



CLB 5 Calling the MOD

Calling the manager on duty (MOD) is very important if you are late or absent for your shift.

Instructions:

1. Find a partner to work with.
2. Decide which person will be the manager and the employee.
3. Practice making this phone call by turning your cameras off.

MOD:

This means the **Manager On Duty**. If your manager is not working then you must speak to the MOD.

Calling work should go like this:

- Manager:** Hello Best Company, how can I help you?
- Employee:** Hi, I would like to speak to the manager on duty (MOD) please.
- Manager:** Speaking, how can I help you?
- Employee:** Hi! This is _____ calling.
- Manager:** Hi _____ how can I help you?
- Employee:** I am going to be running a bit late today. My son has a bad fever so I need to bring him to the ER.
- Manager:** Oh I am sorry to hear he`s sick. Do you think you can make it to work by 11:00?
- Employee:** Yeah, I should be in just after 10:00.
- Manager:** Ok, that`s good. I will have Jane cover the desk until you`re in.
- Employee:** Ok thanks, I`m sorry about this, but I will come as soon as possible.
- Manager:** Ok, see you in a bit.
- Employee:** Thank you, goodbye.

Instructions:

1. Make another call to the MOD with a different reason for calling when you`re late. Choose one of the acceptable reasons from the handout **Reasons to be Late**.
2. Change roles and practice making a call to the MOD again.

Write Your Own Script:

Employee:

Manager:

Employee:

Manager:

Employee:

Manager:

Employee:

Manager:

Employee:

Manager:

Employee:

Manager:

Employee:

Manager:

Employee:

Manager: