

## UNIT 33

### CONNECTING TO CLIENTS AND EMPLOYEES

**Objectives:** at the end of the lesson, students will be able to:

1. identify and use basic vocabulary related to communication in a business context;
2. use basic phrases to handle common scenarios in business phone calls;
3. provide additional information about people or things using relative clauses.

**Lead-in:** Let's Talk!

1. What makes a business's website look professional?
2. How can companies use a website to communicate with clients and employees?

#### **Vocabulary Building**

##### **Key Terms**

**CAD** – (Computer-Aided Design) is the use of a computer to design things such as machines or buildings

**CBT** – (Computer-Based Training) is the use of a computer to train employees.

**Applet** – is a small application that is embedded in a webpage

**Electronic bulletin board** – is a shared file that can be used to spread information

**Anchor** – is a word, phrase, or image that includes a hyperlink and can be used for navigation

**MPEG** – is a video format that is used to compress videos into smaller files

**Flash** – is a media format that can be used to add videos, animations, and other media to a website

**Reliability** – is the probability that something will function properly and without any failures

**Activity:** Fill in the gaps with the correct words.

**applet**

**MPEG**

**reliability**

1. Add a(n) \_\_\_\_\_ to make the page more interesting.

2. This product will work correctly for a long time. It has good \_\_\_\_\_.

3. Can you convert this old movie to a(n) \_\_\_\_\_ format?

### **Grammar Focus: Relative Clauses**

Relative clauses are parts of sentences that provide additional information about a noun (a person, place, or thing) mentioned earlier in the sentence. They help to describe or identify the noun more clearly. Here's a clear explanation of relative clauses, including their purpose, structure, and usage.

They help in:

1. **Describing:** Adding more information about a noun.

**Example:** The book that you lent me was fascinating. (Here, the relative clause "that you lent me" describes which book is being talked about.)

2. **Identifying:** Clarifying which specific noun you mean.

**Example:** "The manager who oversees the project is on vacation." (This clause identifies which manager is being referred to.)

### **Structure of Relative Clauses**

Relative clauses are introduced by relative pronouns. The most common relative pronouns are:

1. **Who:** Refers to people.

**Example:** The teacher who helped me is retiring.

**Whom:** Also refers to people but is more formal and used as the object of a verb or preposition.

**Example:** The employee whom you met is in charge of sales.

**Which:** Refers to things or animals.

**Example:** The report which you requested is ready.

**That:** Refers to people, things, or animals and can often be used interchangeably with "who" or "which" in defining clauses.

**Example:** The software that we use is very efficient.

**Whose:** Shows possession and refers to people or things.

**Example:** The person whose car was stolen reported it to the police.

**Where:** Refers to places.

**Example:** The office where we work is on the fifth floor.

**When:** Refers to time.

**Example:** The day when we met was sunny.

### **Types of Relative Clauses**

#### **1. Defining (Restrictive) Relative Clauses**

**Purpose:** To specify which particular noun you are talking about.

They are essential to the meaning of the sentence and are not separated by commas.

**Example:** The client who requested the change has called. (Without this clause, you wouldn't know which client is being referred to.)

#### **2. Non-Defining (Non-Restrictive) Relative Clauses**

**Purpose:** To provide extra information about a noun that is already identified. These clauses are not essential to the sentence's meaning and are separated by commas.

**Example:** "My boss, who has over 20 years of experience, is retiring." (The clause adds extra information about the boss but is not necessary to identify them.)

**Example:** "The client who called yesterday needs more information." "The report that you requested is attached."

**Activity:** Choose the correct answers

**The employee \_\_\_\_\_ is responsible for the project has a lot of experience.**

- a) which
- b) who
- c) that

**2. The report \_\_\_\_\_ was sent this morning is very detailed.**

- a) who
- b) that
- c) whose

**3. The software \_\_\_\_\_ we use daily has a new update.**

- a) which
- b) who
- c) whom

**4. The meeting \_\_\_\_\_ we discussed the new strategy was very productive.**

- a) where
- b) who
- c) which

**5. The presentation \_\_\_\_\_ was given by the marketing team was impressive.**

- a) which
- b) who
- c) that

**6. The email \_\_\_\_\_ I received last night was from a potential client.**

- a) which
- b) who
- c) that

### **Speaking**

To answer the phone certain steps need to be learned: 1. Introducing yourself and your company; 2. making a request; 3. Providing information; 4. Scheduling a meeting; 5. Confirming details; 6. Handling complaints; 7. Providing updates; 8. Ending the call; 9. Transferring a call; 10. Clarifying information.

**Activity:** In pairs find and match each step to handle a business call.

Hi, this is [Your Name]. I work with [Your Company] and I'd like to talk about [topic].

Could you please send me the latest report on [topic]?

The information you requested is available on our website, under [section].

When would be a convenient time for you to meet?

I'd like to confirm that you received the email with the attached documents.

I'm sorry to hear about the issue. Let me take note of your concerns and I will get back to you as soon as possible.

I'm calling to update you on the status of [project/task].

Thank you for your time. If you have any further questions, please feel free to contact me.

I'll transfer you to [Name/Department] who can assist you further.

Could you please repeat that? I didn't catch the last part.

### **Home assignment**

Write the dialogues for two different phone call scenarios.

**Scenario 1:** A customer calls to inquire about a product or service.

Write a dialogue including a greeting, request for information, and closing.

**Scenario 2:** You need to schedule a meeting with a colleague to discuss a project. Write a dialogue including introducing yourself, proposing a time for the meeting, and confirming details.