



Advanced Level **Business Communication**

Secretary: Hello, Canon Corporation . May I help you?

Caller: Yes, this is Hana Aneko from Osaka Office Supplies.

May I speak to Akiko Yuki, please?

Secretary: I'm sorry, but she's not in right now.

Caller: Okay, do you know when she'll be back?

Secretary: Uh, yes, she should be here later on this afternoon maybe about 4:30.
May I take a message?

Caller: Yes. Ms. Yuki sent me a brochure detailing your newest line of printer with a description of other software products, but there wasn't any information about after-sales service.

Secretary: Oh, I'm sorry. Would you like me to fax that to you?

Caller: Yes, but our fax is being repaired at the moment, and it won't be working until around 2:30. Hum . . . could you try sending that information around 3:30? That should give me time to look over the material before I call Ms. Yuki, say, around 5:00.

Secretary: Sure. Could I have your name, telephone number, and fax number, please?

Caller: Yes Hana Aneko and the phone number is 560-1287. And the fax number is 560-1288.

Secretary: Okay. Hana Aneko . Is your name spelled A-n-e-c-o?

Caller: No. It's Aneko with a "K". A-n-e-k-o."

Secretary: All right, Ms. Aneko . And your phone number is 560-1287, and the fax number is 560-1288. Is that correct?

Caller: Yes it is.

Secretary: All right. I'll be sure to send you the fax this afternoon.

Caller: Okay, bye.

Word Booster

Brochure

Pronunciation: *brow'shûr*

Definition: [n] a small book usually having a paper cover

Synonyms: booklet, folder, leaflet, pamphlet

Example: Could you send me a brochure of your laptop computers?

Detail

Pronunciation: [n]'diteyl, [v]di'teyl, 'deeteyl

Definition: [v] to explain

Example : The manager decided to detail his recent visit to our parent company.

Useful Expressions

In the black - in good financial condition with no debt

"The company has been in the black for the past six months."

See Eye-to-Eye - to agree or feel the same way

"Most of the employees see eye-to-eye on the future of the company."

Helpful Tips:

Recently a colleague mentioned that there are three different channels involved in the communication process.

- a) talking
- b) affirmation
- c) processing context

This is incredibly important to understand when thinking of a sound strategic design. Process or business model design process that strongly depends on the quality of the communications of team members...