

Day 28

Vocab Review

Fill in the blanks.

1. Would you c___ to join us for dinner?
2. During the Twenties many bands played the f_____t too fast and some couples couldn't keep up.
3. Pilot: Tower, this is Cessna foxtrot bravo charlie d___a. Over.

2 Using the telephone



Module 2.5 Business telephone etiquette



LEAD-IN

What kinds of things annoy you when you try to phone a company?

Match the kinds of annoying things on the left with the proper business telephone etiquette on the right.

1. People who sound bored and annoyed
2. Calls that aren't answered quickly (i.e. longer than four rings)
3. People who speak on the phone with something in their mouth
4. People who answer the phone without identifying themselves

- A. Try to answer the phone within three rings.
- B. It is important to smile when you answer the telephone. A voice with a smile in it sounds enthusiastic and friendly to callers.
- C. Identify your department and then identify yourself: e.g. "Overseas Marketing, Yoshio Ohno speaking."
- D. Don't answer the phone when eating, chewing, or drinking. If you have anything in your mouth, it should be swallowed or removed before picking up the phone to either answer it or place a call. Aside from producing annoying chewing sounds, it will be hard for the other party to understand what you are saying.

★ Business telephone etiquette

Reading/ Writing

Read the following and fill in the blanks.

Proper telephone etiquette is very important in that you are representing your company.

➤ Telephone Do's

Do keep note-taking materials near the telephone. Callers like to hear their own name being used because it demonstrates that you are paying attention and care about them. If you quickly jot down their name at the beginning of the conversation you can refer to it as needed.

Do remember that, for clarity, the telephone should be held a distance of two f_____s from the mouth.

Do make business calls during office hours, which is usually 9am to 5pm.

Do consider different time zones if you are calling another country or state.

Do ask if you are calling at a convenient time.

Do remember to ask your caller "Do you mind holding?" or "May I put you on hold?" before placing a caller on hold.

Do check back periodically (between 30-45 seconds). Do give them the option to continue to hold if it will take longer to find information OR do offer to call them back.

Do remember to thank them for waiting when returning to your caller.

➤ Telephone Don'ts

Don't make phone calls before 7am and after 9pm in general.

Don't interrupt a caller while he/she is talking to you.

Don't lift the receiver on the desk, without placing the caller on hold (the caller will hear everything being discussed in your office).

Don't argue with a caller.

➤ ANSWERING DEVICES



Listening

1. Listen and fill in the blanks.

Andrew Vickers: May I speak to Mr. Suzuki at (US)/ on (UK) extension* 2431, please?

Operator: Please hold the I'll put you

Suzuki's Voicemail: You have the voicemail service Taro Suzuki. Today is Monday, July 3. I'm in the office today, but I'm away from my desk. Please leave a message after the (or) and I'll get back to you. If you need assistance, please call my secretary, Kazuko Miwa, at extension 5386. To listen to this message again, press ".....". Thank you for calling.

AV: This is Andrew Vickers Temple Books, your call. Sorry I didn't call you sooner. I'll be in the office until 8 p.m. your time. Talk to you later. Goodbye for now.

(*extension is an internal number at the company)

➤ Leaving voicemail messages

- Always identify yourself and the organization you represent.
- Speak slowly and clearly when giving phone numbers or other facts the recipient may need to write down.
- Make your message quick and straightforward.

Some more telephone etiquette

Match the 'Don't say' phrases (1- 7) with the 'Do say' phrases (A- G).

● Don't say:

1. Who's calling.
2. Your problem/ your complaint
3. You have to ... / You need to ...
4. I don't know
5. Hang on. / Hold on.
6. I can't help you. You'll have to speak to someone else.
7. I can't hear you. Speak up!

● Do say

- A. Would you care to hold? / May I put you on hold? / Would you mind holding?
- B. Would you please ...?
- C. May I ask who's calling, please?
- D. I am having a little difficulty hearing you. Could you please speak up?
- E. I need to transfer your call to (dept.) so that they can answer your question. May I do so?
- F. your question/ your concern/ this situation
- G. I'll check on that for you

➤ **Useful phrases and vocabulary**

- I am calling on behalf of Mr /Ms (name)
- May I speak to someone who **deals with** overseas sales? / Can you put me through to the department that handles overseas sales?
- Could you speak up a little? → Sorry, I'm calling from a cellular and reception is poor. Can I call you back on a land line?
- I'm afraid he's **not available** at the moment. I'm afraid (he's away from his desk/ he's on another line/ he's left for the day/ he's away on a business trip/ he's off sick today/ he's no longer with this company).
- After dialing a **wrong number**, say "I'm sorry, I must have dialed the wrong number. Please excuse the interruption."

Match each definition (A – G) with today's vocabulary word (1 – 7)

DEFINITIONS

- A. to show or make something clear
- B. to stop a person from speaking for a short period by something you say
- C. making you feel angry
- D. to speak angrily to someone, telling that person that you disagree with them
- E. showing enthusiasm
- F. a person who receives something
- G. easy to understand; clear

1. annoying
2. enthusiastic
3. demonstrate
4. interrupt
5. argue
6. straightforward
7. recipient

Fill in the blanks.

1. These figures clearly d_____rate the size of the economic problem facing the country.
2. She tried to explain what had happened but he kept i_____ting her.
3. It's really a_____ing when a train is late and there's no explanation.
4. They were a_____ing over which film to go and see.
5. You don't seem very e_____stic about the party – don't you want to go tonight?

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