Communicating at Work: Essential Steps to Answering the Phone

Read the essential steps to answer the phone in the left column. Read the dialogue. Click on the essential step and connect the line to the correct place in the dialogue.



ESSENTIAL STEPS		DIALOGUE
Close the conversation appropriately.	**Receptionist:**	**Good afternoon, Hana Hotel, Noel speaking.**
	Caller:	This is John Powers. I'm trying to reach Monica Gets.
	Receptionist:	**I'm sorry. She's not in right now. May I take a message?**
Clarify any misunderstanding such as a phone number or the spelling of a name.	Caller:	Just tell her John Powers called. I need to let her know that there has been a change in the conference schedule. It's at 1:45, not 12:45 today.
	Receptionist:	**Okay, Mr. Powers. There is a conference schedule change.**
Answer the call with the company greeting in a clear, polite, pleasant voice.	Caller	Yes. I really need to speak with her so we can go over our presentation.
Assure the caller that you will handle the situation.	**Receptionist:**	**I understand. It's urgent. Is there a number where you can be reached?**
	Caller:	Yes. 619-266-3550
	Receptionist:	**Did you say, 266-3550?**
Ask questions to obtain important information or to clarify important details.	Caller:	Yes, that's right.
	Receptionist:	**Okay, Mr. Powers. I will let Monica know right away that the conference has been changed from 12:45 to 1:45 and to call you immediately at 266-3550.**
If the person is not available, apologize and offer to take a message.	Caller:	I appreciate that. Oh, and one more thing.
	Receptionist:	**Yes, Mr. Powers?**
Recognize the caller and use his/her name as soon as you identify who is calling.	Caller:	What did you say your name was?
	Receptionist:	**Noel Sanchez.**
Restate or paraphrase who or what the caller needs.	Caller:	Thank you, Noel. You've been a great help.
	Receptionist:	**You're welcome. My pleasure. Have a nice day.**

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