

At a call centre

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3505X

LANGUAGE
English

lingoda



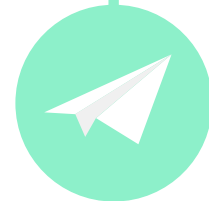


Goals

- Can recognise and understand typical phrases used at a call centre
- Can use advanced structures and questions to communicate in situations at a call centre



If you want to speak clearly and politely
to **customers** and **business**
associates over the **phone**, this lesson
is for you!





Calling

When was the last time you called a call centre? What did you call about? Were you satisfied with the call?





Working in a call centre



Have you ever worked in a call centre? Can you imagine what it would be like?



Introducing yourself

When calling to or from a **call centre** you need to **introduce yourself**. Below are some formal phrases and some less formal phrases.

Formal	Informal
Good morning, my name is John.	Hi, this is John.
Good afternoon, I'm calling from English Talk.	Hey, John here.
This is John speaking. How may I help you?	Hi, this is John in marketing.
This is John from the marketing department.	Hey there, John from HR here.



Asking to speak to someone

Often, you call somewhere knowing who you want to speak to already. Here are some phrases you can use to be **put through** to another person.

Formal	Informal
May I speak to Mr. Jones, please?	Can I speak to Helen, please?
Could you connect me to John Davidson, please?	Can you put me through to John in Sales please?
Could I speak to someone in marketing, please?	I need to speak to marketing, please.
Is there anyone in the sales department at the moment?	Is Mary in?
May I be connected to HR, please?	Is Alice there, please?



Connecting people

When someone calls you, you often need to **connect** them to another person or department. Make sure that you are connecting them to the **correct person** so as not to **waste their time**, and give them that person's **direct number** (if appropriate) in case of a disconnection.

You need the marketing department, let me connect you.

I will put you through to Mr. Jones now, please hold the line.

I'm going to connect you to the billing department now.

Let me give you HR's direct number in case we get disconnected.

I'm going to put you through to Helen's office now. Please hold.





Dialogue

**Fill in the gaps then practise the dialogue.
How do you think the dialogue continues?**



Good morning, my name's Alex and I'm calling _____ English Live.

Good morning, Alex, this is Tom, how may I _____ you?



I'd like to be put _____ to the sales department, please.



Role play

Practise a similar role play calling a company to ask for their marketing team. Swap roles when you are done.

Good afternoon...



How may I help you?

Student A:
You are the caller. You want to speak to the marketing team.

Student B:
You receive the call. Put them through to the right place.



Dialogue

Read through this dialogue of an internal call in a company.



Hi this is Yuki from accounts, How can I help?



Hi Yuki, Ron from repairs here, I need to speak to someone about my payment.



It sounds like you need Helen. I'll put you through. Hold please.



Role play

**Practise a dialogue between two colleagues using the one on the previous page as a model.
Remember to use some informal phrases.**





Taking a message

When someone is not available you will often need to **take a message**. Remember to note down the **name**, **number**, and **reason for calling** carefully, asking the caller to **repeat** if necessary. Try to give a **timeframe** for when they will be called back.

Formal	Informal
I'm afraid Ms. Davis isn't available right now, may I take a message?	John's out to lunch, can I take your name and number?
Mr. Harrison is out of the office this week. He will be able to call you on Monday.	He'll get back to you soon.
May I take your name and number and I will make sure she gets your message?	She's not here right now, who's calling?
Can I ask what you're calling about?	And what are you calling about?



Leaving a message

When leaving a message be sure to give your **name** and **number** clearly. You can also concisely give your **reason for calling**. Ask when you will receive a **call back**.

My name is Alice Jones and my number is...

I'm calling regarding...

When should I expect to hear from her?

My name is Sarah Marcus. John has my number.

I'm calling about...

Just tell him Tom in marketing called.





While dialling

Below are some things you might hear when you try to **call a company**.

- You are being **held in a queue**.
One of our agents will be with you as soon as possible.
- All of our agents are **busy right now**. Please call back later.





Dialogue

Read through the dialogue with a partner.



Hi, it's Peter, can I speak to Kate please?

She's out to lunch Peter. Can I take a message?



Yes, tell her to call me on extension 348. It's about the meeting we've got tomorrow.

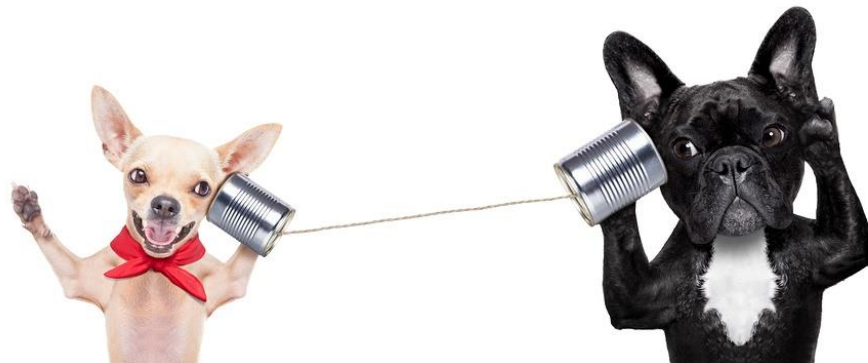
Ok, she should be back by 1.30. I'll get her to call you then.





Leaving a message

Using the previous page as a model, practise calling a colleague to leave a message.





Fill in the gaps then practise the dialogue



Good afternoon. Could you connect me _____
Mike Smith please?

Yes, this is Wendy Black calling from Cityscape. My number
is 456 7890. When should I _____ to hear from
him?

Yes, I'm calling _____ the proposal he sent over
this morning.

I'm afraid Mr. Smith is unavailable at the moment.
_____ I take a message?

He will be back before 4pm. Can I ask what you are calling
_____?



Role play

**Role play leaving a message for someone in another company.
Remember to use the more formal language.**



May I ask...

Calling regarding

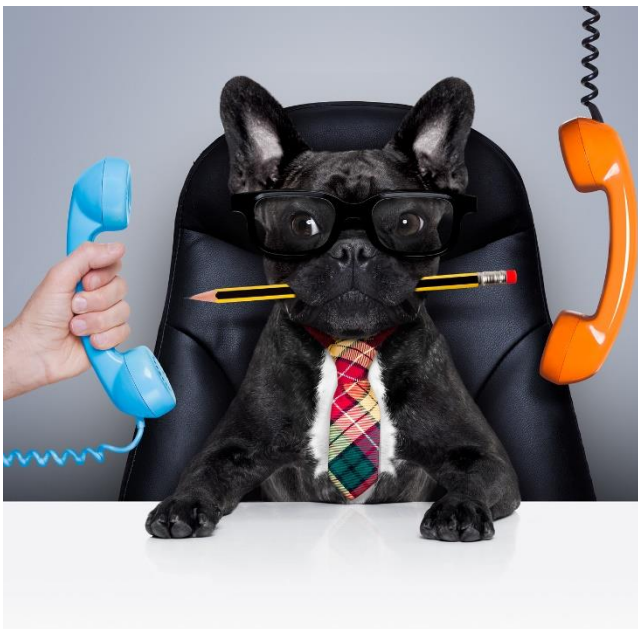
Can I have...

Unavailable



Held in a queue

Answer these questions with your classmates.



1

How do you feel when you are held in a queue?

2

How long are you usually willing to wait?

3

What do you think companies can do to ensure this doesn't happen?



Making requests

Below are some polite ways that you can **request** something from a caller.

Could you repeat that please?

Could you spell that for me?

Would you mind speaking up a little please?

Could you speak a little slower?

Would you mind if I repeat that back to you?





Communicating a technical problem

Make the caller aware as soon as possible if there is a **technical problem**. It is best to **speak generally** about the problem, rather than to lay the blame either with the caller or yourself.

I'm afraid I can't hear you very well.	I'm sorry, we lost connection for a moment there.
I'm sorry, the connection is not very clear.	I apologise, we got cut off.
I think we might have bad reception.	I'm afraid my phone ran out of battery.

Active listening

Ensure your listener knows that you are **listening carefully** and that you are **following** what they are saying by using phrases to show them.



Um hum, yes, absolutely, I see...



I completely understand.



Imagine a phone call: are you able to include all these phrases?

speaking up

I see

hang up

the connection is
not very clear

hold in queue

extension

could you repeat
that please?

I'm afraid...

absolutely



What did Sarah want?

**Now you will hear a phone call in which Sarah is trying to call Paul, a colleague from the Marketing department.
Could you summarise this phone call?**





Connection problems

When do you have connection problems with your phone? Does it make you angry?





Active listening



Can you think of any more words, phrases, or even noises, that show you are listening to someone?



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!





Answer key

Exercise p. 9
from, help, through

(Suggestions only)

Exercise p. 18

to, may/can/could, expect, regarding/about



Transcription

Exercise p. 25

Sarah: Hey, this is Sarah from the Sales department speaking. I was wondering if I could talk to Paul, please.
Marie: Good morning Sarah. Please, do not hang up, I will leave you on hold.
(Music sounds)
Sarah: Oh Gosh... Now I'll have to wait for ag...
Marie: Excuse me?
Sarah: Oh! Sorry... I though I'd have to wait lon... Never mind.
Marie: I understand. No problem. Sadly, Paul is not available at the moment.
Would you like me to leave him a message?
Sarah: Well, this is kind of an urgent call...
Marie: So you don't want to leave a message.
Sarah: I'd prefer talking to him ASAP...
Marie: But unfortunately that is not possible at the moment. Could you -----
Sarah: Sorry? What? Can you hear me?... I think we got just cut off...
Unbelievable!





Write a role play

Write a role play of a conversation between a man calling a company to ask to speak to Louis in the marketing department. The role play should be formal.

How may I help you?

put through

lost connection

May I ask...?

I'm calling regarding...

Good morning.





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