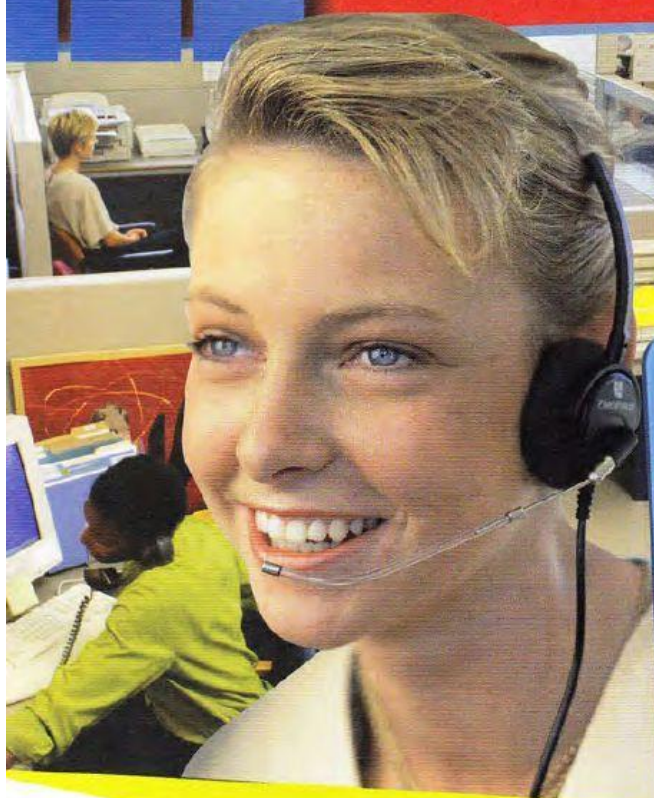


4 Telephoning



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 from..."

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.

Get ready!

1 Before you read the passage, talk about these questions.

- How do you answer phone calls from friends? From business partners?
- Why is having good phone etiquette important in business?

Reading

2 Listen and 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 word bank. Explain what good phone etiquette is.

Word BANK

by name connected telephone
extension courtesy

It is important for 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 is to thank the person they're speaking to for his or her time.



Vocabulary

3 Place the words and phrases from the word bank under the correct heading.

Word BANK

thank you for your time Hello this is ...
Is ... available Nice speaking with you
Could I speak to ...

Greeting	Ending	Asking for someone
_____	_____	_____
_____	_____	_____

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

- 1 Hello, my name is Robert and I work for Bronson 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 on Thursday.
I _ _ ll _ _ a _ _ y _ _ _ a c _
- 4 It is important to behave with politeness on the telephone.
_ o u _ _ _ s _
- 5 Will you direct my phone call to Number 443?
C _ _ _ o _ _ _ n n _ _ t _ _ e _ _ _ e x _ _ s _ _ o n

Listening

5 Listen to a telephone conversation between a receptionist and a sales representative. Mark the following statements as true (T) or false (F).

- 1 _ The man is calling to place an order.
- 2 _ The receptionist offers two ways to leave a message.
- 3 _ The man asks if he can call Ms. Jones at home.

6 Listen again and complete the conversation.

- Sales Rep:** 1 _ _ _ _ _ to Susie Jones, please?
- Receptionist:** I'm sorry, Susie isn't in right now. I would be happy to take a message for you.
- Sales Rep:** Well, it's a rather 2 _ _ _ _ _ to an order that I should discuss with her. Is there a better time to reach her?
- Receptionist:** She'll be out until tomorrow, unfortunately.
- Sales Rep:** Oh, okay. I'd better leave a message with you, then.
- Receptionist:** Well, I could also 3 _ _ _ _ _ her voicemail. She might check that before she comes into the office.
- Sales Rep:** Oh good, that would be wonderful.
- Receptionist:** Okay. I'm connecting you now. 4 _ _ _ _ _
_ _ _ _ _ , Mr. Peters.
- Sales Rep:** And you, too. 5 _ _ _ _ _ .

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Good morning ... This is ... speaking.
I'm sorry, ... isn't in right now.
I'd better leave a message with you.

Student A: You are calling a business client. Talk to Student B about:

- speaking to your client
- messages
- your thanks

Make up a name for you client.

Student B: You are a receptionist. Student A calls to speak to a client who is not in. Answer Student A's questions. Make up a name for your caller.

Writing

8 You are a receptionist. Use the conversation from Task 7 to leave a note for a client who missed a call. Talk about:

- Who called
- What he or she called about
- What options you provided him or her with
- How the caller reacted
