

《电话交流技能》

图书基本信息

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内容概要

《电话交流技能》，本书内容涉及商务活动多方面的话题，展示了一个真实的商务活动的面貌。

书籍目录

Unit 1 Receiving and Responding to Calls

1. Opening and Closing* (Telephone Conversation 1 -5)
2. Identifying Caller's Needs & Providing Information* (Telephone Conversation 6 - 10)
3. Connecting and Transferring Calls* (Telephone Conversation 11 - 15)
4. Voice Mail & Taking Telephone Messages* (Telephone Conversation 16 - 20)
5. Providing Information & Explanation (Telephone Conversation 21 - 25)
6. Delivering Messages (Telephone Conversation 26 - 30)
7. Dealing with Complaints (Telephone Conversation 31 - 35)

Unit 2 Making Calls

1. Completing Simple Business Tasks* (Telephone Conversation 36- 40)
2. Completing More Complicated Business Tasks* (Telephone Conversation 41 -45)
3. Discussing Business Issues (Telephone Conversation 46- 50)
4. Establishing Business Relations (Telephone Conversation 51 - 55)
5. Seeking Information about Products & Services (Telephone Conversation 56 - 60)
6. Seeking Information about Prices & Contracts (Telephone Conversation 61 -65)
7. Negotiating with Clients (Telephone Conversation 66- 70)

Unit 3 The Telephone System

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2. Landline Telephones
3. Mobile Phones
4. Internet Telephones
5. Telephone Functions
6. Domestic Telephone Systems
7. International Telephone Systems
8. Basic Telephone Skills and Techniques

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精彩短评

1、这本书很不错，内容很全面，很系统实用，适合高职高专的学生！

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