

Obsah

O autorovi	7
------------------	---

Introduction	9
--------------------	---

1 Kapitola

Getting Started and Ending a Conversation	11
1.1 Calling according to plan	13
1.1.1 <i>Beginning a call</i>	13
1.1.2 <i>Telephone scripts</i>	14
1.2 After the greeting	15
1.2.1 <i>Small talk</i>	19
1.2.2 <i>Getting past the secretary</i>	19
1.2.3 <i>Obtaining information</i>	20
1.3 I beg your pardon?	21
1.4 Connecting people	23
1.5 Answering the phone	24
1.6 Ending a conversation	24

2 Kapitola

Typical Situations and How to Deal with Them	29
2.1 Taking and leaving messages	31
2.2 Appointments	32
2.3 Telephone spelling	38
2.4 Taking down names and numbers	41
2.5 Electronic addresses	44
2.6 Answering machine and voice mail	46
2.7 Mobile telephones	49
2.7.1 <i>Recognising mobile numbers</i>	49

3 Kapitola

Special Situations	51
3.1 Conference calls	53
3.1.1 <i>Hours for international business calls</i>	60
3.2 International trade	61
3.3 Sales and finances	69

3.4 Travel enquiries	72
3.5 A job interview by telephone	75
4. kapitola	
Practical Reference	79
4.1 Intercultural communication	81
4.2 Pronunciation	82
4.2.1 <i>Speech</i>	84
4.3 False friends	85
4.4 Telecommunications terminology	87
4.5 Translated geographical names	88
4.6 Key terms: the company	88
4.6.1 <i>Types of companies</i>	90
4.7 Linguistic differences: UK – USA	93
4.7.1 <i>Spelling differences</i>	93
4.7.2 <i>Different words</i>	94
4.7.3 <i>Grammar differences</i>	95
4.8 Telephone sources on the Internet	96
4.8.1 <i>National telephone numbering plans</i>	96
4.9 Country codes and dialling codes for well-known cities	97
4.10 Official holidays and translations	98
4.10.1 <i>Country-specific holidays</i>	99
4.11 Temperature conversion table	101
4.12 Weights and measures	102
Doporučená literatura	103