

On the phone – some useful expressions

- 1) Who is calling? (Qui appelle?)
- 2) Can I help you? (Que puis-je faire pour vous?)
- 3) Please can you repeat that very slowly? (Pourriez-vous répéter très lentement?)
- 4) Can I speak to....? (Puis je parler avec...?)
- 5) The line is busy. (La ligne est occupée.)
- 6) Please leave a message. (Laissez-nous un message)
- 7) I will get back to you as soon as I can. (Je vous rappelle aussitôt que possible.)
- 8) I will talk to you later. (Je vous rappelle plus tard.)
- 9) After the tone/after the sound 'beep'... (Après le bip sonore...)
- 10) Hold on for a second... (Attendez un instant)
- 11) Give me a call/give me a bell. (Appelez-moi/telephonez-moi)
- 12) We are unable to take your call at the moment. (Nous ne sommes pas disponibles maintenant.)
- 13) Thank you for calling. (Merci de votre appel.)
- 14) I will ring you back tomorrow. (Je vous rappelle demain.)



Preposition Corner - verbs and prepositions

- He sells directly to the customer.
- We can offer a significant discount on our new range of products.
- We can guarantee delivery by the third of March.
- We dispatch the majority of our products by lorry.
- Customer satisfaction levels have increased by 10% according to our recent survey.

Selling

1) A manufacturer is another name for a producer.



2) Wholesalers often act as an intermediary between suppliers/producers and shops/retailers.

3) Discounts are a reduction offered on the price of a product.

4) A refund can be provided to customers who return goods within a particular timeframe with a receipt.

5) Goods are normally dispatched to a customer within a specified time period.

6) Goods are stored in a warehouse until ready for delivery.

Work related proverbs

- a) I am working against the clock!
Je mets les bouchées doubles!
- b) I am up to my/the eyes in work!
Je croûle sous le travail!
- c) I am throwing in the sponge!
Je jette l'éponge!
- d) He knows all the tricks of the trade!
Il connaît toutes les ficelles du métier!
- e) He is power hungry!
Il a les dents qui rayent le parquet!
- f) He's bitten off more than he can chew!
Il a vu trop grand!
- g) I'll kill two birds with one stone!
Comme ça je ferai d'une pierre deux coups!
- h) I burn the midnight oil!
Je travaille tard dans la nuit!

Your turn

We will _____ it within 24 hours.

We can offer you a _____ if you bring in the product in the original packaging, with a receipt.

We store our stock in _____.

As you are buying in bulk we can offer a significant _____.

We have _____ preforms for nearly 20 years.