

## UNIT VI: TALKING ON THE PHONE

**Objectives:**

- How to make and receive a phone call
- Appropriate telephone manner

### Discussion Questions

1. What do you usually make phone calls for?  
.....
2. Having seen a job announcement, how to get more information about the job?  
.....
3. What advantages and disadvantages might you get when you call to ask about a job?  
Advantages:.....  
.....  
Disadvantages: .....  
.....
4. What should you do before calling to ask about a job?  
.....
5. When you phone somebody, how would you begin the conversation?  
.....  
.....
6. What questions can you ask about a job?  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

## Listen and Take notes

Sopheha has seen a job advertisement and calls to ask Mr. Niran for some more information. Listen to the phone conversation and take notes (write the important ideas) on the questions and answers.

#	Question	Answer
1	<i>Kind of work</i>	<ul style="list-style-type: none"> <li>- With other companies outside Cambodia, esp. in China &amp; Malaysia.</li> <li>- Correspondance with those co. in different languages.</li> </ul>
2	<i>Work for 1 person or a group of people</i>	
3		
4		<i>No overtime pay but salary increase &amp; other good benefits.</i>
5		
6	<i>How to apply</i>	

## Telephone Languages

The following sentences and expressions will help you when making and answering phone calls. It is divided into two sections:

outgoing calls (when you make the call)  
incoming calls (when you receive the call)

### *Outgoing calls*

#### *Identifying yourself*

My name is \_\_\_\_\_ (first introduction).

This is \_\_\_\_\_ here.

This is \_\_\_\_\_.

#### *Asking to speak to someone*

Could I speak to \_\_\_\_\_, please?

Could you put me through to \_\_\_\_\_, please?

Could I have extension 4356, please?

I'd like to speak to \_\_\_\_\_, please.

#### *Giving further information*

It's in connection with \_\_\_\_\_.

It's about \_\_\_\_\_.

#### *Explaining purpose of call*

I'm calling to ask about \_\_\_\_\_.

I'm phoning to let you know the details of \_\_\_\_\_.

I'm ringing to tell you about \_\_\_\_\_.

#### *Showing understanding*

I see.

I understand.

Leaving a message

Could you give \_\_\_\_\_ a message?

Could you ask \_\_\_\_\_ to call me (when he gets back)?

(Could you tell \_\_\_\_\_) I'll call back later.

#### *Thanking*

Well, thank you very much for your help.

Well, thanks for the information.

I'm very grateful for your assistance.

I'm much obliged to you.

#### *Ending the call*

I look forward to seeing/hearing from/meeting you.

Goodbye.

'Bye.

#### *If you call a wrong number*

Oh, I'm sorry. I dialed the wrong number.

***Incoming calls***

***Identifying your company (from the switchboard)***

Compact Systems. Good morning/afternoon.

***Identifying yourself when you pick up the phone***

Hilary Beacham.

Hilary Beacham speaking.

***Helping the caller***

Can I help you?

Who would you like to speak to?

Which department is he/she in?

***Asking for the caller's identification*** Who's

Who's speaking, please?

Who's calling, please?

Which company are you from?

***Asking for further information***

What's it in connection with, please?

***Connecting the caller***

Just a minute/moment/second, please.

Hold/hang on, please.

Hold the line, please. I'll put you through.

I'm putting you through now.

I'm connecting you now.

You're through now.

***Explaining that someone is not available***

I'm afraid \_\_\_\_\_ is not available this morning/afternoon.

I'm afraid \_\_\_\_\_ is out at the moment.

I'm sorry, but \_\_\_\_\_ is on holiday/in a meeting at the moment.

I'm sorry, but \_\_\_\_\_ is on the other line at present.

I'm afraid his/her line's engaged. Do you want to hold?

***Alternative actions***

Could you ring/phone/call back later?

Would you like to leave a message?

Can I take a message?

***Responding to thanks***

Not at all.

Don't mention it.

You're welcome.

***Ending the call***

I look forward to seeing/hearing from/meeting you.

Thanks for calling.

Goodbye.

'Bye.

***If they call a wrong number***

I'm sorry. (There's no one here by that name.) I think you dialed the wrong number.



# Using the Telephone

## 1. Asking for someone and stating your purpose on the phone

A: English Language Support Unit. Can I help you?

B: Hello. Could I speak to Steve, please?

A: May I ask why you want to speak to Steve?

B: My name is Sopheap Sat. I am his student and want to confirm if we have class today.

A: Thank you. Just a moment.

A: Hello. Is Mary there, please?

B: Who is speaking?

A: This is David. I just want to know if she's coming to the swimming pool today.

B: Hang on a sec. I'll get her for you.

## 2. If they are busy...

A: This is Pisey Poun from Phnom Penh University. Is Mark Prescott in, please?

B: Would you hold a moment, please?

I am really sorry but he is in a meeting right now. Would you mind calling back this afternoon?

A: This is fine. Thank you.

B: You are welcome. Bye.

A: Hey, this is Anne speaking. Is Ellen there?

B: Hang on. I'll see if she is in

Sorry, she is in the shower right now. Can she call you back?

A: That's fine. Bye.

B: Bye, bye.

## 3. If they are busy or have gone out...

A: Cambodiana Bank of Phnom Penh, may I help you?

B: Could I speak to your manager, please? This is Ellen Trampusch calling.

A: I am afraid Mr. Jones, our manager is still on holidays. Would you like to leave a message?

B: Thank you very much. I would like to speak personally to him. When would he return from his holidays?

A: Next week on Monday.

B: Thank you very much. I will call back then. Bye.

A: Thank you for calling. Bye.

## 4. If you call the wrong number...

A: Hello. Bank and Management affairs Phnom Penh, how can I help you?

B: Is this the ministry for Public Transport?

A: Sorry. We are dealing with bank and management affairs.

B: Oh, I'm sorry. I must have the wrong number.

A: Don't worry about it. Bye, bye.

B: Thank you. Bye.

A: Hey, is Alison there?

B: I am sorry. Who is calling?

A: It's Fred. A fellow university student.

B: I'm sorry. You have the wrong number. There's no one here by that name.

A: Oh, I'm sorry. I will check my number again.

B: Don't worry. Bye.

A: Thanks. Bye, bye.

**5. Choose the best responses and circle them**

1. I'd like to speak to Mr. Pen, please.
  - a) Yes.
  - b) I'm afraid he's not here at the moment.
  - c) Well, you can't.
2. Can I speak to Mr. Pen, please?
  - a) Hold on please.
  - b) Don't go away.
  - c) All right.
3. Could I speak to Mr. Pen, please?
  - a) Who's calling?
  - b) Who are you?
  - c) What's your name?
4. Who's speaking?
  - a) I am Fred Barns.
  - b) This is Fred Barns here.
  - c) Fred Barns speaking.
5. Can I ring you back later?
  - a) Yes, ring me.
  - b) Yes, please do.
  - c) Of course, yes.
6. When can I reach you?
  - a) One hour.
  - b) When you want.
  - c) I'll be in all evening.

I. Notice these common expressions on the telephone.

- a A: Hello!  
 B: Hello. Could I speak to Barry Perkins, please?  
 A: Speaking. (= I am Barry Perkins.)  
 B: Ah, hello. This is Jane Gardener. (NOT \*I'm... or \*Here is...)
- b A: Can I have extension 366, please?  
 B: Hold the line, please. I'm putting you through.
- c A: Can I speak to Mrs. Barrett, please?  
 B: I'm afraid she's out at the moment. Can I take a message?  
 A: Yes. Can you ask her to give me a ring? I'll give you my number.
- d A: Can I speak to Mr. Bray, please?  
 B: I'm afraid his line is busy at the moment. Would you like to hold?  
 A: No. I'll phone back later.

II. Leaving a message on an answer phone  
 It can be difficult to leave a message on an answer phone! You have to think quickly and speak clearly, and you have to pretend that you're talking to a person, but of course you're talking to a machine!



## How to leave a message on an answer phone!

introduce yourself >>>>	Hello. This is... My name is...
give the day and time >>	It's three o'clock on Monday afternoon.
reason for phoning >>>>	I'm ringing... to let you know that ... to find out if... because I need...
request action >>>>>>	Could you ring me back? help me?
give your number >>>>	My number is... You can get me on ... I'm on 784 567 until five o'clock.

III. Practice these conversations in pairs. One of you is student A and the other is student B.

1. A: Hello.  
 B: Hello. Could I speak to Vichet, please?

2. B: Good morning, ELSU. How can I help you?  
 A: May I speak to Mr. Robbie James, please?  
 B: Who shall I say is calling? (Who's calling, please?)  
 A: This is...
3. A: Good afternoon. Hotel Le Royal, Phnom Penh. How may I help you?  
 B: Could I have extension 5955 please?  
 A: Please hold the line while I connect you.  
 B: Thank you.
4. B: Good morning.  
 A: Good morning. Could I speak to Mrs. Phan, please?  
 B: I'm afraid she's not in the office today. Would you like to leave a message?  
 A: No, thank you. I'll try again tomorrow.
5. A: Good morning.  
 B: Good morning. Could I speak to Mr. Nam, please?  
 A: I'm afraid he's not in at the moment. May I take a message?  
 B: Yes, please. Could you ask him to call me back? My number is 410800.  
 A: Certainly.  
 B: Thank you. Goodbye.  
 A: Goodbye.

1. Calling a company: Fill in the blanks with the appropriate words.

A: \_\_\_\_\_ morning. Thai Merchandise Company. \_\_\_\_\_ I help you?  
 B: Hello, \_\_\_\_\_ Sovannara calling. \_\_\_\_\_ I speak to Mr. Samnang  
 \_\_\_\_\_?  
 A: May I \_\_\_\_\_ the nature of your business, \_\_\_\_\_?  
 B: \_\_\_\_\_, I would like to talk with him about \_\_\_\_\_ application  
 form.  
 A: \_\_\_\_\_ please.

2. Telephone dialogue: Underline the correct forms in *italics*, and complete the missing spaces with appropriate phrases. Note that some are questions and some are statements.

A: Metafora Informatica. Buon giorno.  
 B: I am / This is<sup>1</sup> David Friedmann from Solomon's in London.  
 .....<sup>2</sup> Mr. Rossi please?  
 A: .....<sup>3</sup> Mr. Rossi *there isn't / isn't here*<sup>4</sup>.  
 He at lunch.  
 B: Well, .....<sup>5</sup> *me back / back me*<sup>6</sup> please?  
 A: Could you .....<sup>7</sup>?  
 B: Yes it's F-R-I-E-D-M-A-double N.  
 A: Double N?  
 B: Yes, .....<sup>8</sup>. And my number is 0044-171-3246123.  
 A: I'm sorry, .....<sup>9</sup>? The line is really bad.  
 B: Yes, of course. It's 0044-171-3246123.  
 A: So that's David Friedmann on 0044-171-3246123.  
 B: .....<sup>10</sup>.  
 A: OK Mr. Friedmann, .....<sup>11</sup>.  
 B: Thank you very much. Goodbye.  
 A: Goodbye.

## CONVERSATIONS

A. Nancy makes an appointment with a dentist. She talks to the receptionist.

Receptionist: Fairview Dental Clinic. May I help you?  
 Nancy: Hello, I'd like to \_\_\_\_\_ an appointment for \_\_\_\_\_ morning.  
 Receptionist: \_\_\_\_\_ your name, please?  
 Nancy: Nancy Baxter.  
 Receptionist: Ms. Baxter, \_\_\_\_\_ please. Yes, there's an opening at \_\_\_\_\_ a.m. next Thursday.  
 Nancy: That'll be fine. Thank you.

B. Eric calls Keith King, a classmate. Keith's mother answers.

Ms. King: Hello.  
 Eric: Hello. This is *Eric Eastwood*. \_\_\_\_\_ *Keith*?  
 Ms. King: \_\_\_\_\_ *he's* not in.  
 Eric: Could you have *him* \_\_\_\_\_?  
 Ms. King: Sure. May I have your \_\_\_\_\_ and \_\_\_\_\_?  
 Eric: Yes, it's *Eric* and my number is \_\_\_\_\_. Thanks.

**PRACTICE:** Practice Conversation B with your own name and number.



# PAIRWORK STUDENT A

You are receptionist at Fairview Agency. Answer the phone. Help the caller. Write the customer's name, telephone number and any messages.

**RING! RING!**

GOOD AFTERNOON! FAIRVIEW AGENCY. MAY I HELP YOU?

YES. \_\_\_\_\_?

WHO'S CALLING, PLEASE?

THAT'S MR. \_\_\_\_\_ OF COMPUTECH?

RIGHT. \_\_\_\_\_ OF COMPUTECH.

THIS IS \_\_\_\_\_.

THANK YOU. WILL YOU HOLD THE LINE, PLEASE?

I'M SORRY MR. \_\_\_\_\_, BUT MS. RIVERA IS NOT IN AT THE MOMENT.

WHEN \_\_\_\_\_?

SOON. WOULD YOU LIKE TO LEAVE A MESSAGE?

YES, PLEASE. HAVE \_\_\_\_\_ AT \_\_\_\_\_ BEFORE \_\_\_\_\_.

OK. CALL MR. ROBINSON AT 546-3819 BY 4 PM. RIGHT?

YES. \_\_\_\_\_ THANK YOU.

THANK YOU FOR CALLING! BYE!

Now practice the conversation with your own names.

**Job Vacancy  
International School of Phnom Penh**

Beginning full-time position. Khmer Language Teacher Assistant.  
Start April 2016.

***Qualifications:***

- University graduate
- Fluency in English & Khmer
- Like working with children
- Willing to learn teaching methods

Please send/bring letter stating your interest, our application form, and your CV to Ms. Jones. Application forms available either at the school or in the office of The Cambodia Daily. Only a few applicants will be interviewed.

A. You're calling to ask about the job. Complete the telephone conversation.

**Ms. Jones:** Good afternoon. This is the International School of Phnom Penh. How may I help you?

**You:** (1)

**Ms. Jones:** Ms. Jones speaking.

**You:** (2)

**Ms. Jones:** I am happy to answer your questions, but first tell me a little bit about yourself.

**You:** (3)

**Ms. Jones:** Teacher Assistant is a beginning level job. You do not need to have had any teaching experience. Mrs. Sophea will teach you the pedagogical methods we prefer.

**You:** (4)

**Ms. Jones:** School starts at 7:30 in the morning and lasts until 3 pm, Monday through Friday. Most teachers finish their work and go home between 4 and 5. Sometimes we have special workdays for teachers.

**You:** (5)

**Ms. Jones:** The starting salary is US\$200 per month. Mr. Dove has a sheet at the front desk explaining benefits.

**You:** (6)

**Ms. Jones:** Yes, you can pick up the application any day at the front desk.

**You:** (7)

**Ms. Jones:** You are very welcome. I look forward to seeing your application package.

🎧 B. Now, practice the conversation in pairs.

### Telephone Message

Telephone Message	
To: <i>Mr. Richard Valez</i>	
Date: <i>Feb 4, 2016</i>	Time: <i>1:15 PM</i>
From: <i>Mr. William Benton of L&amp;W Paper Co.</i>	
Will call again <input type="checkbox"/>	
Please call back <input checked="" type="checkbox"/>	
Urgent <input type="checkbox"/>	
Phone: <i>(303) 772-1241, ext. 544</i>	
Message: <i>He wants to know when to deliver the 500 boxes of computer paper.</i>	
Taken by: <i>Maxine Patterson</i>	

Telephone Message	
To:	
Date:	Time:
From:	
of	
Will call again <input type="checkbox"/>	
Please call back <input type="checkbox"/>	
Urgent <input type="checkbox"/>	
Phone:	
Message:	
Taken by:	

You are receiving a phone call. Read the conversation and fill out the telephone message slip above.

(The phone rings)

You: Good afternoon. Clark Office Supply Company.

Caller: May I speak to Mr. Anderson?

You: I'll ring his office. [pause] He's not in. Can I take a message?

Caller: Yes, please ask him to call me back as soon as possible.

You: May I have your name?

Caller: Sure, this is Mr. Ross from Atco Business Machines.

You: And may I have your telephone number?

Caller: 241-1000, extension 301.

You: Is there a message you would like to leave for Mr. Anderson?

Caller: Yes, tell him that I have two new fax machines to show him.

You: I will give him your message as soon as he returns.

Caller: Thank you very much. Goodbye.

You: You're welcome. Goodbye.