READING

A. Read the post from a business blog. Then, read the paraphrase of the article. Fill in the blanks with the correct words and phrases from the box.

by name   connect   telephone
extension courtesy

It is important to businesspeople to have good 1 .... etiquette.
2 .... should be used whenever speaking to anyone on the phone. Callers should identify themselves and then ask to speak to someone 3 .... They can also ask to be 4 .... to a(n) 5 .... A good way to end a call to thank to person they're speaking to for his or her line.

Business Blog Weekly

Good etiquette on the telephone can make or break your relationship with a client. **Courtesy** should start with the person who answers the telephone. Always begin by identifying yourself. Say something like, "Hello, this is ..." Give the person as much information as you can. Tell them the name of your company, "I'm calling form ..." Ask for the person you wish to speak with by name, using phrases like, "Could I speak to...?" or "May I speak to ...?" Or ask, "Is ... Available? At some companies, with busy **switchboards**, it is better to simply ask, "Can you connect me to extension ..."

Remember, ending the call on a polite note is important too. Say something like, "Nice speaking to you." or "Thank you for your time." follow up with "I will call you back on ..." And remember to do it.

B. Place the words and phrases from the word box under the correct heading.

Thank you for your time.   Hello this is …
Nice speaking to you.   Is … available?
Could I speak to …?

Greeting	Ending	Asking for someone
....		....
	....	
....		....
	....	

D. Write a word or phrase that is similar in meaning to the underlined part.

1. Hello my name is Robert and I work for Benson Industries.
   I'_ _a_ _in_ f_ _ _

2. I would like to talk to the director of the sales department.
   _ay _ s_ _a_ _o

3. Please expect a call from me in Thursday.
   I _ _ll _a_ _ y_ _ _ac_

4. It is important to behave with politeness on the telephone.
   _ou_ _ _s_

5. Will you direct my phone call to Number 443?
   C_ _ _o_ _ _nn_ _t _e _ _
   ex_ _ _s_on

English for Communication 30000-1201   Unit 5