

IT Helpline & Taking messages

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
wrong number

ANSWERING CALLS AND TAKING MESSAGES

cut off
deal with
expect
hang up
in a meeting
interrupt
leave a message
line is busy
on holiday
out of the office

out of town
put you on hold
return your call
spell that
take a message
take down
transfer
unavailable
urgent

EXTRA!

bad connection
call back
calling on behalf of
clearly
end a conversation
get through
interference

line is free
offer assistance
speak a little more slowly
take a call
voicemail
Would you mind ...?

LET'S PRACTICE!

1 Read the notice. Then match the sentences below to the correct instructions from the notice.

COMPUSET SERVICES TELEPHONE ETIQUETTE TIPS

When you answer the phone, remember to:

- a. state your name and the name of the company clearly.
- b. greet the caller in a friendly but professional manner.
- c. answer the phone quickly. Avoid letting it ring more than three times.
- d. make sure you put the call through to the correct extension.
- e. take clear messages and include the caller's name and telephone number.
- f. give the messages to the appropriate person as soon as possible. be patient and helpful with the customer at all times.

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

Tip!

When you introduce yourself on the phone, you can say Melanie speaking. It is not correct to introduce yourself by saying I'm Melanie.

2 An employee in a computer shop (A) is talking to a customer (B) on the phone. Read the dialogue and answer the questions.

A: Good morning, Compuset helpline. Melanie speaking. How may I help you?

B: Hello, it's Dave Smith here from CopyShop. Can you tell me if you've got any of the X300 RAM chips in stock?

A: Have you got the item number, please?

B: Yes, it's 15480.

A: Just a moment, Mr Smith, I'll just check for you. Please stay on the line

B: Sure.

A: Thank you for waiting. Yes, we've got 10 of those in stock.

B: Great. I'll come in later this week.

A: Can I help you with anything else today?

B: Yes. Unfortunately, we had a problem with the latest software update you sold us.

A: Oh, I'm sorry to hear that, Mr Smith. I'll put you through to a support technician.

- | | |
|--|--|
| 1. Who does Melanie work for? | Melanie works for Compuset |
| 2. Who does Dave Smith work for? | Dave works for CopyShop |
| 3. What item is Dave interested in buying? | He is interested in a RAM chip |
| 4. What has Dave got a problem with? | He has a problem with the latest software update |

X 300

3 Choose the correct answer. Pay attention to the words in bold.

1. Her presentation was very **professional**. She did a *bad* / good job.
2. The shop must be *open* / closed. There's **no reply**.
3. I will / *won't* **be careful** when I input the data.
4. She must be busy / *free*. The line is **engaged**.
5. There's a **caller** *outside* / on the phone waiting to speak to you.
6. Can you please **speak up**? I can't *see* / hear you very well.

4 Complete the sentences.

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

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

5 The words in bold are in the wrong sentences. Write them correctly.

- | | |
|---|----------------------------|
| 1. I need to speak to Betty on the line . It's really important. | as soon as possible |
| 2. Can you ask Mrs Ford to avoid tomorrow? I'm too busy to talk to her today. | ring back |
| 3. I've got a client as soon as possible who wants to speak to the manager. | on the line |
| 4. Try to remind speaking too loudly on the phone. | avoid |
| 5. Can you ring back Ms Burns to prepare the invoice for Dell's Computer Shop? | remind |

Tip!

ASAP = as soon as possible

The abbreviation is also pronounced as a word - 'asap'

6 Match A to B.

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_ a. he's probably working off-site.
- _6_ b. so I'll phone him later.
- _4_ c. so call them as soon as possible.
- _5_ d. press 9 for an outside line.
- _2_ e. She needs to place an order.
- _3_ f. Answer it quickly.

7 Read the memo and the telephone messages. Then decide who each statement below refers to.

Employees Schedules

3rd February

Mrs Jacobs - working out of office at Tech City Computers

Mr Bradford - unavailable from 15:00-16:00

Mr Patel - technical problem with his phone - transfer his calls to extension 232

Mrs Gladstone - will be out of the office for lunch (12:45-14:00)

Mrs Anderson - in meetings with IT project managers all day. Take messages, don't interrupt.

Message for: Mrs Gladstone

Time: 13:45 From: Mr Wright

Message: Would like a meeting this week to start planning the TELCOR tech project.

Message for: Mr Bradford

Time: 15:14 From: Linda at PR Solutions

Message: Urgent! Please call me. We've run out of sound cards and need to re-order.

Message for: Mrs Anderson

Time: 14:02 From: Jason Moore

Message: Needs a technician to visit the IT department at the hospital ASAP please.

- | | |
|--------------|---|
| Mr Patel | 1. This person's phone isn't working. |
| Mrs Jacobs | 2. This person is not working in the office today. |
| Jason Moore | 3. This person works in a hospital. |
| Linda | 4. This person needs to order something. |
| Mr Wright | 5. This person wants to have a meeting soon. |
| Mr Bradford | 6. This person isn't receiving calls for one hour this afternoon. |
| Mrs Anderson | 7. This person has got meetings and can't receive phone calls. |

8 Choose the correct phrase to complete each sentence.

leave a message / cut off / take a message / on holiday / hang up / out of town / take down / in a meeting / put you on hold

1. I'm afraid Mrs Phillips 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.

4. Just a moment, I'll get a pen and your full name and mobile number.

5. I'm sorry we got earlier. My battery ran out.

6. Just a moment. I'll see if Mr Jeffries is in his office or out on-site - please don't

7. I'll see if Miss Hart can take your call. Can you please wait a moment while I ?

8. Mrs Banks isn't on-site today - can I ?

9. Could I for Tony? Please tell him I'll be out this afternoon testing the new software at the sports centre.

1. out of town
2. in a meeting
3. on holiday
4. take down
5. cut off
6. hang up
7. put you on hold
8. take a message
9. leave a message

9 Copy and complete the sentences.

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

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

10 Match the words in A to their definitions in B.

A

B

1. unavailable

4 a. needs immediate attention

2. transfer

5 b. believe that someone or something will arrive soon

3. deal with _2_ c. pass a call on to someone else
4. urgent _3_ d. take action to do something
5. expect _1_ e. can't be contacted

11 Choose the correct answer.

MESSAGE FOR MR TRAVIS

Will Samuels called this morning while you were *on holiday* / **in a meeting**. He **left** / *took* a message saying that he has lost half of his client data and he needs an **urgent** / *unavailable* solution. I told him you would *hang up* / **deal with** his problem as soon as possible and that you would **return** / *transfer* his call after your meeting. I *cut off* / **took down** his mobile number in case you haven't got it. It's 093-425555.