****

UNIT 5:

IT HELPLINE AND TAKING MESSAGES

**USEFUL VOCABULARY**

PHONE CALLS

* As soon as possible
* Avoid
* Be careful
* Caller
* Contact
* Dial a number
* Engaged
* Extension number
* No reply
* On the line
* Professional
* Put you through
* Remind
* Repeat
* Ring back
* Speak up
* State
* Voicemail
* Wrong number

ANSWERING CALL AND TAKING MESSAGES

* Calling on behalf of
* Cut off
* Deal with
* Expect
* Hang up
* In a meeting
* Interrupt
* Leave a message
* Line is busy / line is free
* On holiday
* Out of the office
* Out of town
* Put you on hold
* Return your call
* Spell that
* Take a call
* Take a message
* Take down
* Transfer
* Unavailable
* Urgent

**READING AND LISTENING**

1. **Read the notice. Match the sentences below to the correct instructions from the notice.**

**When you answer the phone, remember to:**

1. State your name and the name of the company clearly.
2. Greet the caller in a friendly but professional manner.
3. Answer the phone quickly. Avoid letting it ring more than three times.
4. Make sure you put the call through to the correct extension.
5. Take clear messages and include the caller’s name and telephone number.
6. Give the messages to the appropriate person as soon as possible.
7. Be patient and helpful with the customer at all times.

**COMPUSET SERVICES – Telephone Etiquette Tips**

* 1. The callers shouldn't wait for a long time. 🡪
  2. The callers should know who they are talking to. 🡪
  3. Write down who is leaving a message and how to contact them. 🡪
  4. Don't make a mistake when you are putting calls through. 🡪
  5. Deliver messages quickly. 🡪
  6. Be courteous when you speak to callers. 🡪

**VOCABULARY**

1. **Choose the correct answer to complete the sentence.** 
   1. Her presentation was very professional. She did a **bad / good** job.
   2. The shop must be **open / closed**. There's no reply.
   3. She must be **busy / free.** The line is engaged.
   4. There's a caller **outside / on the phone** waiting to speak to you.
   5. Can you please speak up? I can't **see / hear** you very well.
2. **Complete the sentence from the correct word from the box.**

Put you through • extension number • repeat • dial a number • state • wrong number • contact

* 1. Sorry, what did you say? Can you ……………… that, please?
  2. Your mother rang an hour ago - you need to ……………… her immediately.
  3. One moment, please, I'll ……………… to Mr Wright now.
  4. This is not St Ann's Hospital. You've got the ………………
  5. To ……………… abroad, put an 01 before the number.
  6. From Monday, my new ……………… will be 8015.
  7. When you answer a phone call, ……………… the name of the company.

1. **The words and phrases in bold are in the wrong sentences. Write the correct word next to the arrow.** 
   1. I need to speak to Betty **on** **the** **line**. It's really important. 🡪
   2. Can you ask Mrs. Ford to **avoid** tomorrow? I'm too busy to talk to her today. 🡪
   3. I've got a client **as** **soon** **as** **possible** who wants to speak to the manager. 🡪
   4. Try to **remind** speaking too loudly on the phone. 🡪
   5. Can you **ring** **back** Ms. Burns to prepare the invoice for Dell's Computer Shop? 🡪
2. **Match A to B to form sentences.**

**A**

* 1. If there's no reply from his office phone,
  2. Miss Scott is on the line for you.
  3. Avoid letting the phone ring a lot.
  4. They've tried to contact you several times,
  5. Before you dial the number,
  6. His line is engaged,

**B**

* 1. he’s probably working off-site.
  2. so I will phone him later.
  3. so call them as soon as possible
  4. press 9 for an outside call.
  5. she needs to place an order.
  6. answer it quickly.

1. **Choose the correct phrase to complete each sentence.**

**on holiday / out of town / in a meeting**

* 1. I'm afraid Mrs. Philips isn't in the office. She's ……………… at an IT conference.
  2. I'm sorry, but Miss Lyons is busy. She's ……………… with the software developers. As soon as they finish, I'll tell her you phoned.
  3. I'm afraid Mr. Brown isn't here. He's ……………… in the Alps for two weeks. He'll be back on the 20th.

**hang up / cut off / take down**

* 1. Just a moment, I'll get a pen and ……………… your full name and mobile number.
  2. I'm sorry we got ……………… earlier. My battery ran out.
  3. Just a moment. I'll see if Mr. Jeffries is in his office or out on-site - please don't ………………

**take a message / leave a message / put you on hold**

* 1. I'll see if Miss Hart can take your call. Can you please wait a moment while I ………………?
  2. Mrs. Banks isn't on-site today - can I ………………?
  3. Could I ……………… for Tony? Please tell him I'll be out this afternoon testing the new software at the sports centre.

1. **Complete the sentences with the correct word from the box.**

spell that• interrupt • return your call • line is busy• out of the office

* 1. When someone is speaking on the phone, it means their ………………
  2. How do you ……………… - is it J-U-D-Y or J-U-D-I?
  3. I'm sorry to ……………… your meeting, but you have a call from your daughter. She says it's important.
  4. Mrs. Rose isn't at her desk; she's ………………
  5. Mr. Davies is busy at the moment. Shall I ask him to ……………… later today?

1. **Match A to B.**

|  |  |  |
| --- | --- | --- |
| **A** |  | **B** |
| 1. needs immediate attention | …… | A. unavailable |
| 2. believe that someone or something will arrive soon | …… | B. transfer |
| 3. pass a call on to someone else | …… | C. deal with |
| 4. take action to do something | …… | D. urgent |
| 5. can't be contacted | …… | E. expect |

**GRAMMAR**

PRESENT PERFECT

Form

* Affirmative 🡪 Subject + have/has + past participle 🡪 I have eaten / He has eaten
* Negative 🡪 Subject + have/has + not + past participle 🡪 I haven’t eaten / He hasn’t eaten
* Interrogative 🡪 Have/Has + subject + past participle ...? 🡪 Have you eaten? / Has he eaten?

Use

1. For actions which started in the past and continue up to the present. They may have a visible result in the present 🡪 Frank has been a secretary for seventeen years.
2. To talk about an action that happened in the past but we don’t know exactly when. 🡪 I have bought a car.
3. Personal experiences 🡪 Have you ever been to New York?
4. Recently completed actions 🡪 Linda has just cleaned her room.
5. **Complete the following sentences using the correct form of the verbs in brackets. You can use the PRESENT PERFECT or the PAST SIMPLE.** 
   1. We went (go) to the cinema last night.
   2. Tom has seen (see) that movie three times already.
   3. I read (read) yesterday's newspaper but I haven´t read (not read) today's.
   4. The students had (have) eight exams last month.
   5. …………………. you ever …………………………………… (be) to a professional football game?
   6. …………………………………. (you / enjoy) yesterday's game?
   7. We …………………………………. never …………………………………. (play) with snow.
   8. I …………………………………. (live) in London in 2012.

PAST PERFECT

Form

* Affirmative 🡪 Subject + had + past participle
* Negative 🡪 Subject + had + not + past participle
* Interrogative 🡪 Had + subject + past participle ...?

Use

1. To talk about a past action that has finished before another action or point in the past 🡪 They had dinner by the time I arrived.
2. To talk about things that were not real in the past (3rd conditional) 🡪 If I had known you were injured, I would have visited you.
3. **Complete the sentences with the correct form of the verbs in brackets. Use the PAST SIMPLE or the PAST PERFECT SIMPLE.** 
   1. Hannah \_\_ (not know) what to do. Someone \_\_ (lock) the door and she had no key.
   2. This area \_\_ (become) trendy after developers \_\_ (restore) the old buildings.
   3. By the time the beach clean-up \_\_,(end) the volunteers \_\_ (collect) more than 500 kg of rubbish.
   4. We \_\_ never \_\_ (be) on a cable car before we \_\_ (visit) San Francisco.
   5. When I ……………………. (get) home, the children ………………. (already/go) to bed.
   6. When I …………………. (turn) on the television, my favourite program ………………………….……. (finish).
   7. Susan ……………………. (turn on) the radio after she ………………………. (wash) the dishes.

TIME WORS /PHRASES

1. **Already** 🡪 normally in affirmative sentences 🡪 She has **already** watered the plants.
2. **Yet** 🡪 normally in interrogative and negative sentences 🡪 Meg hasn’t called **yet** // Has Meg called **yet**?
3. **Just** 🡪 normally in affirmative sentences to show that an action finished a few moments earlier (usually in the PRESENT PERFECT) 🡪 We have **just** arrived.
4. Still 🡪 it is usually to talk about something that hasn’t finished. We can use it with the present perfect or other verb tenses.
   1. Affirmative and interrogative sentences 🡪 before the main verb 🡪 She **still** works in the same office.
   2. Negative sentences 🡪 before the auxiliary verb 🡪 I have been waiting for Lucy for 3 hours, but she **still** hasn’t come.
5. **Ever** 🡪 normally in affirmative and interrogative sentences 🡪 Have you **ever** been to Paris?
6. **For** 🡪 over a period of time 🡪 He has been in Malta **for** a week.
7. **Since** 🡪 from a starting point in the past 🡪 They have lived in Spain **since** 2005.
8. **Complete the following expressions. Use for or since.** 
   1. ………………… last Sunday.
   2. ………………… ten years.
   3. ………………… 2019
   4. ……………… he was seven.
   5. ………………… many hours.
   6. ………………… eight o’clock
   7. ………………… a long time.
   8. ………………… a week
   9. ………………… last winter.
   10. ………………… that day.
   11. ……………… four months.
   12. ………………… May.
   13. ………………… many years.
   14. ……………… she was born.
   15. ……… fifty minutes a day.
   16. …………… my mum called.
   17. …………… we got married.
   18. ………………… three weeks.
9. **Complete the sentences using ever, never, just, already, yet, for, since.**
   1. Gerald has been a tour guide …………………………… five years.
   2. Terry has …………………………… seen a skyscraper before.
   3. Don’t worry about buying a present. I’ve ………………………… boughtone.
   4. Tim is feeling sick. He has ……………………………eaten a whole bag of cookies.
   5. Has Jerry arrived from the airport ……………………………?
   6. I haven’t been to a concert …………………………… I was 15.
   7. Have you …………………………… been camping?
   8. He hasn’t finished his homework ……………………………
   9. Have you …………………………… been to London?
   10. I have lived in California …………………………… I was born.
   11. I can’t believe what I have …………………………… seen. I will never forget it.
   12. You cannot catch him anymore as the plane has …………………………… departed.