

Unit 3.

On the phone



Tips for success on the phone

1. **Prepare well:** plan ahead and consider specific questions you are going to ask.
Also, keep things handy, so it will be easier for you to find the information you may need.
2. **Ask the other person to speak slowly** if needed.
3. **Repeat key information out loud:** this way you will both know if you have understood the information correctly.
4. If you don't understand, **tell them!**
5. Be **polite and friendly.**



Important terms

- To call: llamar
- To dial: marcar
- Dial tone: señal de llamada
- To ring: sonar
- To pick up: coger el teléfono
- To answer: contestar
- Busy signal: ocupada
- To be busy: comunicando
- Voicemail: buzón de voz



Important terms

- To leave a message: dejar un mensaje
- To take a message: tomar un recado
- To call back: volver a llamar
- To hang up: colgar
- Hold on: esperar
- Speak up: hablar más alto
- Bad line: mala señal
- To put through: pasar la llamada
- Wrong number: número equivocado



Make 3 sentences using any of these expressions

Expressions to use on the phone

Answering

- Hello, this is Juan García
- Hello, this is Juan García calling from Bing Industries
- Hello, it's Juan García calling

We don't say "I'm Juan García"



Asking for someone

- May I speak to George, please?
- Could I speak to George, please?
- I'd like to speak to...
- Could you put me through to...
- Could I speak to someone in the finance department, please?

Expressions to use on the phone

Connecting to other people

- I'll put you through to...
- I'll put you through right away.
- Just a moment, please.
- Could you hold the line please?

When sb. is not available

- I'm afraid Mr. Smith isn't in at the moment.
- I'm sorry, he's away on a business trip.
- I'm sorry, he's in a meeting at the moment.
- The line is busy at the moment.
- I'm afraid he's not available at the moment.

Expressions to use on the phone

Leaving and taking messages

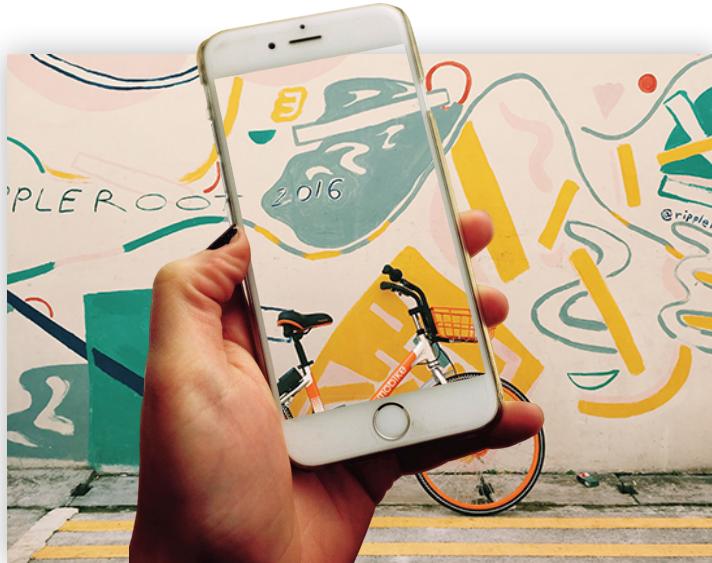
- Can I take a message?
- Would you like to leave a message?
- Is there any message?
- Please ask him to call me when he gets in.
- Please have him call me.
- I'll tell him that you called.

When leaving a message...



What do you need to do when leaving a message?

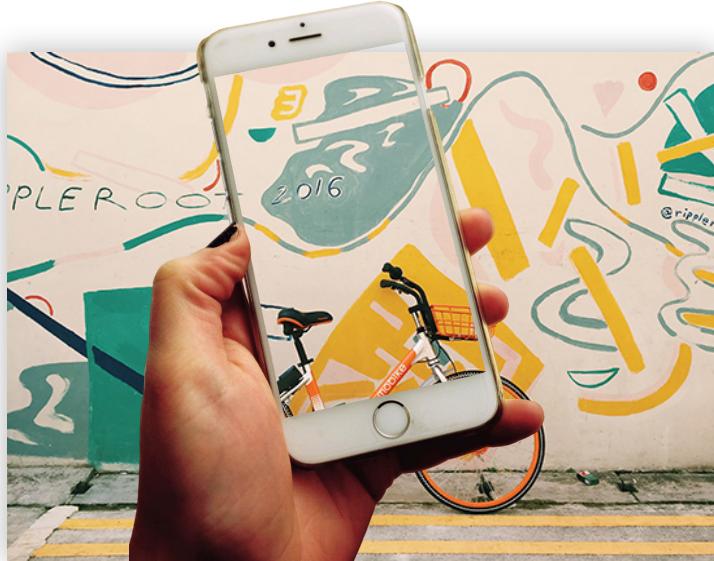
Expressions to use on the phone



Asking for clarification

- I'm sorry, I don't understand. Could you repeat please?
- Let me repeat the number to make sure I got it right.
- Could you speak a bit more slowly, please?
- Would you mind repeating that?
- I'm sorry I didn't understand the last thing you said.

Expressions to use on the phone



Organizing meetings

- I'd like to arrange a meeting.
- I'd like to set up a meeting.
- When are you free?
- When is good for you?
- How about Tuesday at 2 pm?
- How about sometime tomorrow?
- What time would suit you?
- So, we'll see you next week then.

SAYING DATES

05/05/2013

The fifth of May, two thousand and thirteen. (BR)
May fifth, two thousand and thirteen. (AM)

17/12/1987

The seventeenth of December, nineteen eighty-seven (BR)
December seventeenth, nineteen eighty-seven (AM)

SPELLING American system for clarifying letters

A as in Alpha
B as in Bravo
C as in Charlie
D as in Delta
E as in Echo
F as in Foxtrot
G as in Golf
H as in Hotel
I as in India

J as in Juliet
K as in Kilo
L as in Lima
M as in Mike
N as in November
O as in Oscar
P as in Papa
Q as in Quebec
R as in Romeo

S as in Sierra
T as in Tango
U as in Uniform
V as in Victor
W as in Whisky
X as in X-ray
Y as in Yankee
Z as in Zulu

PUTTING IT ALL INTO PRACTICE – AN EXAMPLE

EX

Now that we have seen an overview of telephone terminology, let's see it all put into practice in a conversation:

Robert Brown: Hello, Thanks for calling Brown Brokers International, how can I help you?

Susan Green: Hello, my name is Susan Potter. I'm calling regarding the promotion contract I had been

negotiating with Alex Brown. May I speak to him please?

Robert Brown: I'm sorry, but Alex is out of the office today, is there any way I could help you?

Susan Green: Alex sent me a detailed service plan, but he wasn't clear on the number of distributors you deal

with. If I agree to work with you, how many distributors will my products be able to reach and in what parts of the country?

Robert Brown: Well, that depends on the nature of your business. To be honest, I think Alex has all the details of your account, so it would be best to speak with him.

Susan Green: Could you tell me when he'll be back in the office?

Robert Brown: Certainly. He'll be back first thing tomorrow morning. If you'd like to give me your phone number, I'll have him call you right away.

Susan Green: That would be great, it's 902 675 234.

Robert Brown: Let me make sure I've got that. 902 675 234.

Susan Green: That's right. I look forward to hearing from Alex. Thank you very much.

Robert Brown: You're welcome. Thanks for calling.

Susan Green: Good-bye

Robert Brown: Good-bye

Notice how Robert and Susan are professional and courteous in the conversation. While speaking on the phone might be intimidating, just remember to prepare ahead of time, stay relaxed and don't be afraid to ask for repetition or clarification. Treat the person you are speaking with like a friend and they will too.

O R O S S
C R O S S

On the phone
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