

B2

PHONE & VIDEO CALLS

MONOLOG · 4 MIN.

Handling an Unexpected Sales Call Politely · *Podcast*

A sales call out of the blue? Four rules for handling it in English — politely, professionally and in under three minutes.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/handling-an-unexpected-sales-call-politely>

NAME

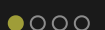
DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
out of the blue	aus heiterem Himmel / unerwartet	<i>A headhunter called me out of the blue with a job offer.</i>
to move the call forward	das Gespräch voranbringen	<i>A short, clear answer moves the call forward.</i>
what this is regarding	worum es geht	<i>Could you tell me what this is regarding, please?</i>
decision-maker	Entscheider(in)	<i>I'm not the decision-maker — you'll need to speak to our director.</i>
procurement team	Einkaufsabteilung	<i>All software purchases go through our procurement team.</i>
current supplier	bisheriger Lieferant	<i>We're happy with our current supplier, thank you.</i>
to burn bridges	Brücken abbrechen / es sich verscherzen	<i>Decline politely — you never want to burn bridges in business.</i>
to keep it short	es kurz halten	<i>Let me keep it short: we can't take part this year.</i>



BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

keep

make

do

take

Speak

Hear

Listen

Sound

01 Let me _____ it short: we're not interested at the moment.

02 The natural phrases are: ' _____ to you soon', 'Talk soon' or simply 'Have a good day'.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 The trainer recommends the phrase 'I make it short'.

T ☐ F ☐

02 If the offer might be useful later, the trainer suggests asking for the details by email.

T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

01 ☐ End the call with a natural closing phrase

02 ☐ Ask what the call is regarding

03 ☐ If the offer may be useful later, ask for details by email

04 ☐ Stay calm and answer the greeting briefly

05 ☐ Be honest about your situation

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

.....

.....

.....

MINI-CHECK – CAN I DO THIS YET?

- ☐ I can announce a delay politely.
- ☐ I can propose an alternative.
- ☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.

Cut-out flashcards

× Cut out, fold on the line – English in front, German on the back. Or practise digitally:

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out of the blue

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aus heiletem Himmel / unerwartet

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A short, clear answer moves the call forward.

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Could you tell me what this is regarding, please?

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decision-maker

I'm not the decision-maker — you'll need to speak to our director.

Entscheider(in)

procurement team

All software purchases go through our procurement team.

Einkaufsabteilung

current supplier

We're happy with our current supplier, thank you.

bisheriger Lieferant

to burn bridges

Decline politely — you never want to burn bridges in business.

Brücken abbrechen / es sich verscheren

to keep it short

Let me keep it short: we can't take part this year.

es kurz halten

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **keep**

Translation trap: "Ich mache es kurz" is not "I make it short" but "I keep it short" or "Let me keep it short".

02 **Speak**

"Wir hören uns" translates as "Speak to you soon" — the literal version "we hear us" does not exist in English.

BRICK 3 · TRUE OR FALSE?

01 **False**

False — the correct phrase is "keep it short"; "make it short" is a word-for-word translation of "ich mache es kurz".

02 **True**

True — "Could you send me the details by email? I'll have a look when things calm down."

BRICK 4 · ORDER

01 **1.** Stay calm and answer the greeting briefly

02 **2.** Ask what the call is regarding

03 **3.** Be honest about your situation

04 **4.** If the offer may be useful later, ask for details by email

05 **5.** End the call with a natural closing phrase

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

Online lessons with real teachers — English training since 2004 · Berlin · Hanover · Online.

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