

GBS Day28

Fill in the blanks.

Answer Key: 1. care 2. foxtrot 3. delta

LEAD-IN

Answer key: 1. B 2. A 3. D 4. C

Business telephone etiquette

Reading/ Writing

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 **fingers** 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 **lay** 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

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

Operator: Please hold the **line**. I'll put you **through**.

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

AV: This is Andrew Vickers **from** Temple Books, **returning** 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)

Some more telephone etiquette

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

Answer key:

1. C 2. F 3. B 4. G 5. A 6. E 7. D

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

Answer Key:

A- 3; B- 4; C-1; D-5; E-2; F-7; G-6

Fill in the blanks.

Answer Key: 1. demonstrate 2. interrupting 3. annoying 4. arguing 5. enthusiastic