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INGLÉS PARA DESARROLLO DE *Software*

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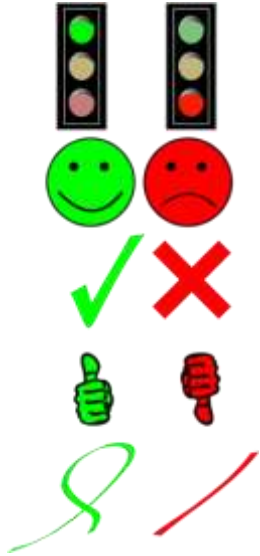


MENSAJES Y LLAMADAS TELEFÓNICAS



**Recomendaciones y
vocabulario específico**

VOCABULARY



bad line (*mala señal*)

caller (*interlocutor*)

collect call (*cobro revertido/ llamada por cobrar*)

directory (*guía telefónica*)

directory enquiry (*información telefónica*)

switchboard operator (*telefonista*)

long-distance call (*llamada de larga distancia*)

the line is engaged (*la línea está ocupada*)

wrong number (*número equivocado*)

out of order (*fuera de servicio*)

answering machine (*contestador automático*)



VERBS



to call/ring back (*volver a llamar*)

to cut off (*cortar*)

to dial (*marcar*)

to hang up (*colgar*)

to hold [on] (*esperar*)

to pick up (*descolgar*)

to put through (*pasar la llamada*)

to transfer call (*pasar / conectar la llamada*)






PHRASAL VERBS

¿Qué son?

Son verbos compuestos que incorporan una preposición o un adverbio al final, y que en consecuencia, hace que cambie su significado completamente.

Ejemplos: El verbo “break” es “romper”, pero “break in” significa “interrumpir”. O el verbo “give” significar “dar”, pero “give up” es “rendirse”.



PHRASAL VERBS

- **Call back** : To telephone someone again or to return a call

Example: *She said she'd call back.*

- **Call up**: Call someone on the phone

Example: *My dad called me up to tell me the bad news.*

- **Cut off**: When a telephone call finishes because of a bad connection

Example: *We were cut off in the middle of our conversation.*

- **Hang on**: Wait for a short time (informal)

Example: *Hang on – I'll just see if he's here.*





- **Hang up:** End a telephone call by putting the phone down

Example: *After I **hung up** I remembered what I'd wanted to say.*

- **Hold on:** Wait for a short time

Example: *Could you **hold on** a moment, please?*

- **Pick up:** Answer the telephone call

Example: *The phone rang and rang and nobody **picked up**.*

- **Speak up:** Speak louder

Example: *Can you **speak up** a bit? It's very noisy here.*

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LLAMADAS

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more online



Preséntate al hablar por teléfono en inglés

Las conversaciones telefónicas en inglés casi siempre empiezan igual, presentándote. Di: “Hello, this is (tu nombre)” Si tú contestas el teléfono y la otra persona no te dice quién es, puedes decir: “May I ask who’s calling, please?”

Usa preguntas amables con ‘may’ y ‘could’

Por ejemplo: “May I speak to Rachel Smith, please?” suena mucho mejor que “I want to speak to Rachel Smith”

Poniendo en espera y transfiriendo la llamada

Cuando alguien te pone en espera, se dice “hold”, lo cual significa que esperes. Una vez que la persona esté lista para conectarte con quien quieres hablar, va a decir Por ejemplo: “Please hold... Ok, I’ll put you through to Rachel Smith”.

Dejar un mensaje

En inglés se dice: **“leave a message”**. Y hay dos maneras de dejar un mensaje cuando alguien no está disponible: puedes dejar un mensaje en el buzón de voz o puedes hacer que alguien le escriba el mensaje. La técnica es la misma para las dos. Hay varias cosas que tienes que hacer en tu mensaje:

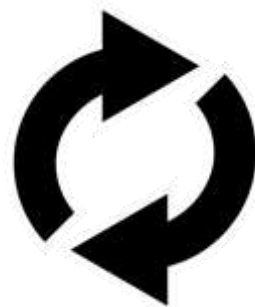
State your name, the reason for your call and a number that you would like the person to call

Pedirle a alguien que repita algo

Si hay alguna interferencia en el teléfono o el sonido no es muy claro, es normal que le pidas a la otra persona que repita lo que acaba de decir. Tampoco tengas miedo de pedirle que hable más lento:

“Sorry, I’m having a little trouble hearing. Could you slow down a little?” o “Sorry, I didn’t quite catch that. Could you repeat it, please?”.

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MARKETING





USEFUL PHRASES



Answering the telephone

Good morning/Good afternoon, [your name] speaking.
[Company name], this is [your name] speaking, how can I help you?

Asking to speak with someone

May I/Could I speak with Mrs. Swanson please.
I'd like to speak with Mrs. Swanson, please.
I'm trying to contact Mrs. Swanson.

Asking for caller's name

May I get your name, please?
May I say who's calling?
With whom am I speaking?
Who's calling, please?

Explaining the reason we're calling

I'm calling to ask about...
I'm calling in regards to...
I'm phoning to tell you about...





Asking to wait

Can you please hold a moment?
One moment, please.
Hold the line, please.
Please hold.



Transferring a call

Thank you for holding.
I'll transfer you now.
I'm sorry, but he/she is not available right now.
I'm sorry, his/her line is busy.
He/she is in a meeting at the moment.

When we don't understand or can't hear

I'm sorry, I don't understand. Could you repeat that, please?
I'm sorry, I can't hear you very well. Could you speak up a little, please?
Could you spell that, please?

Messages

Would you like to leave a message?
Could you ask him/her to call me back, please?
What's your name, please?
When is a good time to call back?

Ending a call

Thank you very much for your help.
Thanks for the information.
Thank you for calling/your call.



Diálogo ejemplo:

1: Receptionist:

Good morning, XY Company, Susan speaking. How can I help you?

2: Mr. Jones:

Hello, my name is Mr. Jones from Jones Computer Service and I'm calling for Mr. Kendall please.

1: Receptionist:

One moment, please.

1: Receptionist:

I'm sorry. His line is busy right now. Would you like to leave a message?

2: Mr. Jones:

Yes, please tell him that Mr. Jones called and to call me back when it's convenient.

1: Receptionist:

Can I get your phone number, please?

2: Mr. Jones:

Yes, it is 888-564-7781.

1: Receptionist:

Okay, thank you. I'll give him the message.

2: Mr. Jones:

Thank you. Good-bye.

1: Receptionist:

Have a nice day!

TEXT MESSAGES





RULES FOR WRITING PROFESSIONAL MESSAGES



Writing your message is personal to you and your business needs. There's no magic formula to speak of, only guidelines.

- **Keep it short:** The best part of texting is how quick and easy it is to communicate. Messages should be able to be read in a matter of seconds and responded to within a few minutes.
- **Be Mindful of Frequency:** Professional texting isn't just about what you do, it's also about what you don't do. Additionally, you don't want to text too frequently or outside of business hours.
- **Make it Easy to Reply:** Keeping your texts short also means you need to keep them clear. If you're asking your recipient a question, make it easy for them to provide a simple yes or no answers or ask something that doesn't require a detailed explanation.
- **Keep Your Sign Off Short:** Your text sign off should just be your name and, if necessary, your place of business.



- ❖ **It's hard to convey emotions or context** – Miscommunication happens when you don't understand the general sentiment behind a message. For example, short answers can come across as mean or uncaring when the sender might have been only in a hurry.
- ❖ **No body language /no tone of voice** – Facial expressions and tone of voice amplify the meaning of spoken words. This is why tone like sarcasm is hard to discern from a text.
- ❖ **Can encourage bad grammar and spelling habits** – We often use shortened words and no capitalization or punctuation especially for SMS. Also, many of us rely on auto-correct. Over dependence can encourage complacency and make us forget spelling rules.
- ❖ **Delay-caused misunderstandings** – Feelings can get hurt when we don't get a response or a reaction to texts or posts immediately. We think we are being ignored.
- ❖ **Technical difficulties** – Our digital tools are dependent upon electricity, internet connection and mobile service.



Etiquette always applies

Keep in mind that respectful language is always the best way to go. This prevents misunderstandings and keeps your message clear. Consider the following:

- **Timing** – Don't text someone at 3:00 am and expect an immediate answer. If it's about work, send it during business hours unless the message is extremely urgent.
- **Don't be aggressive or gossipy** – Fighting, gossiping or sharing confidential information reflects negatively on you.
- **Answer as soon as you can** – If you can't reply or give a message your full attention, reply with a message like "I'm tied up right now, I'll get back to you" or "I'm sorry for the late reply, I was in a video call with a client." Make sure to respond when you have the time.
- **Don't make your texts too long.**
- **Don't keep texting while you're talking to someone** – It is rude and will seem like you're not interested in their presence. If you truly must, warn people about it. Say something like "I apologize that I will have to keep on looking at my phone – I'm waiting for news about my wife's condition. She was brought to the hospital this morning".

Abbreviations/ Acronyms	What they mean	Abbreviations/ Acronyms	What they mean
ACC	Anyone Can Come	STD	Seal The Deal/ Save The Date
G2G	Going to Go	FYI	For Your Information
GMV	Got My Vote	OTOH	On The Other Hand
GOAT	Greatest Of All Time	POV	Point of View
AMA	Ask Me Anything	QOTD	Quote Of The Day
SMH	Shakes My Head	AKA	Also Known As

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