a different wing of the hotel.

For this exercise, we're only going to help you with your opening line. Then you're on your own.

**Ring, ring, ring...**

**You say:**       Reservations. May I help you?

**Kate Jones:**

*(During the conversation, she might give you her e-mail address. If she does, use your phonetic alphabet to spell it back to her.)*

Phonetic Alphabet:

A=Apple, B=Boy, C=Cat, D=Dog, E=Elephant, F=Frank, G=George, H=Hotel, I=Idea, J=Jack, K=King, L=Lemon, M=Mary, N=Nancy, O=Ocean, P=Peter, Q=Queen, R=Rocket, S=Sam, T=Tom, U=Umbrella, V=Violin, W=Window, X=X-ray, Y=Yacht, Z=Zebra

You get off the phone, and the first thing you want to do is call all of your friends and tell them that you just booked a room for Brad Pitt and Angelina Jolie. But, first, you go and tell your boss what happened. She tells you that, even with the secretary's request for privacy, you need to call Carrie Lucas, Jennifer Aniston's personal secretary, and tell her about the overlap. Otherwise, there could be problems when they both show up.

**Carrie:**        Hi, this Carrie speaking. May I help you?

**You say:**       Carrie. This is (fill in your name) from the reservation department at Hotel Starlight.



You get off the phone, and you really want to call your friend who is a big Brad Pitt fan. You decide to wait in case Carrie Lucas calls back. Your boss walks by and reminds you to mention about keeping the visit quiet. 10 minutes pass.

**Ring, ring, ring...**

**You:**               Reservations. May I help you?

You hang up, and you can't wait any longer. You call your friend, who you make promise not to breathe a word to anyone. She makes you promise that you'll get something (a pillowcase, a towel, a sheet...) from the room that Brad Pitt stays in.

## Lesson 5: Travel Plans

You work in a small Osaka law firm, and your boss tells you that he wants you to go to San Francisco, California, to research an international case. He wants you to go on the 15th of the month and return on the 20th. He tells you that your budget for your airfare, car rental, and hotel is \$2000. In order to save money, he wants you to book everything yourself and not go through a travel agency.

Your job is to reserve your airline ticket, car rental, and hotel reservation. A co-worker tells you that United Airlines is having a sale on flights to San Francisco. Your boss tells you to use Alamo Car Rental, because your company receives a ten percent discount on corporate rentals. When you mention to your friend, that you are going to San Francisco, she tells you about her favorite hotel. It's called the Millennium. She tells you to ask for Ken Varden when you call and to mention her name (Makiko Watanabe), and you'll get a really good rate.

*(This time, you and your teacher will create the conversations. We have listed some suggestions below.)*

Call to United Airlines:

- Give the starting point and ending point for your trip.
- Give the dates of your travel.
- Ask how long you can hold the reservation.
- Let the agent know that you will call back before the reservation expires.
- Call to Alamo Car Rental:
- Let the agent know where you will pick up the car (San Francisco International Airport).
- Give the agent the dates you will need it.
- In case the agent asks, you will pick up the car at 10 AM and return it at 9 AM.
- Remember to mention your company's corporate discount. The account number is 56934275.
- Ask how long you can hold the reservation.
- Call to the Millennium Hotel:
- Ask to speak with Ken Varden.
- When you speak with him, remember to mention your friend's name.
- Give the dates of your visit.
- Ask how long you can hold the reservation.
- Let him know that you will call back before the reservation expires.

So, did you do it? Were you able to keep within your budget?