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Class – COMP. ENGG. (First Shift)

Subject – Business Communication Skills

Assignment - 10

Telephone Conversation

What is a telephone conversation?

Telephone conversations, especially business telephone conversations, follow certain patterns: Someone answers the phone and asks if they can help. The caller makes a request—either to be connected to someone or for information. The caller is connected, given information or told that they are not in the office at the moment.

Rules of telephone conversation:

1. You answer the call fast.
2. Speak clearly, Keep the tone of your voice equal throughout the whole phone call.
3. Always introduce yourself first so the caller gets ensured that he or she is talking to the right person.
4. Use proper language.
5. Stay positive and remain cheerful.

What is the proper greeting for a phone call?

It is suggested that you begin the phone call with an appropriate greeting like Good morning/Afternoon depending on which time of the day you are calling. Do not answer by using words such as "yeah" or "yes." 2. Take permission and be polite A polite word or two always helps in bringing warmth into the conversation.

Activity:

Pratik: Hello.

Rohan: Hello, how can I help you?

Pratik: I would like to enquire about any current or future job vacancies within your company. Are you hiring at the moment?

Rohan: We do have a position we are currently trying to fill. The position is in the marketing department.

Pratik: That's great. I have a degree in marketing and I have 5 years of experience.

Rohan: That sounds great. What companies have you worked for?

Pratik: I worked for The Soda Pop Company for 1 year, for Elegant Shoes for 2 years and for Design Corp for the past 2 years.

Rohan: That sounds great. Do you have your résumé?

Pratik: Yes, I do. Here it is.

Rohan: Okay, I'll pass it on to the Human Resources Department and they will contact you for an interview.

Pratik: Great, thank you for doing that for me.

Rohan: You're welcome. Have a good day.