COMMUNICATION LAB

English for IT

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Introduction

This book deals with multiple situations in which IT students may find themselves during their professional careers and focuses on the various skills that are required when having to use a second language during said career.
All units are centred on one IT-related topic and contain exercises on skills such as listening, reading, writing and speaking. The book contains many topical articles, podcasts and videos. The emphasis in the first six units is on telephone conversations/(client) meetings and writing professional documents, whereas the six final units mainly focus on writing a paper and presentation skills. Each unit also contains one final case study in which all acquired skills are put to use.
Since this coursebook is meant for IT students, a glossary with IT-related vocabulary can also be found at the back of the book. Moreover, each unit contains exercises on IT-related vocabulary.
The IT sector is fast-paced and reinvents itself constantly, which means it is vitally important to remain up-to-date. In order to ensure that this book remains topical, each unit allows you to provide a 'what's new today' item which will enable you to begin your lesson with a recent, interesting news item that you can briefly analyze during the lesson.
This book does not focus on grammar as such but in each unit, the grammar review box will refer to the grammatical items that were (indirectly) used in the unit.

By the end of unit 1, you can:

Writing
write a professional and polite business email in which you:
- exchange information
- give a reason for writing
- request information
- give good or bad news
- refer to attachments

Speaking
make a phone call in a business context in which you:
- answer the phone, ask to be put through to the right person or put someone through, mention a person's unavailability ...
- open the call
- check and exchange information
- end the call

Content
- explain what a data engineer does, what big data is and why companies need data experts
- explain what skills are typically required for common IT job profiles

UNIT 1

IT job profiles

What's new today?

Take a look at a technology-related news article in class. Jot down some **interesting** keywords and analyze the vocabulary you do not understand.

Title of news article: _____

Summary:

_____

_____

Featured vocabulary:

1.1 Bit by bit

1. Write down job-related keywords to describe what you see in the images below.

2. Take a look at the three job descriptions below.

a) Which of the jobs from the previous exercise do you recognize? Fill in a job title.

b) Fill in the gaps underneath the job titles choosing a word from the box – use an imperative.

to upgrade – to add – to design – to evaluate – to find out – to diagnose – to analyze – to understand – to repair – to update – to determine – to collaborate – to implement – to test – to plan – to install – to train

c) What degree do you need for these jobs?

_____

Job title 1: _____	Job title 2: _____	Job title 3: _____
_____ (1) software programs: once you've taken a look at several programs, you can make your own. _____(2) software programs: if the software program is ready, you can put it to use. _____(3) and _____(4) new programs: comparing multiple software programs to one another and selecting one that is most suited to the firm.	_____ (5) a company's IT system and infrastructure: is it up to par, what can be improved, ...? _____(6) IT system problems: are there any inefficiencies or weaknesses? _____(7) a timeline for projects: when is a project due? _____(8) a client's business needs: what kind of technological solution do they need? _____(9) security threats: is all data secure, can no one outside the firm access it? _____ (10) with the in-house IT team: ensure that they understand the technology that you chose to implement _____(11) staff to use the new IT system.	_____(12) an organization's system needs. _____(13) network hardware and software. _____(14) and _____(15) networks to ensure that they remain up-to-date and have enough capacity. _____(16) users to a network. _____(17) security permissions on the network: all new users need to be able to access the network.

3. Take a look at the following jobs in IT – which job would you prefer and why?

Mainframe expert | Big Data Engineer

Developer | IT jobs | Database administrator

System and Network Administrator | Functional Business Analyst

See skills lab – page 38

1.2 At a crossroads

1. You have looked at the aforementioned job descriptions and have decided that you wish to study 'Applied Information Technology' at college but as yet you are not entirely convinced. You want to request more information about this field of study by sending an email to a college you are interested in. Fill in the gaps.

To: David.smith@college.com

Subject line: question regarding applied information technology

_____(1)

My name is Sarah Taylor and I am planning to study applied information technology next year. However, I do still have a few questions which I would be grateful if you could answer for me:

Would you be able to send me a brochure with more information? My address is 4519 Seneca Drive, Portland, Oregon.

Could you please let me know when the next information session will take place?

Do I need to register for this information session beforehand?

Thank you for your time.

_____(2)

Sarah Taylor

a) Is this mail considered to be more formal or informal?

_____

b) Does the level of formality have an impact on the greeting or complimentary close?

c) We use the past tense of modal verbs to express politeness. What modal verbs can you spot in this mail? Can you think of some other modal verbs that might express politeness?

d) Take a look at the mail again - give some typical phrases in English that you can use to request information.

2. Take a look at the reply to the first mail below.

a) Does it contain all the characteristics of a business mail? Tick the boxes below if it can be found in the mail.

b) Can you spot grammatical/vocabulary mistakes? Highlight and correct them.

> To: Sarah.taylor@gmail.com
>
> Subject line: RE: question regarding applied information technology
>
> Dear Sarah
>
> Thank you for your interest. I have send our brochure to your home address and as an attachment to this mail. Our actual curriculum can be found on page 23. The information with regard to the information sessions can be found on page 26. The next sessions take place on Saturday 20 may at 13:00. We advice you to also take a look at our website (www.college.com/appliedinformationtechnology).
>
> Please do not hesitate to contact us should you require further information.
>
> We are looking forward to meet you.
>
> Kind regards
>
> David Smith
>
> Lecturer

Formal greeting		Complimentary close	
Correct opening sentence		Correct Signature	
Relevant information		Clear subject line	

3. Now, it is your turn. Write a mail to the lecturer David Smith to say that you have decided to study applied information technology but that you still have some questions:

BYOD?

Laptop requirements?

Summer course on mathematics, when?

Use the typical phrases, the correct greeting and complimentary close, etc.

> To: david.smith@college.com
> Subject line:

1.3 Return-on-data

1. Listen to 'Satori Cloud Data Governance', a podcast on data engineering (Data Engineering Podcast, 2020). This podcast focuses on one of the main responsibilities of data engineers, which is to ensure that the information that they process is secure. In this podcast, co-founder and CTO Yoav Cohen explains how the Satori platform works. Satori Cyber's mission is 'to provide a platform that allows organizations to maximize their return-on-data in an optimized, secure and compliant way'. (Satori Cyber, n.d.)

a) How does the host, Tobias Macey, describe Satori?

b) 10 years ago, Yoav joined a cybersecurity firm and because they did not have the budget for fancy data technologies that already existed, they decided to build something themselves.

What did they build? _____

What does that entail? _____

_____

What phrase did they use in the extract to describe the fact that you have taken something that already exists, rather than created it yourself? _____

_____

c) Fill in the gaps:
'[Satori] is a transparent data (1) _____ that analyzes (2) _____ for data [...] and builds a comprehensive view of what data you have, where it's located and how it's being used and provides tools to enforce security and privacy (3) _____ on data access.'

What is the meaning of these words?

_____

_____

d) True or false? Explain when false. 'One of the biggest challenges they were facing was taking the different stakeholders, regulation and compliance requirements into account in a day and age where either conventional tools weren't up to par or they couldn't afford the ones that were.'

_____

e) To whom is Yoav referring when he says that it's *everybody's problem* when they are governing data at scale with techniques that were invented many years ago?

_____

f) In the final part, the main focus is on data governance.

What does it mean?

_____

_____

How is Satori more pragmatic in what they offer regarding data governance compared to their competitors?

_____

_____

g) To summarize, after having listened to this extract, can you

Define Big Data?

_____

_____

_____

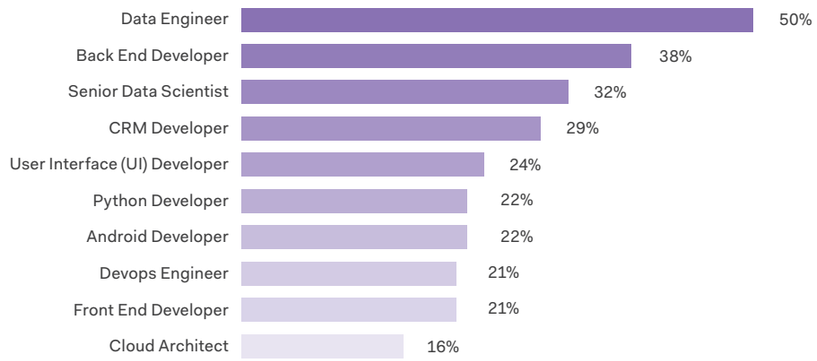
Explain why companies need a Data Engineer?

_____

_____

_____

2. According to the Dice Tech Job Report (2020), Data Engineer is one of the fastest growing tech occupations in the US. Take a look at the graph and text below and answer the questions.



Of all the positions on this list, Data Engineer job postings had the most significant year-on-year growth. Data Engineers are usually tasked with **constructing and maintaining repositories of data**, such as **customer information databases**. As part of those responsibilities, they also monitor the movement and status of data throughout these systems, which can mean **tagging and cleaning huge datasets as they become available**. Their work is what allows data analysts and data scientists to analyze datasets for insights.

Data Engineer positions typically require skills such as Python, SQL and AWS as well as the standard Big Data tools and platforms such as Apache Hadoop, Scala and Apache Hive. As with Back End Developers, such a **highly specialized skillset** means that the time needed to fill Data Engineer positions averages 46 days, a time frame that may increase in 2020 as more companies compete to find the talent they need to handle **their sprawling data infrastructure.** Notably, Amazon, Accenture and Capital One are all hiring Data Engineers at a high rate.

Source: Dice Tech Job Report, 2020

a) What is a Data Engineer?

b) What is a customer information database?

c) What is meant by 'tagging huge datasets as they become available'?

d) Why does it take a bit longer to find Data Engineers for positions at a firm?

e) Will it become more difficult for companies to find Data Engineers? Why?

3. Listen to the following conversation. A person is calling the company Satori Cyber. Listen to the dialogue and complete the table.

a. Who is calling?	
b. Who does he/she want to speak to?	
c. Does he/she get through? If not, why not?	
d. What does he/she want?	

a) Which phrase is used to pick up the phone?

b) What is said when she wants to get through to the right person?

4. Take a look at the follow-up telephone conversation. Work with a partner and practise the following dialogue. One person is role A, the other person role B. Use the information in between brackets.

Role A

- A: [Good morning. Introduce yourself: you work at Satori Cyber. Ask if you can be of any help]
- B: Good morning. This is ... I'm calling because a week ago you promised to send a quotation to our firm, Data Plan, but I still haven't received anything. I called your firm yesterday but was unable to reach you.
- A: [Say that you need some more information about the quotation]
- B: You came to our company, Data Plan, on Monday 7 May to take a look at our requirements. I sent you a follow-up mail on Tuesday 8 May.
- A: [Confirm. Say that you were busy. Apologize for the inconvenience. Say that the quotation is ready and that you'll send it this afternoon]
- B: Thank you very much, that would be great.
- A: [Say that they are welcome. Ask if there is anything else they need]
- B: No, that will be all.
- A: [Thank her for calling. Say goodbye]
- B: Goodbye.

Role B

- A: Good morning. Satori Cyber, ... speaking. How may I help you?
- B: [Good morning. Introduce yourself. Say that you have been waiting one week for a quotation for your firm, Data Plan and still haven't received anything. Say that you called Satori Cyber yesterday but that he was not present]
- A: Could you give me some more information about the quotation?
- B: [Say that he came to your company, Data Plan, on Monday 7 May to take a look at your requirements and that you sent a follow-up mail on Tuesday 8 May.]
- A: Let me take a look, yes, that is indeed correct. My apologies for the inconvenience, it has been busy at work. However, the quotation is ready and I can send it to you this afternoon.
- B: [Express gratitude]
- A: You are welcome. Is there anything else I can help you with?
- B: [Say no]
- A: Thank you for calling. Goodbye.
- B: [Say goodbye]

5. Read the text on Big Data below, based on an extract from a conversation with Professor Alex Pentland, who teaches Computer Science at MIT, and answer the questions.

Reinventing Society in the Wake of Big Data

With Big Data we can now begin to actually look at the details of social interaction and how those play out, and are no longer limited to averages like market indices or election results. This is an astounding change. The ability to see the details of the market, of political revolutions, and to be able to predict and control them is definitely a case of Promethean fire—it could be used for good or for ill, and so Big Data brings us to interesting times. We're going to end up reinventing what it means to have a human society.

ALEX 'SANDY' PENTLAND is a pioneer in Big Data and is one of the most-cited computer scientists in the world and was named by Forbes as one of the world's seven most powerful data scientists.

Sandy Pentland: I believe that the power of Big Data is that it is information about people's behavior instead of information about their beliefs. It's about the behavior of customers, employees, and prospects for your new business.

It's not about the things you post on Facebook, and it's not about your searches on Google, which is what most people think about, and it's not data from internal company processes and RFIDs[1]. This sort of Big Data comes from things like location data off of your cell phone or credit card; these are the little data breadcrumbs that you leave behind you as you move around in the world.

What those breadcrumbs tell is the story of your life. It tells what you've chosen to do. That's very different to what you put on Facebook. What you put on Facebook is what you would like to tell people, edited according to the standards of the day. Who you actually are is determined by where you spend time, and which things you buy. Big Data is increasingly about real behavior, and by analyzing this sort of data, scientists can tell an enormous amount about you. They can tell whether you are the sort of person who will pay back loans. They can tell you if you're likely to get diabetes.

They can do this because the sort of person you are is largely determined by your social context, so if I can see some of your behaviors, I can infer the rest, just by comparing you to the people in your crowd. You can tell all sorts of things about a person, even though it's not explicitly mentioned in the data, because people are so enmeshed in the surrounding social fabric that it determines the sorts of things that they think are normal, and what behaviors they will learn from each other.

As a consequence, analysis of Big Data is increasingly about finding connections, connections with the people around you, and connections between people's behavior and outcomes. You can see this in all sorts of places. For instance, one type of Big Data and connection analysis concerns financial data. Not just the flash crash or the Great Recession, but also all the other sorts of bubbles that occur: between people, communications, and decisions that go badly awry. Big Data shows us the connections that cause these events. Big data gives us the possibility of understanding how these systems of people and machines work, and whether they're stable.

Source: Pentland, 2012

a) Explain the following analogies (see underlined parts in the text):

Promethean fire: _____

_____

Breadcrumbs: _____

_____

Jargon: breadcrumb navigation: _____

_____

b) What does Professor Pentland mean when he says 'I believe that the power of Big Data is that it is information about people's behavior instead of information about their beliefs'?

_____

_____

_____

c) The word RFID is explained in your text, but can you think of examples? How would you apply this technology?

_____

_____

_____

d) True or false? Explain. 'Scientists can find out whether you are able to pay bank loans because of what you post on Facebook.'

_____

_____

_____

e) In the text they refer to the flash crash and the Great Recession. What are these two events? How can Big Data help analyze these events?

_____

_____

_____

_____

[1] RFID = Radio Frequency Identification: a system of fixing a small electronic device to something or someone that sends out a radio signal, so that a computer can find out where they are or other information about them

f) What is the main conclusion of this text?

1.4 Recap

In this unit, we have seen multiple words relating to job profiles within IT. Take a look at the word search below and find the words that can be linked to the definitions on the following page. Bear in mind that some words we are looking for are compounds.

E L O I X A S P G P F I J E B

R K A T W E T M E B F P E S R

S T A K E H O L D E R S B A E

N P A Y Z H I C O A Y G W B A

N K D Q D F W T G Z M A Y A D

G Z S C V Y S M E S K R D T C

T S C H V C A I M C A T G A R

T N I R P T O O F U O S H D U

U Z D F I P G L T F E L V W M

U H H C E X Z C J V P N L K B

J L G X A J A D K K W R W A W

I D C H U U G Q R R F E O X R

R Q E O Y D B A C K E N D X Q

N N F H E V W E L Q V Y Z M Y

D Y V W K Z C C D A X F L L U

A person who calculates the probability of accidents and based on that information tells companies how much they should charge their customers

Relating to the part of a computer program or system that the user does not see or use

How someone finds their way around a website using links to previous pages visited

A lot of information stored in a computer system in a particular way so that it can be easily looked at or changed

When you send a mail or use a credit card, this shows you where you have been and what you have been doing

Electronic

Solving problems in a rational way based on the current conditions, rather than complying with fixed theories

Gateway between you and the Internet

Everyone who has an interest in your company such as employees, employers, customers, shareholders, ...

When you have a desk job at an office

GRAMMAR REVIEW

- Question words
- Word order
- Modal verbs

1.5 Case study – coveted IT students

IT students have become coveted as the world comes to rely increasingly on technology. Today not only tech companies, but other companies as well are eager to hire recently graduated IT students. This trend explains the exponential growth in IT students. As a result, colleges and universities are of course keen to attract future IT students to their campus.

1.5.1 IT Curriculum

1. Take a look at the curriculum of the University of Findlay and answer the questions below.

University of Findlay

Location: Findlay, USA Duration: 4 years Tuition Fees: USD 17,587

University of Findlay Computer Science students learn object-oriented programming languages, client/server applications development and data communication to stay *on the cutting edge* of this ever-growing and changing field.

Areas of Emphasis

Business Emphasis

This prepares students for a career in the corporate or small business environment. Graduates will be able to design new systems to meet the needs of the client and integrate new computer technologies as appropriate, to increase the power of existing computer systems. This is vital to the success of any organization.

Computer Systems Emphasis

Emphasis on computer systems prepares students for careers as network administrators or software engineers. Graduates will be able to provide expertise in the design, monitoring, and maintenance of organizational networks.

Data Analytics Emphasis

According to Burning Glass Technologies, the number of positions for data and analytics talent in the United States will increase by 364,000 openings. Employers are already struggling to fill the data science and analytics jobs and finding employees with leadership skills is even harder.

At the University of Findlay's Computer Science – Data Analytics program, our students graduate with knowledge in:

- Multiple programming languages.
- How to perform ad-hoc queries.
- Statistical understanding and visualization importance.
- SQL skills.
- Finding patterns in data.
- Cutting-edge and high-demand business programs such as Tableau.

Information Assurance Emphasis

In today's high-technology environment, homes and businesses must be constantly vigilant with regard to computer security and information management. The demand for trained individuals in this area will continue to grow.

An emphasis on information assurance prepares students for careers as information security analysts in addition to software engineering. Graduates will be able to manage risks associated with the use, processing, storage and transmission of information or data and the systems and processes used for these purposes.

Mathematics Emphasis

Learn about the relationship between computers and mathematics.

Source: Bachelor Studies, n.d.

a) What are tuition fees?

b) In the first paragraph they say they want 'to stay *on the cutting edge* of this ever-growing and changing field.' What is meant by the phrase in italics?

c) The business emphasis is twofold. Explain.

d) True or false. Explain. 'The Data Analytics emphasis is important due to the difficulty in finding data scientists who have leadership skills.'

e) Circle the right word. 'At the University of Findlay's Computer Science – Data Analytics program, our students graduate with knowledge in how to perform *previously undetermined/carefully prepared/predictive* queries.'

f) True or false. Explain. 'Most homes are controlled by technology and that is why information assurance comes in handy because it optimizes the technology you have and ensures it is user-friendly.'

1.5.2 Alumni success

1. Watch the video of a University of Findlay graduate student, Jon Hauenstein (Hauenstein, 2015). He graduated in 2003 and is currently an instructor and mentor at the University of Notre Dame. Answer the questions below.

a) What is a growing trend according to John Hauenstein?

b) Fill in the gap: 'so mathematics has a wide range of wonderful career paths that are usually highly rated on national job surveys in satisfaction. Including _____ , statisticians, ...'

c) What does this career entail?

d) What is the difference between an undergraduate and a graduate?

e) True or false? Explain. 'The University of Findlay prepared him for his career by showing him the ability to use computer science and software development in the application of mathematics.'

f) Fill in the gap: 'What I like best about my position is to be able to look at the next generation and teach the undergraduates, graduates and postdocs about the upcoming _____ fields in science technology, and in mathematics.'

This is an abbreviation for _____

1.5.3 Contacting an alumnus

1. You are interested in pursuing a career in IT and are looking at different colleges/universities. Findlay University offers the possibility to contact an alumnus who will then assign an alumnus to you.

   What should be included in your mail?

   - ▹ Subject line
   - ▹ Correct greeting
   - ▹ Introduce yourself + explain why you are sending the mail
   - ▹ Correct complimentary close

   Be mindful of the tone of your mail.

   > To: Anne.Nichols@findlayuniversity.com
   >
   > Subject line:

You have received the following response to your mail:

> Dear student
>
> I am delighted to inform you that we have assigned an alumnus student to you. This student graduated two years ago and is currently working at Satori Cyber. You may contact him on the following number: 084 352 166. He is available on Tuesday at 6 p.m.
>
> Best wishes
>
> Anne Nichols

2. Now, take a look at the two roles below for the telephone conversation between the student and the alumnus – feel free to improvise and add additional information – use the typical standard phrases for telephoning.

Role A

You are the future IT student who wishes to find out more about the curriculum at Findlay University.

Possible outline of a telephone conversation:

- ¬ State your reason for calling
- ¬ Ask about the length of the curriculum
- ¬ Ask about the tuition fees
- ¬ Ask about the courses
- ¬ You can ask additional questions based on what he/she says
- ¬ Ask why he/she chose Findlay University
- ¬ Ask about job opportunities

Role B

You are the Findlay University Alumnus who currently works at Satori Cyber as a Big Data Engineer. Use the information from the IT curriculum (see above) and alumnus video (see above) to help out the future IT student who is calling you.

Skills lab

Writing business mails

Writing effective business emails is an essential skill in today's professional world. These emails serve as a primary means of communication in the corporate landscape, facilitating collaboration, sharing information, and building professional relationships. A well-composed business email not only conveys your message clearly but also reflects your professionalism and credibility.

The basics

Greeting
Formal
- Dear Sir or Madam (when you don't know the recipient)
- Dear Mr. Smith
- Dear Ms. Smith/Dear Mrs. Smith/Dear Miss Smith
- Dear Sam Briton (when you don't know the gender of the recipient)
- Dear all/Dear customer/... (if you don't know the name of the recipient)
- Dear Tom

N.B.! Dear Mr in British English / Dear Mr. in American English

Informal
- Hi Tom
- Hello Tom

Complimentary close
Formal
- Yours faithfully (when you've used 'Dear Sir/Madam')
- Yours sincerely (when you've used 'Dear Mr/Ms Smith')
- Sincerely
- Kind regards (often used in mails)
- Best wishes (often used in mails)

Informal
- Many thanks
- All the best
- Take care
- Bye for now
- See you soon
- Yours (American English)
- Cheers

Polite mails

Mails are often seen as an informal medium, or at least less formal than letters. Nevertheless, you should use polite language in business mails:

- Add please to sentences
  → Could you please let me know when the next information session will take place?
- Use the past tense of modal verbs to be polite (e.g. *could* or *would like*)
  → I would like to inquire about the price of tickets
- Avoid imperatives, even when adding please
  → (Please) Send me more information on this product

Exchanging information

Exchanging information is a fundamental aspect of effective communication in both personal and professional settings. Whether you're sharing updates with colleagues, conveying important details to clients, or simply maintaining clear and concise conversations, using standard phrases can greatly enhance the clarity and efficiency of your exchanges. These phrases serve as a common language that facilitates seamless information transfer while ensuring that the message is understood accurately. Below you can find an overview of common standard phrases for exchanging information:

Requesting information
- I would be grateful if you could ...
- Would you be able to help ...?
- Would you be able to send me ...?
- Could you please send me ...?
- I am particularly interested in ...
- I am writing to ask whether ...
- I am interested in receiving ...
- I would like to inquire about ...

Replies
- Thank you for your inquiry/email.
- Thank you for your interest.
- We hope you find this satisfactory.
- Do not hesitate to contact us should you require further assistance.

Giving good news
- I am delighted to inform you that ...
- Unfortunately, I am unable to answer all of your questions.

Giving bad news
- I regret to tell you that ...
- My apologies for the inconvenience.
- This is due to/thanks to ...
- This is a result of factors beyond our control/this was due to circumstances beyond our control.

Attachments
- Attached please find ...
- Please find attached ...
- As requested I attach a copy of our ...
- I am sending you the materials that you asked for.
- I'm pleased to send you ...

Telephoning – business context

While email and messaging apps have become indispensable tools, telephoning and/or video conferences remain a cornerstone of business communication. The ability to engage in real-time conversations with colleagues, clients, partners, and customers holds a unique and vital place in the corporate landscape.

It offers immediacy, a personal touch, and an opportunity to convey nuance and emotion that text-based communication often lacks. It allows for dynamic discussions, quick decision-making, and problem-solving that can be challenging to achieve through written exchanges alone. Moreover, in a global business environment, where people and organizations are geographically dispersed, the telephone bridges the gap and fosters real connections among professionals.

Below you can find standard phrases that will help you enhance your conversations:

The basics

Answering the phone
- Hello, this is Mike Baker from Multimedia Inc.
- Good afternoon. Multimedia Inc. Mike Baker speaking.
- Good morning. This is Mike Baker from Multimedia Inc.
- How can I help you?

The reason for calling
- Good afternoon, this is Jane Seymour from Talent Studios. I'm calling about ...

Getting through to the right person
Caller
- Could I speak to Mr. Davies, please?
- I'd like to speak to Mr. Davies, please.
- Is Mr. Davies available?
- Is Mr. Davies there at the moment?
- Could you put me through to Mr. Davies, please?

Recipient
- Who would you like to talk to?
- Shall I put you through to him/her?
- Could you please hold?

Person unavailable
Recipient
- I'm afraid his/her line is engaged.
- I'm afraid Mr. Davies isn't available at the moment.
- I'm afraid Mr. Davies isn't in at the moment.
- Can I take a message?
- Would you like to call back later?
- If you give me your phone number, he/she will call you back.

Caller
- Can I leave a message for him/her?
- Can/Could you ask him/her to call me back, please?
- Okay, I'll try calling later.

Opening the call
Caller
- I'm calling about ...
- I have a question about ...
- I wanted to ask about ...

Checking information
Recipient
- Sorry, I didn't catch that. Could you repeat that please?
- Sorry, did you say ...?
- Could you spell that for me please?

Ending the call
Recipient
- Thank you for calling. Goodbye.
- Goodbye.

Exchanging information

Giving the reason for a call

- I'd like some more details about ...
- I need some more information about ...
- I'm calling to ask you if/when ...
- I was wondering if I ...

Making a request

- Could you send me ...?
- Would you mind sending me ...?
- Would you be able to ...?

Checking information

- Let me just read that back to you. So that's 569 241.