**Telephone Training**

**June-August 2018**

**Version 1.0**

**For**



**Telephoning in a foreign language**

Telephoning in a language that is not your own is not easy. The person you are speaking to might have difficulties too. Therefore, keep the following points in mind:

* **Speak clearly**. Don’t use difficult words and long sentences if it is not necessary.
* **Don’t speak too fast**. Keep in mind that many people tend too speak to fast when they are nervous. Hardly anyone ever speaks to slowly.
* **Confirm** what you understood. This is especially important if the other person gives addresses or dates.
* **Be polite**. Start and end the conversation politely. Try to avoid being to direct. In English this is often done by using *would.* Compare: *I want some more information – I would like to have some more information.*
* **Be efficient**. Make sure that you have prepared the call and know **what** you want to say and **how** you want to say it in advance.
* **Know the telephone alphabet**. This is particularly important if you have to spell names and addresses. You should also know the names of symbols and punctuation used in names and addresses, such as the hyphen and the slash.
* **Know frequently used expressions**.
* **Listen carefully**, so that you do not need to ask the other person to repeat information.
* **Smile** when you are talking on the phone. Studies prove that smiling makes the c feel more welcomed.

**Telephoning calls**

**Opening a Call / Ending a Call**

**Identifying yourself**

**Naming the company**

*This is ... phoning from…*

*This is …*

*… speaking \**

\* NOTE: Just giving your name sounds abrupt in English)

*DATRON AG ,XXX speaking, how may I help you?*

*Good morning, DATRON.*

*DATRON, can I help you?*

**Identifying the caller**

*Who’s calling, please?*

*Who’s speaking?*

*I’m sorry; I didn’t catch your name.*

*Could I have your name again?*

*Would you spell that for me, please?*

**Asking for your connection**

*I’d like to speak to …*

*Could you put me through to … please?*

*Could I have extension 655, please?*

*Could I speak to someone in the … department, please?*

*I’m trying to contact …*

*Could I talk to …, please?*

*Can I speak to …, please?*

**Ending a call**

**Making the connection**

*Thanks for your help. Goodbye.*

*Thank you for calling.*

*Just a moment.*

*I’m connecting you.*

*I’ll put you through.*



**Explaining Purpose of a call**

TAKING THE CALL MAKING THE CALL

**Asking about the purpose Explaining the purpose**

*I’m calling about …*

*The reason I’m calling is …*

*It’s about …*

*It’s in connection with …*

*Could you tell me what it’s about?*

*Could you tell me what it’s in connection with?*

**Questions / Polite Requests**

**How may** I help you?

**Can** I take a message?

**Can** I get her / him to call you back?

**Could** you help me, please?

**Could** you repeat that, please?

I’m terribly sorry, but **would you mind** repeating that again, please?

**Would you like** her / his number?

I’m sorry Mr. Smith is on holiday. **Would you like** to speak … ?

Shall I put you through to … department?

Mr. … is not here in Darmstadt. He’s located in the UK. **Would you like** me to give you his number?

**Is** your question / query related to … or …?

**Do** you know the name of the department?

I’m sorry but you’re calling outside normal office hours. **Could you call..**

back tomorrow?

**Telephoning German and English phrases**

|  |  |
| --- | --- |
| **Anruf entgegennehmen** | **Receiving a call** |
| **Guten Tag. (bis 12 Uhr mittags)** | **Good morning** |
| **Guten Tag. (ab 12 Uhr mittags)** | **Good afternoon** |
| **Was kann ich für Sie tun** | **How can I help you?** |
| **Ich glaube Sie haben die falsche Nummer gewählt.** | **I’m afraid you have dialled the wrong number.** |
| **Wen möchten Sie sprechen?** | **Who would you like to speak to?** |
| **Worum geht es, bitte?** | **What does it concern, please?** |
| **Könnte ich bitte den Grund Ihres Anrufs erfahren?** | **Could you tell me the purpose of your call, please?** |
| **Bleiben Sie dran, ich verbinde.** | **Hold the line, I’ll put you through.****Please hold, I’m connecting you.** |
| **… hat gerade ein Gespräch auf einer anderen Leitung.** | **… is speaking on another line.** |
| **… ist außer Haus.** | **… is away on business.** |
| **… ist (diese Woche) im Urlaub.** | **… is on holiday (this week).** |
| **… ist in der Mittagspause.** | **… has gone to lunch.** |
| **… ist momentan leider nicht erreichbar.** | **I’m afraid, … is not available at the moment.** |
| **… wird jeden Augenblick zurück sein.** | **… will be back any minute.** |
| **Dort ist momentan leider besetzt.** | **I’m sorry, but the line is engaged / busy.** |
| **Es nimmt niemand ab.** | **There’s no reply.** |
| **Wenn Sie dranbleiben, versuche ich es gleich noch einmal.** | **If you hold the line, I’ll try again.** |
| **Möchten Sie warten?** | **Would you like to hold on?** |
| **Könnten Sie es bitte später / morgen noch einmal versuchen?** | **Could you try again later / tomorrow?** |
| **Kann ich etwas ausrichten?** | **Can I take a message?** |
| **Sie rufen außerhalb der normalen Geschäftzeiten an.**  | **You’re calling outside normal business hours.** |
| **Möchten Sie … eine Nachricht hinterlassen?** | **Would you like to leave a message for…?** |
| **Wenn Sie mir Ihre Telefonnummer geben, wird … Sie zurückrufen.** | **If you give me your phone number, … will call you back.** |
| **Könnten Sie mir bitte Ihren Namen sagen?** | **Could I have your name, please?** |
| **Kann ich Ihnen vielleicht helfen?** | **Could I help you? / Maybe I can help you?** |
|  |  |

|  |  |
| --- | --- |
| **Anruf tätigen** | **Making a call** |
| **Hier ist …** | **… here. / … speaking. / This is …** |
| **Hier ist … (Firma), … (Name) am Apparat.** | **This is … (company), … (name) speaking.** |
| **Könnte ich bitte … sprechen)** | **Could I speak to … ?** |
| **Spreche ich mit … ?** | **Am I speaking to … ?** |
| **Könnten Sie mich bitte mit … verbinden?** | **Could you put me through to … , please?** |
| **Es geht um … / Ich rufe wegen … an.** | **I’m calling about …** |
| **Könnten Sie … bitte mitteilen, dass ich angerufen habe?** | **Could you please tell … I phoned?** |
| **Könnten Sie … bitte etwas ausrichten?** | **Could you give … a message, please?** |
| **Könnten Sie … bitten, mich zurückzurufen?** | **Could you ask … to call me back?** |
| **Wissen Sie, wann … wieder zurück ist?** | **Do you know when … will be back?** |
| **Ist … morgen da?** | **Will … be in the office tomorrow?** |
| **Ich versuche es später / morgen noch einmal.** | **I’ll try again later / tomorrow.** |
| **Vielleicht könnten Sie mir helfen?** | **Maybe you could help me?** |
|  |  |

|  |  |
| --- | --- |
| **Verständigungsprobleme** | **Difficulties and polite requests** |
| **Mein Englisch ist nicht sehr gut.** | **My English isn’t very good.** |
| **Die Verbindung ist schlecht.** | **The line is bad.** |
| **Ich kann Sie kaum verstehen. (akustisch)** | **I can hardly hear you.** |
| **Das habe ich nicht mitbekommen.** | **I didn’t get that.** |
| **Könnten Sie bitte langsamer sprechen?** | **Could you speak more slowly, please?** |
| **Könnten Sie bitte lauter sprechen?** | **Could you speak louder, please?** |
| **Könnten Sie das bitte wiederholen?** | **Could you repeat that, please?** |
| **Könnten Sie das bitte buchstabieren?** | **Could you spell that, please?** |
| **Wie bitte?** | **Sorry? Pardon?** |
|  |  |

**Alphabet Table**

|  |  |  |  |
| --- | --- | --- | --- |
|  | NATO | German | Notes |
| A | Alfa | Anton |  |
| B | Bravo | Berta |  |
| C | Charlie | Cäsar |  |
| D | Delta | Dora |  |
| E | Echo | Emil |  |
| F | Foxtrot | Friedrich |  |
| G | Golf | Gustav |  |
| H | Hotel | Heinrich |  |
| I | India | Ida |  |
| J | Juliet | Julius |  |
| K | Kilo | Kaufmann |  |
| L | Lima | Ludwig |  |
| M | Mike | Martha |  |
| N | November | Nordpol |  |
| O | Oscar | Otto |  |
| P | Papa | Paula |  |
| Q | Quebec | Quelle |  |
| R | Romeo | Richard |  |
| S | Sierra | Samuel |  |
| T | Tango | Theodor |  |
| U | Union | Ulrich |  |
| V | Victor | Viktor |  |
| W | Whiskey | Wilhelm |  |
| X | X-Ray | Xanthippe |  |
| Y | Yankee | Ypsilon |  |
| Z | **Zulu** | **Zeppelin** |  |

**Note: Z** in British English is **ZED**. **Z** in American English is **ZEE.**

e.g.: My name’s ….



**The Alphabet**

Complete the chart below using names of famous cities or simple words that an English learner would know after one year English. “A” is already done for you.

|  |  |  |  |
| --- | --- | --- | --- |
| **A** | A as in Athens; apple | **N** | N as in  |
| **B** | B as in  | **O** | O as in  |
| **C** | C as in  | **P** | P as in  |
| **D** | D as in  | **Q** | Q as in  |
| **E** | E as in  | **R** | R as in  |
| **F** | F as in  | **S** | S as in  |
| **G** | G as in  | **T** | T as in  |
| **H** | H as in  | **U** | U as in  |
| **I** | I as in  | **V** | V as in  |
| **J** | J as in  | **W** | W as in  |
| **K** | K as in  | **X** | X as in  |
| **L** | L as in  | **Y** | Y as in  |
| **M** | M as in  | **Z** | Z as in  |

**ACTIVITY**

You will receive a card from your trainer. Spell the words on the card to

your partner. Your partner should practice checking the spelling.

For example,

*“I’m sorry. Did you say M as in mother?”*

**Vocabulary**

|  |  |  |
| --- | --- | --- |
| **Word Phrase** | **Example** | **German** |
| **responsible for** | I’ll put you through / connect you to … , he’s **responsible for** … | **Verantwortlich für** |
| **medication** | Could you tell me that exact **medication** you have questions about? | **Arzneimittelanwendung** |
| **medical** | I’ll connect you to … He’s responsible for **medical** questions. | **Ärtzlich** |
| **acute** | The financial downturn is more **acute** than first thought. | **Akut** |
| **actually** | **Actually** I really don’t know the answer. What tome does your shirt **actually** finish? | **Eigentlich – tatsächlich** |
| **actual** | I know Germany won the football game, but I don’t know the **actual** score.The cinema program starts at 7.45, but the **actual** film starts at 8.00.**IMPORTANT** – Do not use actual to talk about the ‘present time’ use current for this. | **Wirklich – ist** |
| **current** | I have a **current** account at the bank.I don’t know what the **current** situation is in Iran. | **Aktuell – derzeitig – laufend** |
| **currently** | We are **currently** working on a new system for your call center.I don’t have a list of the products that are **currently** available. | **Gerade – derzeit** |
| **substitute****Stand-in** | The German football team bought a **substitute** goalkeeper on a half time.Joe is not at work today – Daniel is his **stand-in** today. | **Ersatz – Vertretung - stellvertretend** |
| **standard****procedure** | We have **standard procedures** at Merck for getting rid of toxic waste. | **Arbeitsablauf – Vorgang** |
| **shift worker****shift** | **Most of the people who work in FS are** shift workers.**I don’t like working night shift.** | **Schichtarbeiter****Schicht** |

**Get it right**

|  |  |
| --- | --- |
| **Original Sentences**  | **Revised Version**  |
| I need more **informations** | I need more **information**.**NOTE**: The word information never has an “S” in English:I have a lot of **information** for you.I don’t have any **information** for you.Do you have enough **information**? |
| Can you spell **me** your name please? | Can you spell your name, please?Shall I spell that for you?**NOTE**: In English questions with “could” are more polite and friendly than with “can” in this type of question. If you use the word “can” always remember to add the word please to soften your language. |
| He call you back tomorrow again | He**’ll** call you back (again) tomorrow.**NOTE:** In English when making spontaneous statements you need “will” which is usually shortened to **‘ll** in spoken English.Q: Do you have that information?A: Just a moment. I**’ll** check. (see dialogue) |

**Dialogue**

M: Hello, DATRON AG. How may I help you?

O: I am trying to get in the main turnstile entry, but I can’t get in.

M: Are you a Merck employee, visitor or outside contractor?

O: I’m an outside contractor, but I have a special ID card.

M: Could you give me your name, please?
O: It’s Joe Blogs.

M: Just a moment please and I’ll check in the system. ………. Ah, here it is – everything is OK. I’ll press the button here and as soon as it’s green you can go through. You should get your card checked at our ID Center to make sure it’s working OK.

O: Thanks.

M: You’re welcome.



**Be polite and friendly at all times**

It is very important in English to use the polite forms at the right time. When you offer to help somebody you can use *can*. You can use ***may*** instead of *can* in each of the phrases below:



* *Can* I help you?
* *Can* I take a message?
* *Can* I get her to call you back?

However, when you are asking for help it is better to use

 ***could*** and ***please***:

* ***Could*** you help me, ***please***?
* ***Could*** you give her a message, ***please***?
* ***Could*** you get her to call me back, ***please***?
* ***Could*** you repeat that, ***please***?

If you wish to be even more tentative, for example you may want to ask for repetition a second time, you can use the ***would you mind +ing*** form of the verb:

I’m terribly sorry, but ***would you mind repeating*** that again, ***please***?

I want in English is much too direct even when you are asking questions. ***Use I would like (I’d like)*** instead.

I want to speak to Mr. Bence. – ***I’d like*** to speak to Mr. Bence, please.

Do you want his number? – ***Would you like*** his number?

Don’t forget to use ***please*** and ***thank you***. These are used very frequently in English so don’t be afraid of using them.

Receptionist: ***Could*** you spell that, please?

Caller: Yes, of course. It’s G i g u e r e.

Receptionist: Thank you.

At the end of the call the caller may thank you for your help. You could reply by saying ***You’re welcome***, ***It’s a pleasure*** or ***Don’t mention it***.

Caller: Thanks for your help.

Receptionist: You’re welcome. Goodbye.

Caller: Goodbye.

**Don’t forget**

**Symbols**

|  |  |  |
| --- | --- | --- |
| **Symbol** | **Name** | **Example** |
| - | hyphen | Clermond-Ferrad, France |
| –  | dash | 33 – 39 London Road |
| ~ | tilde | Señora Isabella Fernandez |
| é | e acute accent | René Floquet |
| è | e grave accent | Rue de Ramonières |
| Ü | u-umlaut | Zülpicher Straße |
| ‘ | apostrophe | Ms O’Riley |
| @ | at-sign |  |
| ABCD | capitals / upper case letters | U.S.A. |
| abcd | lower case letters | p.l.c. |
| .com | dot | Microsoft.com (internet address / e-mail address) |
| / | slash / forward slash | Used in the internet addresses: http:// … |
| \ | backslash | Used in the computer field C:\ |
| ° | degree sign | 20° = twenty degrees |
| . | full stop BE / period AM | Always at the end of a sentence. |
| . | point | 3.5 = three point five |
| : | colon |  |
| ; | semicolon |  |
| , | comma |  |
| ! | exclamation mark |  |
| ? | question mark |  |
| “...” | quote = quotation mark |  |
| ( ) | round brackets or parantheses |  |
| [ ] | square brackets |  |

**Focus on Language**

**False Friends 1**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **German** | **RIGHT** | ***WRONG*** | **English** | **German** |
| **aktuell** | current / latest | *actual* | **actual** | eigentlich |
| **Rückseite** | back / reserve | *backside* | **backside** *infml* | Hinterteil |
| **bekommen** | to get / receive / have | *become* | **become** | werder |
| **Chef** | Boss / superior / head of department | *chief* | **chief** | Koch |
| **eventuell** | perhaps / possibly | *eventually* | **eventually** | endlich / schließlich |
| **gültig**  | valid | *guilty* | **guilty** | schuldig |
| **konsequent** | consistent(ly) | *consequent* | **consequent** | folge, infolgedessen |
| **kontrollieren**  | to check / inspect | *control* | **control** | steuern, lenken |
| **Konstruktion** | design | *construction* | **construction** | bauen |
| **Mappe** | folder / file | *map* | **map** | Landkarte |
| **Meinung** | opinion | *meaning* | **meaning** | Bedeutung |
| **muss nicht** | don’t have to | *must not* | **must not** | darf nicht |
| **Personal** | personnel / staff / employees | *personal* | **personal** | persönlich |
| **Prospekt** | brochure | *prospect* | **prospect** | Aussicht |
| **Provison** | commission | *provision* | **provision** | Vorsoge / Versorge |
| **prüfen**  | to check / to test | *prove* | **to prove** | beweisen |
| **Rabatt** | discount | *rebate* | **rebate** | Rückzahlung |
| **Rezept (med)** | prescription | *recipe* | **recipe** | Kochrezept |
| **sensibel** | sensitive | *sensible* | **sensible** | vernünftig |
| **sympathisch** | Nice / pleasent | *sympathetic* | **sympathetic** | verständnisvoll |
| **Warenhaus** | department store | *warehouse* | **warehouse** | Lagerhaus |

**False Friends 2**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **German** | **RIGHT** | ***WRONG*** | **English** | **German** |
| **Aktion** | advertising campaign | *action* | **action** | Tat, Handlung |
| **Allee** | avenue | *alley* | **alley** | Gasse (schmale) |
| **Ambulanz** | outpatients’ department | *ambulanz* | **ambulance** | Krankenwagen |
| **desintreressiert** | uninterested | *desinterrested* | **disinterested** | unparteiisch, uneigennützig |
| **dezent** | discreet perfume, unobtrusive color | *dezent* | **decent** | anständig |
| **fatal** | Awkward / embarrassing situation, disastrous error / consequences | *fatal* | **fatal** | tödlich, verhängnisvoll |
| **genial** | ingenious / brilliant plan or idea | *genial* | **genial** | freundlich, herzlich |
| **Gymnasium** | Grammar school (BE) high school (AM) | *gymnasium* | **gymnasium** | Turnhalle |
| **Kritik** | criticsm | *critic* | **critique** | **See Note** |
| **Marmelade** | jam | *marmalade* | **marmalade** | Orangen / Zitrus Marmelade |
| **Menü** | meal of the day / specials | *menu* | **menu** | Speisekarte |
| **ordinär** | vulgar | *ordinar* | **ordinary** | alltäglich, gewöhnlich |
| **Pension** | guesthouse / boardinghouse | *pension* | **pension** | Rente |
| **seriös** | reliable, respectable of good standing | *serius* | **serious** | ernsthaft |
| **starten** | take off | *start*  | **start**  | anfangen |

**NOTE:**

**critique** ist im Sinn von “Beurteilung”, z. B. eine Film- oder Konzertbesprechung, Beurteilung eines Werks.

**criticism** der Akt, etwas / jemanden zu kritisieren.

**Dialogue examples**

**M**: DATRON AG . How may I help you?

**C**: I’d like to speak to …., please?

**M**: I’m sorry, but you’re calling outside normal business hours. It’s 10 pm here in Germany. Our business hours are from ………………… Could you call back tomorrow?

**C**: Oh, I’m sorry. Yes, I’ll call back tomorrow.

**M**: OK.

**C**: Thank you

**M**: You’re welcome. Goodbye.

**C**: Goodbye.

**SOS call**

**M**: How may I help you?

**C**: I have a problem with one of your medications and I need help.

**M**: Who’s calling please?

**C**: My name’s …….

**M**: Could you spell that for me, please?

**C**: Yes, that’s ………

**M**: I’m sorry, did you say that’s I for India?

**C**: That’s correct. (caller spells the rest of his/her name)

**M**: OK. I’ve got that. Now I need you telephone number, please.

**C**: It’s ….

**M**: Can I just check that I’ve got your name and your number right? Your name is …. and your telephone number is ….. Is that correct?

**C**: That’s correct.

**M**: OK. I’ll contact Dr. …. and he’ll call you back. If you don’t receive a call within 10 minutes please call this number again.

**C**: OK.

**M**: Don’t worry we can help you.

**C**: Thank you. Goodbye.

**M**: You’re welcome. Goodbye.

**M**: Merck. How may I help you?

**C**: Can I speak to ……, please?

**M**: You have reached the ……… DATRON AG. You’re calling outside of normal business hours.

**C**: I need to speak to….. urgently……..

**M**: Who’s calling, please?

**C**: My name’s Joe Blogs.

**M**: Can you spell that for me please?

**C**: Yes, it’s J O E B L O G S

**M**: So that’s J O E spelled J for Juliet – O for Oscar – E for Echo. Your last name is Blogs that’s B for Bravo – L for Lima – O for Oscar – G for Golf – S for Sierra. Is that correct?

**C**: That’s correct.

**M**: And your telephone number?

**C**: That’s ……

**M**: Mr Blogs it’s already 7pm, but I’ll see if I can contact …… and get him to call you.

**C**: Thank you.

**M**: You’re welcome. Goodbye.

**C**: Goodbye.

**Vocabulary**

|  |  |  |
| --- | --- | --- |
| **Word Phrase** | **Example** | **German** |
| **Supervisor** | I have to get permission from my supervisor.We also have a shift supervisor. | **Vorgesetzter / Schichtführer** |
| **Permission** | I have to get permission to leave the building. | **Erlaubnis** |
| **Sewer** | We have to check the sewer regularly. | **Abwasserkanal** |
| **Sample** | We have to take air samples to test for gasses etc. | **Beispiel** |
| **Sniff** | We can tell there is a chemical leak sometimes just by sniffing. | **An etw. Riechen** |
| **Sign** | There’s a no smoking sign on the door. | **Schild** |
| **Industrial accident** | We could get a call if there is some type of industrial accident. Usually asking for advice. | **Betriebsunfall** |
| **Manually** | We can take the elevator up or down manually. | **Manuell** |
| **Power** | If we have ca call that an elevator is stuck. We start by turning off the power. | **Strom** |
| **Leak** | We have to check for chemical leaks sometime. | **Undichtheit / Leck** |
| **Superfluous** | If we use too many words in a sentence they are often superfluous. | **Überflüssig** |
| **Stir** | James Bond likes his Martini shaken not stirred. | **Rühren** |
| **Steer** | I steered the questioning in the right direction. | **Steuern / lenken** |
| **Boring** | I hate learning lists of words – it’s boring. | **Langweilig** |
| **Crisis** | We may be called when there is a crisis in a country. | **Krise** |
| **Riot** | There are riots in the streets of Tehran after election day. | **Randale** |
| **Disturbance** | At the moment there are disturbances in Iran – lots of people protesting the election results. | **Ruhestörung** |
| **Ban** | **He is banned from entering Meck.** | **Verbieten / Verbot** |

**Get it Right**

|  |  |
| --- | --- |
| **Original Sentences** | **Revised Version** |
| Can you explain me the system | Can you explain the system?If you want me/you etc. in your sentence/question you need to add this at the end:Can you explain the system to me?It’s usually superfluous (überflüssig) in English. |
| We haven’t had any SOS calls in the last time. | We haven’t had any SOS calls **recently.** |
| The Expression In der letzten Zeit / in the last timeOften causes error in English as it cannot be translated word for word:In der letzten Zeit and letzter Zeit**recently**Have you been to the United States recently?Yes, I’ve been there twice recently.No, I haven’t been there recently.orHave you been in the United States lately?**lately**No, I haven’t been there lately.Note: that **lately** is used mainly in questions and negatives. The expression **till lately** means bis vor kurzem. |

**Vocabulary**

|  |  |  |
| --- | --- | --- |
| **Word Phrase** | **Example** | **German** |
| Waste treatment | We have a waste treatment plant at Merck. | Abfallverwertunganlage |
| Sewage | We sometimes have calls about sewage pipe problems. | Abwasser |
| Pretty good | His English is pretty good today | Ziemlich gut |
| Trace | We can always trace the calls that are made to our dispatch center. | Ausfindig machen |
| Representative = rep. | We have lots of sales reps around the world. | Vertreter |
| Account | I have a bank account in Darmstadt | Konto  |
| Key account | I have often heard people talking about key account management. | Großkunde |
| Crucial | It’s crucial that I contact Mr … | Äußerst wichtig |
| Intercom | We can make announcements using our intercom. | Sprechanlage |
| Announcement | Our intercom is often used for information announcements. | Durchsage, Ansage |
| Injuredinjury | Is he injured?Yes, the injury looks bad. | VerletztVerletzung |
| Wound | He has a big open wound on his upper leg. | Wunde |
| Serious | It looks like a serious injury. | Ernsthaft |
| Accident | My colleague has had an accident. | Unfall |
| Incident | We always fill in a incident report. | Vorfall, Ereignis |

**Get it Right**

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| **Original Sentences** | **Revised Version**  |
| My colleague he got an accident | My colleague **has had** an accident. |
| Is it possible that you spell me the name? | Could you spell your name, please?Keep your question as short as possible. |
| Where do you stand in the factory? | What’s your exact location? |

**KISS – Keep it short and simple**

Some of you confused ‘if’ and ‘when’ here are a few tips to help you.

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| **WHEN** und **IF** sind aber nicht immer austauschbar. |
| I’ll phone you **when** we have solved the problem.You can exit when the green light goes on. | **When** hat mit der Zeit zu tun und kann im Deutschen oft mit “sobald” wiedergegeben werden. |

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| What happens if…. ?**If** you have a problem you can call our Emergency Call Center in Darmstadt. | **If** entspricht “falls / im Falle, dass….” Und wird gebraucht, um eine Bedingung auszudrücken. |

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| **Beachten Sie hier den Unterschied** |
| I’ll ask Ms Wassermann **when** I see her.I’ll ask her **if** I see her. | Im 1. Satz weiß ich, dass ich Frau Wassermann sehe.Im 2. Satz weiß ich nicht, ob ich Sie sehe. Ich kann nur fragen, falls ich Sie sehe. |

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| **Faustregel**Wenn man im Deutschen „falls“ gebrauchen kann, gebrauchen Sie im Englischen **if**. Andernfalls verwenden Sie **when.** |

An easy way of organizing words is to group them

The following is an example:

Turnstile does not function

Calling outside business hours
or outside office hours

Problem with the medication

accidents

Can’t enter a building

Calls to center

After collecting all the words try to think of what sort incident/situation/ problem / side effect and why the turnstile doesn’t work or why they can’t enter or leave a building. Then create your own mind map.