

E-TALKING
BEST
FOR YOU

Formal Telephone Calls

Rules for making formal
phone calls

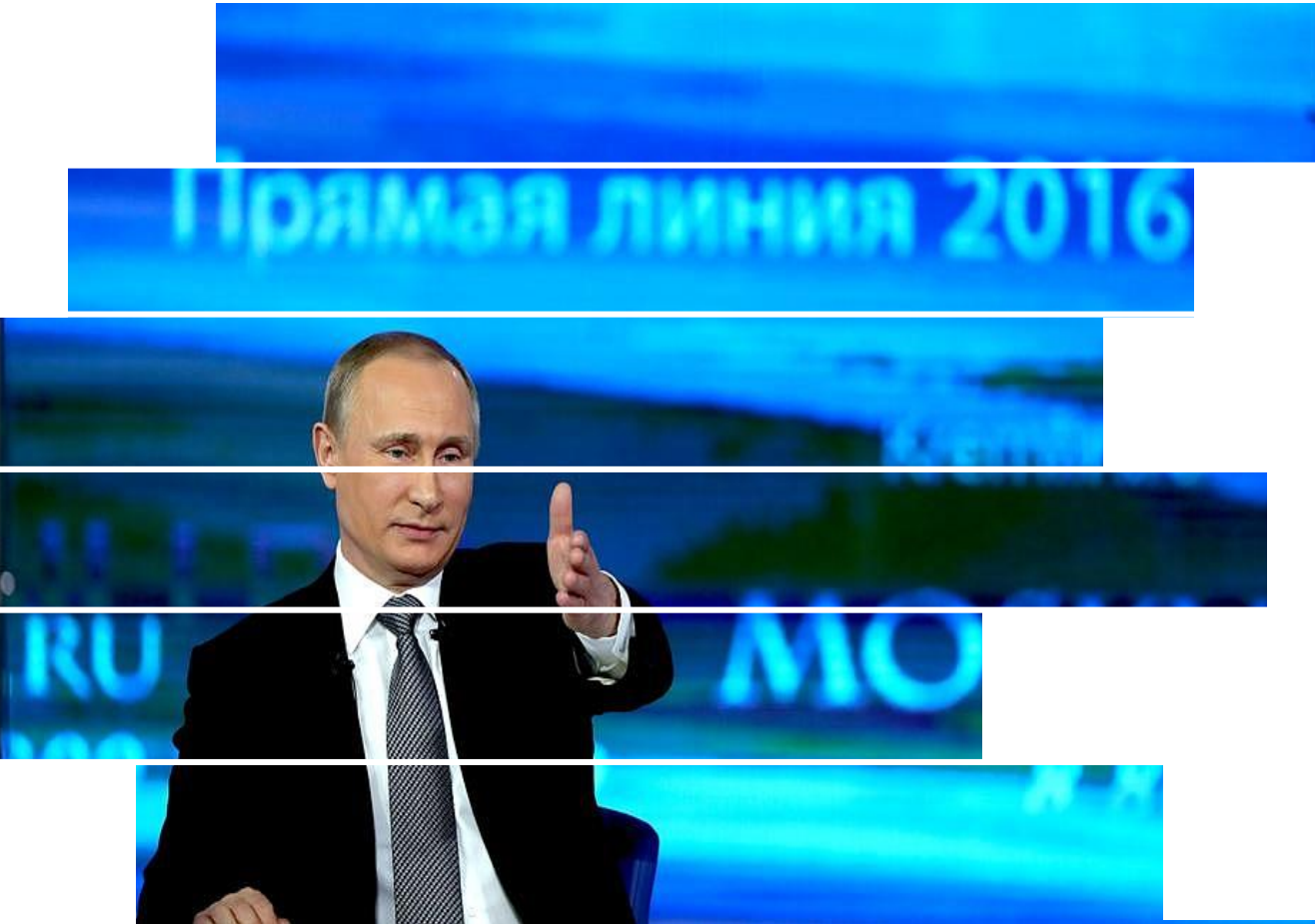
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INTRODUCTION

Students can identify general rules for making formal phone calls.



General Rules

There are certain rules you need to observe while making formal phone calls. You have to be clear, brief, polite, and balance the three.

START



WARM-UP

Give an example of a formal telephone call.



GETTING STARTED

Mention three things that differentiate a formal telephone
call from an informal one.

01 Be Brief

While making a formal telephone call, you have to be brief. Try as much as possible not to **waste** the time of the receiver, as he may have some other things to attend to at the office.



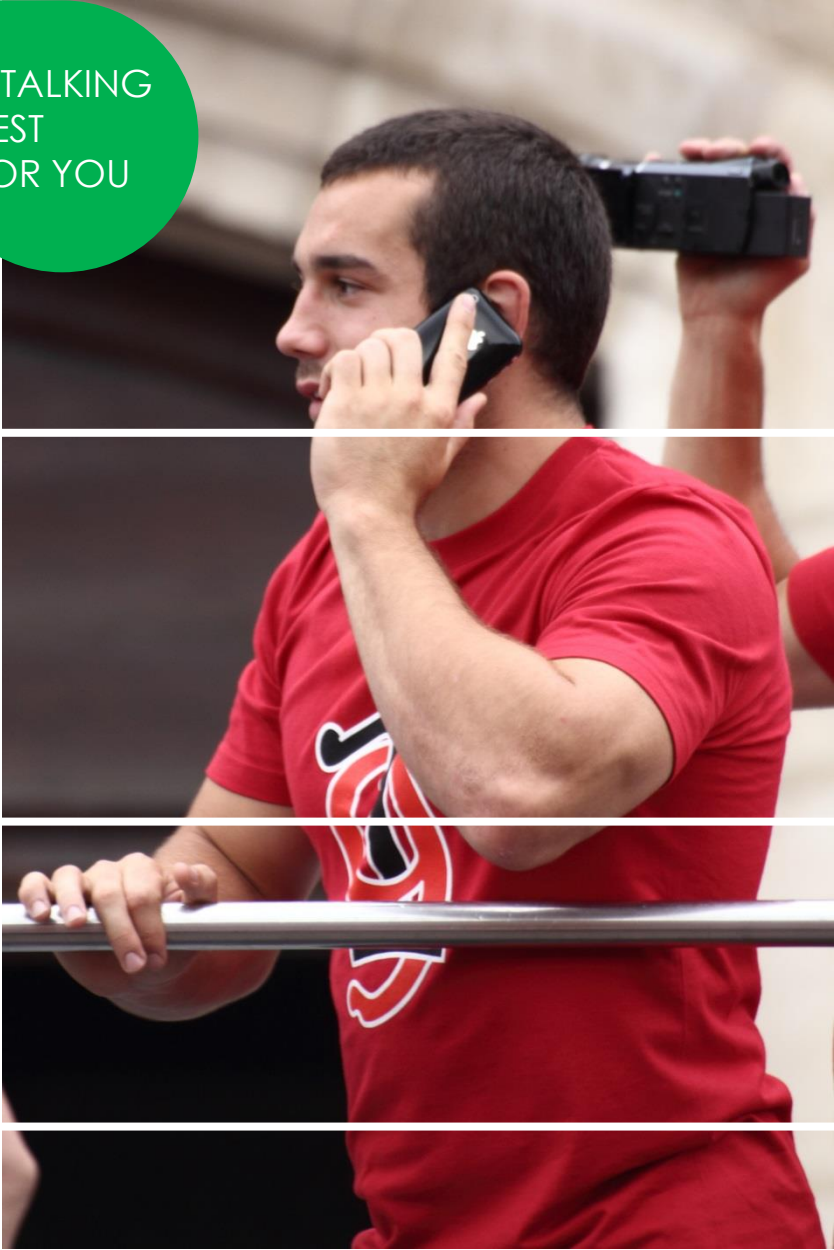
Waste (verb) Use carelessly



DISCUSSION

How long should a formal call be? Why?

01



02 Be Clear

Another rule you have to observe in a formal telephone call is to be clear. Go straight to the point by explaining the reason for your call.



Observe (verb) Make sure you do



DISCUSSION

How can you explain the purpose of your call briefly?

02

03 Be Polite

Being **polite** is another rule of a formal phone call. Try to **recognize** the views of your receiver. Even when your opinion is different from his, present it politely.

Az

Polite (adjective) Respectful

Recognize (verb) Identify





DISCUSSION

How can you show politeness in a formal call?

03

04 Balance the Three

The three rules mentioned earlier can look **conflicting** at times. If you are too **brief**, for instance, you may appear to be **impolite** to your receiver, so try to balance the three rules.



Conflicting (adjective) Contradicting

Brief (noun) Not lengthy

Impolite (adjective) Lacking respect



DISCUSSION

In what other ways can you balance three rules so that they do not
conflict with another?

04



SPEAKING TASK

Make sentences with the following words.

conflicting, brief, recognize, impolite, observe



ASSESSMENT

Complete the sentences using the vocabulary words

from this lesson:

Answer the following questions based on today's lesson.

1. Mention four major rules you need to observe while making a formal call.
2. Briefly explain each of the rules mentioned earlier.



ASSESSMENT

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Thank you !

