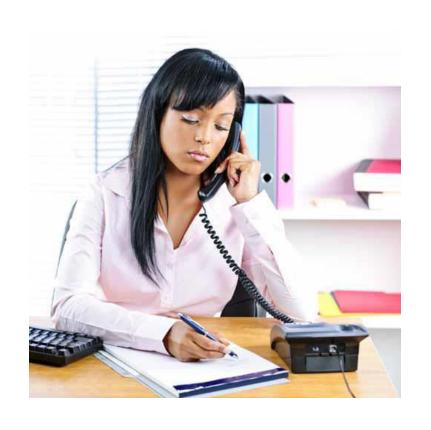
GENERAL ENGLISH Lesson 3 – TELEPHONING



Introduction



Communicating on the telephone is a very difficult task for English language learners. Part of the issue is the clarity of the phone call - often it is difficult to hear and even English native speakers can have trouble with a poor connection.

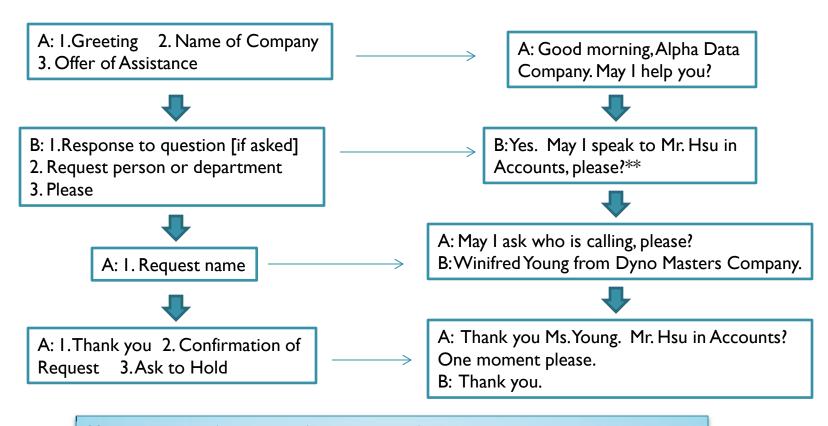
Introduction

Another problem is the **lack of visual confirmation**. We can't see the lips or face of the person we are talking to, so we have lost some important information for helping us understand what is being said. We don't even know if the person we are talking to is nodding their head in understanding or not — or looking confused and frustrated.



Structure of Typical Telephone Call

Initial Telephone Contact



** Another option and quite common is:

This is Winifred Young from Dyna Masters, may I speak to Mr. Hsu in Accounts, please? This option is a bit faster as it removes one step from the exchange.

Structure of Typical Telephone Call

Contact with your Target Person

A: Greeting 2. Name 3. Offer assistance



A: Hello, Kevin Hsu here. May I help you?



B: Greeting 2. Name and Company 3. State reason for calling.



A: I. Greeting 2. Address the question





B: Hello Mr. Hsu, this is Winifred Young from Dyna Masters. I don't quite understand the last invoice you sent us for maintenance of our Internet servers.



A: Hello Ms. Young. Let me check that invoice and see what the issue was. Can you give me the invoice number, please?

Exercise

Activity I. Practice the dialogue. Change the underline words with your own company details.

A: Hello. Phuket Gazette, may I help you?

B:Yes, please. I'd like to talk to Chris Husted in advertising.

A: May I ask who is calling please?

B: <u>Suda Forbes from Thailand Travel Magazine</u>.

A. One moment please, Ms. Forbes.

Exercise

Activity II. Practice the dialogue. Change the underline words with your own company details.

A: Hello, this is Chris Hust. May I help you?

B: Hi Chris, this is Suda from Thailand Travel. There was a problem with our display advertisement last week. The telephone number was missing!

A: Oh no! Let me check on an that. Can I give you a call back this afternoon?

B: Yes, please do – we'd like a credit or for the ad to run again, please.

A: I am sure we can arrange something, Suda.

B:Thank you, Chris. I'll talk to you later.

A:Thank you for letting me know about the problem, Suda. Bye, bye

B: Bye, Chris.

Exercise

Activity III. Work with a partner and practice the dialog with the characters in the table below. Use the full dialog from the previous slide.

name	company	calling	at	about	
1. John Daley	Daley Enterprises	Vicki Chang	Travel and Leisure, Inc.	They have not paid the last invoice. It is late.	
2. Ginny Wang	Anuphas, Inc.	Zack Hines	Farang Restaurants, Ltd.*	Repairs to their corporate limousine have been completed.	
3. Elmore Leonard	Lifestyle Writers Cooperative	Rocco Mediate	Mission Hills Resorts	Sales brochures for their new condo sales unit are ready to be picked up	
4. A.J. Choi	Skill Training International	Jenny Ho	Laguna Manufacturing Corporation	The new training program is ready for their review	
* Ltd. means Limited, as in limited liability corporation					

Useful Expressions

Making contact :	Hello / Good morning / Good afternoon This is John Brown speaking Could I speak to please? I'd like to speak to I'm trying to contact
Giving more information:	I'm calling from Tokyo / Paris / New York / Sydney I'm calling on behalf of Mr. X
Taking a call :	X speaking. Can I help you?
Asking for a name / information :	Who's calling please? Who's speaking? Where are you calling from? Are you sure you have the right number / name?

Useful Expressions

Asking the caller to wait :	Hold the line please. Could you hold on please? Just a moment please.
Connecting:	Thank you for holding. The line's free now I'll put you through. I'll connect you now / I'm connecting you now.
Giving negative information :	I'm afraid the line's engaged. Could you call back later? I'm afraid he's in a meeting at the moment. I'm sorry. He's out of the office today. / He isn't in at the moment. I'm afraid we don't have a Mr./Mrs./Ms/Miss here I'm sorry. There's nobody here by that name. Sorry. I think you've dialled the wrong number./ I'm afraid you've got the wrong number.
Telephone problems :	The line is very bad Could you speak up please? Could you repeat that please? I'm afraid I can't hear you. Sorry. I didn't catch that. Could you say it again please?

Next Lesson: TAKING/LEAVING A MESSAGE

The End