



## 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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**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*

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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:**

**Ruth Nicholson:**

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