



COPRORATE ENGLISH BASICS DIALOGUES AND IDIOMS

1- BUSINESS COMMUNICATIONS - At a company's switchboard

Receptionist (Clara): GO&CO Consulting, good afternoon, Clara speaking, **how may I** help you?

Caller (Greg): Well Hello I am Greg JUNG from WORLD TOURS Inc, London **offices**. **I would like to get in touch with** an executive **in charge of** marketing in your company, **with a view to** introduce our travel services...

Receptionist (Clara): I see..., well, you might need to speak to Tonie ADVARNI, she is a **marketing assistant** to Sidney SUN our **sales & marketing director**.

Caller (Greg): This is very **helpful** information, thank you. **Could you** then **put me through** Mrs. ADVARNI now, please?

Receptionist (Clara): Sorry, but **I am afraid that** won't be possible. She is on a **board meeting** all afternoon. But you can send her an email at tonie.advarni@goandco.net.

Caller (Greg): Alright then, **could I** also have her phone contacts?

Receptionist (Clara): I am sorry but our **company policy** doesn't **allow** communicating any staff's direct contact. We encourage the use of emails in such case.

Caller (Greg): Quite a strict policy indeed! Well, thank you very much anyway for your help and time today,

Receptionist (Clara): **You are most welcome** M.JUNG. Have a good day. Good bye!

an office (sg.), **offices** (pl.): un bureau, des locaux professionnels

an assistant to ...: l'assistant(e) de ...

an executive (n.): un décisionnaire, un responsable

a board meeting (n.): une réunion de direction

a company policy (n.): un règlement, une politique d'entreprise

an information (sg.) : des informations (pl.)

a marketing assistant... (n.): un(e) assistant(e) marketing

an executive (n.): un décisionnaire, un responsable

travel services (n.pl.): une offre de voyages

a staff (n.) : un employé, membre d'équipe

the staff (n.sg collectif) : les employés (n.pl.)

helpful (adj.): utile

strict (adj.): strict(e)

to get in touch with (v.): rentrer en contact avec

to introduce (v.) : présenter

to speak to (v.) : parler à

to allow (v.) : autoriser, permettre

to put through (v.) : passer/ transférer un appel

in charge of (loc.): en charge de ...

In order/so as to/with a view to (loc.): dans le but de de, afin de, pour...

How may I help you ? (exp.) : en quoi puis-je vous aider ?

I would like to (exp.politesse):: j'aimerais s'il vous plaît...

Could you...?(exp.politesse): pourriez-vous...?

I am afraid that...(exp.) : je crains que ...

you are (most) welcome... (exp.): je vous en prie, de rien...