

E-TALKING
BEST
FOR YOU

Desk Work

Handling calls

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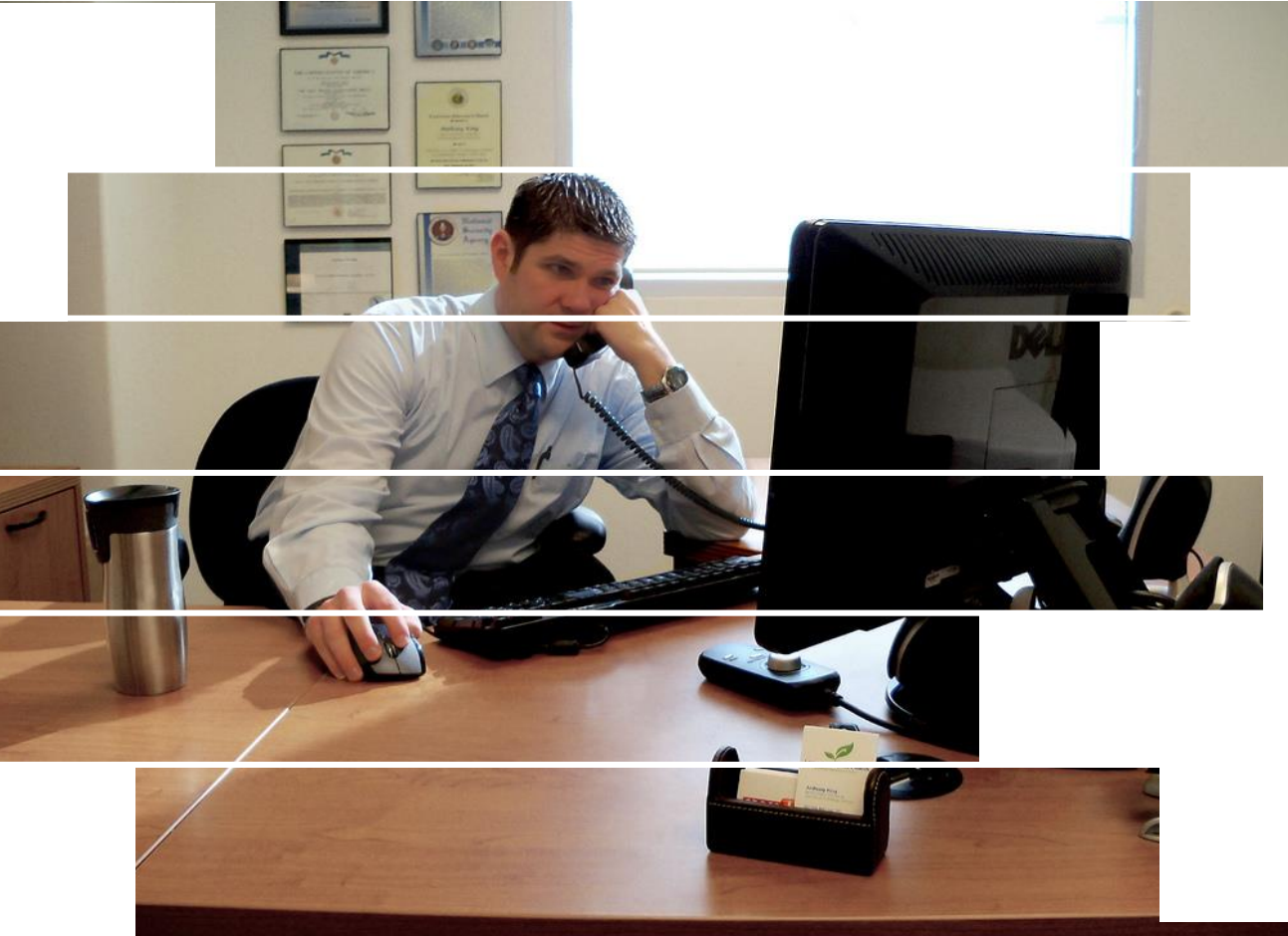


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INTRODUCTION

Students can understand how to handle phone calls.



Receiving Calls Can Be Time-consuming

Many managers do not know that receiving calls can be time-consuming. Some business calls may take up to 15 or 20 minutes. Assuming that, as a manager, you have to receive these lengthy calls about 10 times a day, how much of your time do you think would be spent handling calls every day or every week?

START



WARM-UP

How many calls do you handle in one hour?

How does the number of calls you receive affect your business?



GETTING STARTED

Make a list of the number of calls you receive on a daily basis.

Write down the average number of minutes you spend on each call.

Then, calculate the percentage of the time spent daily or weekly business calls.

01 How to Ask Politely

Phone **conversations** require a great deal of **courtesy**. The reason is that you do not see the person you are talking to **face-to-face**. You have to **identify** ways of asking things politely. You can start a **polite** request using expressions like, “Could you ...” “If you can ...” or, “Please kindly ...” and so on.

Az

Conversation (noun) Talk

Face-to-face (adverb) See someone physically

Identify (verb) Know

Polite (adjective) Respectful

Courtesy (noun) Good manners



DISCUSSION

Come up with five polite requests, starting with “Could you ...”

01



02 Unexpected Phone Calls

There are times when you receive **unexpected** phone calls. Such calls come when you are not prepared. It could be a call from a business contact asking for a favor. The call could also be a **quote** from a sales executive.



Unexpected (adjective) Not prepared for

Quote (noun) Price of a product



DISCUSSION

A business contact you don't really remember calls you asking for a favor.

How would you handle this call?

02

03 Giving Correct Responses

You need to know how to give correct responses to your callers. Using the right English **expression** is very important in giving correct **responses**.

AZ

Expression (noun) Way of talking

Response (verb) Reply



03 Giving Correct Responses

Having a good understanding of the callers' **enquiries** or what callers are talking about is a key to responding to them **appropriately**.



Enquiry (noun) Something you ask about

Appropriate (adj) In the right way





DISCUSSION

Imagine responding to three enquiries starting with, “Ok, I’ll ...”

03



06 Avoid Calls Politely

There are times when callers request help that you cannot **provide**. Do you just **avoid** them or ask them never to call you again? The best way to politely avoid their request is to provide **excuses**.

There are some excuses you can give to avoid doing what they ask you.



Provide (verb) Do or give something for/to someone

Avoid (verb) Keep away from

Excuse (noun) Reason not to do something



DISCUSSION

Try to get unwanted callers off your phone by giving five different excuses.



SPEAKING TASK

Express Yourself

Form five sentences beginning with “If” using the pairs of words below.

busy + ring, real + unplug, disturbed + hold, possible + answer, expecting + pick up



ASSESSMENT

Complete the sentences using the vocabulary words

from this lesson:

Complete the following sentences using the vocabulary words from the lesson.

politely, time-consuming, excuses, enquiries, courtesy,

1. Receiving calls can be _____ .
2. Phone conversations require a great deal of _____ .
3. You've got to identify ways of asking things _____.
4. The best way to politely avoid their requests is by providing _____.
5. Having a good understanding of the callers' _____ is a key to responding to their requests.



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Thank you !

