

Telephoning 05: Making an Inquiry

Practice 1 | Useful Expressions

Directions: Listen and repeat.

- **I'd like to inquire about (a product, service)**
 - used when inquiring about a product or service
- **I'd like to know about (its features, price, etc.)**
 - used when inquiring about the details and information
- **I have questions about** – used when asking about a detail
- **How do I purchase it?** – used when asking how to buy an item
- **Can I pay through cash or credit card?** - used when asking about the method of payment

Practice 2 | Dialogue

Directions: Read the dialogue aloud with your teacher.

Abbott is calling Janet of Bright Communications to ask something.

Representative : Hello, this is Janet of Bright Communications. How can I help you today?

Mr. Abbott : Hello. **I'd like to inquire about** a new product advertised on your website.

Representative : What product are you interested in?

Mr. Abbott : It's the Xporazia Z.

Representative : What would you like to know?

Mr. Abbott : **I'd like to know about** its features.

Representative : Well, it has a 5-inch 1080p display, a 1.5GHz quad-core Snap dragon processor and a 13-megapixel auto focus camera.

Mr. Abbott : What else is special about it?

Representative : It is an Android 4.1 Jelly Bean.

Mr. Abbott : That's great. **How do I purchase it?**

Representative : You may buy it online or directly from our store.

Mr. Abbott : **Can I pay through cash or credit card?**

Representative : Either one will do. Is there anything else you'd like to know?

Mr. Abbott : That's all for now. Thank you!

Representative : You're welcome. Have a nice day!

Check your understanding: Answer the following questions.

1. What is Mr. Abbott inquiring about?
2. How can he purchase the item he wants to buy?
3. What payment methods can he use?

Practice 3 | Role Play

Directions: Have a role play with your teacher in the following situation.

Situation

You are a businessperson who is responsible for purchasing some furniture for the office. Make a phone call to an office supplies company and ask about the price, size, other features of the tables and chairs for your office. Your teacher will be the counterpart.

Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. Is making a telephone inquiry better than a personal one? Why?
2. If the person you are talking to could not explain well enough, would you hang up? Why or why not?
3. Do you think a telephone inquiry is enough when doing business? Why do you think so?
4. Were there instances that made you unhappy after making an inquiry? What happened?
5. What can you suggest to sales representatives when it comes to satisfying their customers?