



LEARNWELL OY



Telephoning in English

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LEARNWELL OY

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TEL·E·PHONE

noun: An instrument that converts voice and other sound signals into a form that can be transmitted to remote locations and that receives and reconverts waves into sound signals.

verb: To communicate by telephone

Synonyms:

buzz, call, ring, dial, phone

Idioms:

get someone on the horn

give someone a buzz

Etymology:

Tele- comes from the Greek form ***tele-***, meaning afar, far off, while *phone* comes from the Greek ***phon-*** meaning sound, voice.





We do not telephone **to** someone.

No preposition is needed:

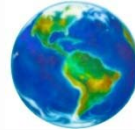
- We make a phone call
- We dial a number
- We contact someone by phone
- We give someone a call
- We give someone a ring
- We telephone someone
- We get hold of someone
- We get in touch with someone



What does this mean?

- Put someone through
- Put someone on hold
- Hang up on someone
- Tie up the line





HOW TO SPEAK

- Speak with a rich, vibrant voice. Smile with your voice!
- Speak with a melodious rather than a monotone voice
- Speak moderately loudly at a moderate pace – varying both for appropriate emphasis

HOW MANY RINGS TO ALLOW

- Answer no later than the third ring

HOW TO GREET CUSTOMERS ON THE PHONE

- Discontinue any other conversation or activity such as eating, chewing gum, typing, etc that can be heard by the calling party.
- Give your first and last name and identify your department
- When transferring a call, be sure to explain to the caller that you are doing so and where you are transferring them.
- If the caller has reached the wrong department, be courteous. If possible, attempt to find out to whom they should speak. They will appreciate it.

REMEMBER

You may be the first and only contact a person may have with your department, and that first impression will stay with the caller long after the call is completed.





ANSWERING THE PHONE

- Company X, good morning.
- Company X, how may I help you?
- Company X, Janet Jones speaking.
- This is Janet Jones of company X, good morning.

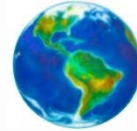
INTRODUCTIONS

- Good morning, Kevin Black speaking.
- Hello. This is Kevin Black here.
- Good morning. My name is Kevin Black.
- This is Kevin Black speaking.



How to Greet Customers on the Phone Give your first and last name.
Identify your department.





ASKING FOR SOMEONE

- Could I speak to Mr Smith, please?
- I'd like to speak to Mr Smith, please?
- I'm trying to contact Mr Smith.
- Is Mr Smith available?
- Could you put me through to the HR department?
- Could you tell me what time the Managing Director will be available?
- Could you tell me who is in charge of invoicing?
- Could you transfer me to extension 34, please?
- Could you put me through to sales, please?





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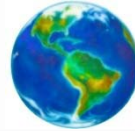
SUGGESTIONS FOR...

SOMEONE IS NOT AT THE NUMBER YOU CALLED

- I'm sorry, but he doesn't work here anymore.
- I'm sorry, he has retired.
- I'm afraid we don't have anybody here by that name.
- Sorry, there's no one of that name working here.
- He's not at this number any longer. His new number is 122 078
- I'm sorry but this is extension 232 not 323.
- Sorry, I think you've got the wrong number.
- Would you like to speak to somebody else?



SUGGESTIONS FOR...



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TRANSFERRING A CALL

- I'll check if he's in.
- Just a moment please, I'll put you through to Mr Smith.
- One moment please, I'll transfer you...
- Just connecting you now.



SUGGESTIONS FOR...



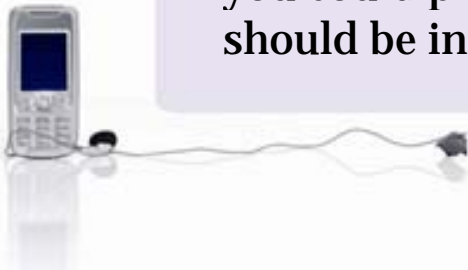
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THE PERSON IS UNAVAILABLE

- I'm afraid Mr Smith is not available right now.
- I'm afraid Mr Smith is unavailable at the moment.
- I'm afraid Mr Smith is not in today.
- I'm afraid Mr Smith is in a meeting.
- I'm afraid Mr Smith is on holiday.
- I'm afraid Mr Smith is out for lunch.
- I'm afraid Mr Smith is on sick-leave.
- I'm afraid Mr Smith is on paternity leave.
- I'm afraid Mr Smith has just left for the day.
- I am sorry, but he is out of town.
- I'm sorry, there's no reply.
- He's not available this morning but if you could phone again this afternoon he should be in the office by then.



I'm afraid Mr Smith is abroad/away for a couple of days/away on business.





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SUGGESTIONS FOR...

AVAILABILITY

- He'll be back tomorrow morning.
- He'll be back the day after tomorrow.
- He'll be back next week.
- He'll be back in the afternoon.
- He'll be back later this afternoon.
- He'll be back by noon on Wednesday.
- He should be available after two o'clock.
- He should be available before the meeting.
- He should be available at half past one.
- He should be available in an hour.
- He is on leave of absence until May 7th.
- He won't be back until Friday.
- He'll be at the office on the 23rd.
- He'll be free at two thirty.
- He'll be back from lunch after one o'clock.



ASKING SOMEONE TO REPEAT

- Sorry, I couldn't hear what you said.
- Sorry, I can't hear you. We have a bad connection.
- I'm afraid it's a bad line. Could you speak up, please?
- Could you speak a bit more slowly, please?
- Would you mind repeating that?
- Would you repeat your company's name, please.
- Could you repeat that, please?
- Could you read that back to me, please?





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SUGGESTIONS FOR...

ASKING FOR THE CALLER'S NAME

- May I ask who's calling?
- Who's speaking, please?
- Who shall I say is calling?
- May I have your name, please?
- From whom can I leave a message?

ASKING THE PERSON TO CLARIFY THEIR NAME

- Could you spell your name, please?
- How do you spell your name, please?
- Would you mind spelling that, please?

SUGGESTIONS FOR...



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THE PERSON IS ON ANOTHER PHONE CALL

- I'm sorry, but the number's engaged.
- I'm sorry, but the line is busy.
- Would you like to hold?
- Could you call back later?
- Would you like to wait until he has finished his call?



- I'm sorry, but Mr Smith is on another line.
- Shall I ask him to phone you back?





MESSAGES

- Would you like to leave a message?
- Could I take a message for Mr Smith?
- Can I give him a message?
- Shall I ask Mr Smith to call you back?
- I'll pass on the message as soon as he gets in.
- I could give you his mobile number if you need to contact him right away.
- Could you please ask Mr Smith to call me?
- Could you take a message for him?
- Could you tell Mr Smith I rang?

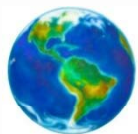




STARTING THE CONVERSATION

- How are you, Mr Smith?
- Nice to hear from you, Mr Smith. How are you?
- How are things going over there?
- How are things with you, Mr Smith
- I am phoning you about...
- I'm calling to let you know that...
- I'm calling on behalf of Mr Jones.
- I got your message and I am returning your call regarding...
- Sorry to trouble you, but...
- Sorry to call you away from your meeting, but...



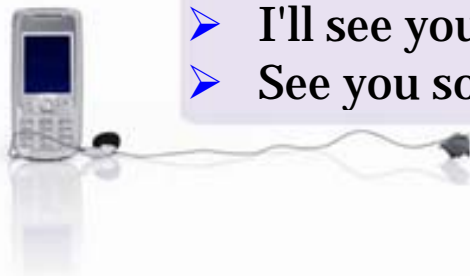


LEARNWELL OY

SUGGESTIONS FOR...

ENDING THE CONVERSATION

- It was nice talking to you, Mr Smith.
- Thank you for calling, Mr Smith.
- I am glad you called. Thank you for the information.
- I hope I'll be hearing from you soon.
- I'll see to it first thing tomorrow.
- I'll check it straight away.
- I look forward to hearing from you soon.
- I'll send you the quotation by mail.
- I'll e-mail you the details.
- I'll look forward to getting your confirmation next week.
- Thank you for your help. Bye.
- Until next Thursday then!
- I'll get back to you as soon as possible.
- You'll be hearing from us very soon.
- I'll see you on the 30th then.
- See you soon! Goodbye, Mr Smith!





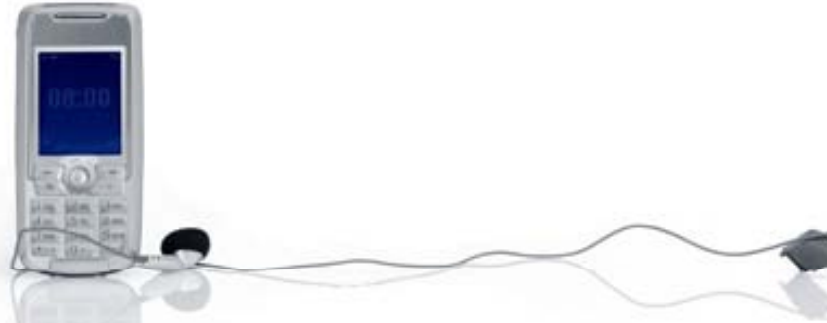
ANSWERING SERVICE

- This is company X's automatic answering service.
- Our office hours are from 8am to 4 pm.
- Our office is closed for the holidays.
- Our office is closed between Christmas and New Year.
- Our office is closed until July 15th.
- We will be open for business from January 2nd.
- Business will resume on August 16th.
- If you would like to leave a message press 1.
- Please state your name, telephone number and the reason for your call and we will get back to you back as soon as possible.
- We apologise for any inconvenience.
- Thank you for calling and have a nice day.





**FIND THE
CORRECT
PREPOSITION:**



1. Mr. Smith, your customer is _____ the line.
2. Could I speak _____ Miss Jones, please?
3. Could you look _____ a number
_____ the Yellow Pages _____ me?
4. Look _____ the classified section _____
telecommunications.
5. Which department does he work _____ ?
6. You won't find me _____ the phone book. I have an
unlisted number.
7. We've been cut _____ again.



8. It's a bad line. Hang _____ and I'll ring you back.
9. He's not _____ I'm afraid.
10. Can I put you _____ to his secretary instead?
11. Do you happen to know the country code
_____ Sweden?
12. I can't hear you very well. Would you speak _____
please?
13. Make the bookings _____ phone, then send an e-
mail to confirm them.
14. I'll see if I can get hold _____ her _____
you.



15. Mr. Smith, there's a call _____ you.
16. I'm calling _____ your ad _____ today's paper.
17. I'll ring you back _____ 15 minutes.
18. Can you take our order _____ the phone?
19. Naturally I'll send a confirmation _____ writing later _____.
20. He's been _____ the phone _____ the last 45 minutes.
21. Goodbye, and remember _____ give my regards _____ your wife.



22. I'm very grateful _____ you _____ all your help.
23. Don't you have any record _____ our order?
24. We placed the order _____ you last month.
25. Sorry, we have nobody here _____ that name.
26. It's still busy. She must have left the phone _____ the hook.
27. There's no Mr. Smith _____ this number, I'm afraid.
28. 'Reverse charges' means that they pay _____ the other end.



SITUATION:

The called party is not in the office. Suggest a more tactful response:

What You Mean:

Mr. Smith is out.

I don't know where
Mr. Smith is.

Mr. Smith is in the
men's room.

Mr. Smith hasn't come
in yet.

Miss Smith took the
day off.

Miss Smith doesn't
want to be disturbed.

Miss Smith is busy.

➤ **Tell the Caller:**

➤ Mr. Smith is not in the office at the moment. Would you like to leave a message on his voicemail?

➤ Mr. Smith has stepped out of the office. Would you like to leave a message on his voicemail?

➤ Mr. Smith has stepped out of the office. Would you like to leave a message on his voicemail?

➤ I expect him shortly. Would you like to leave a message on his voicemail?

➤ Miss Smith is out of the office for the day. Could someone else help you or would you like to leave a message?

➤ Miss Smith is unavailable at the moment. Would you like to leave a message on her voicemail?

➤ Miss Smith is unavailable right now. But if you call 09-1122445 in about an hour, she should be able to take your call.



THE INTERNATIONAL TELEPHONE ALPHABET



LEARNWELL OY

Phonetic Pronunciations	ICAO (International Civil Aviation Organization)	British	International
A ei	Alfa	Alfred	Amsterdam
B bii	Bravo	Benjamin	Baltimore
C sii	Charlie	Charles	Casablanca
D dii	Delta	David	Denmark
E ii	Echo	Edward	Edison
F ef	Fox-trot	Frederick	Florida
G dzi	Golf	George	Gallipoli
H eitʃ	Hotel	Harry	Havana
I ai	India	Isaac	Italy
J dzei	Juliet	Jack	Jerusalem
K kei	Kilo	King	Kilogram
L el	Lima	London	Liverpool
M em	Mike	Mary	Madagascar
N en	November	Nellie	New York

A as in Alpha

THE INTERNATIONAL TELEPHONE ALPHABET



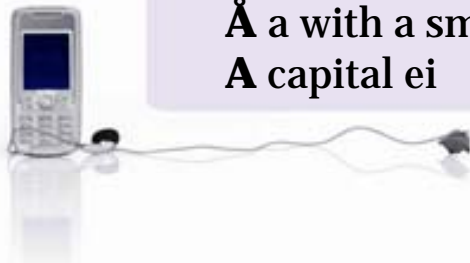
LEARNWELL OY

Phonetic Pronunciations	ICAO (International Civil Aviation Organization)	British	International
O ou	Oscar	Oliver	Oslo
P pii	Papa	Peter	Paris
Q kju	Quebec	Queen	Quebec
R aar	Romeo	Robert	Rome
S es	Sierra	Samuel	Santiago
T tii	Tango	Tommy	Tripoli
U juu	Uniform	Uncle	Uppsala
V vii	Victor	Victor	Valencia
W dabljuu	Whiskey	William	Washington
X eks	X-ray	X-ray	Xantippe
Y wai	Yankee	Yellow	Yokohama
Z zed, zii	Zulu	Zebra	Zurich

Å a with a small circle over it
A capital ei

Ä a with two dots
Ö o with two dots

O as in Oscar



NUMBERPRONUNCIATIONS & SYMBOLS



LEARNWELL OY

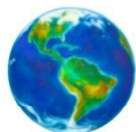
NUMBER PRONUNCIATIONS

1 VAN
2 TOO
3 TREE
4 FOOR
5 FAIV
6 SIX
7 SEVEN
8 EIT
9 NAIN
0 SIIRO
. De Si Mal

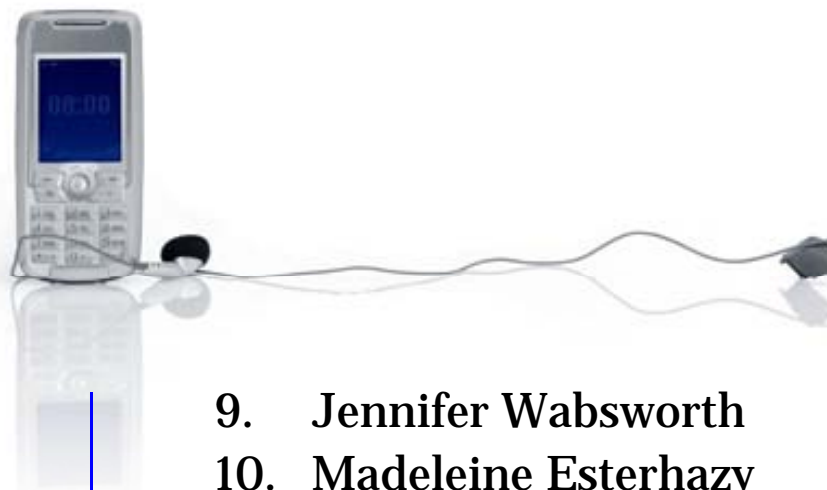
SYMBOLS

'	apostrophe
@	at
ABCD	capitals
abcd	lower case characters
-	dash
é	e acute
è	e grave
-	hyphen
~	tilde
ü	u-umlaut
.fi	dot fi
2.3	two point three





**SPELL THE
FOLLOWING
NAMES**



1. Philip Denham
2. Caroline Johnson
3. Janet Fulton
4. Maria Mensbrugghe
5. Cheryl Knox
6. Eleanor Urquhart
7. Andrew Pennock
8. Bob Joinel

9. Jennifer Wabsworth
10. Madeleine Esterhazy
11. Jouni Pääkkönen
12. Mirja Uusimaa
13. Mikko Tervajoki
14. Stella Kyröjärvi
15. Tuomas Välikoski
16. Tina Mårtenson

TELEPHONE JOKES



LEARNWELL OY

A telephonic conversation...

- Hello, are you there?
- Yes, who are you, please?
- Watt
- What's your name?
- Watt is my name.
- Yes, what is your name?
- My name is John Watt.
- John what?
- Yes.
- ??? I'll call you again.
- All right. Are you Jones?
- No, I'm Knott.
- Will you tell me your name then?
- Will Knott.
- Why not?
- My name's Knott.
- Not what?
- Not Watt, Knott!
- What...

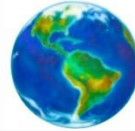
The telephone gives us
the happiness of being
together yet safely
apart.

Cooley, Mason

Well, if I called the
wrong number, why
did you answer the
phone?

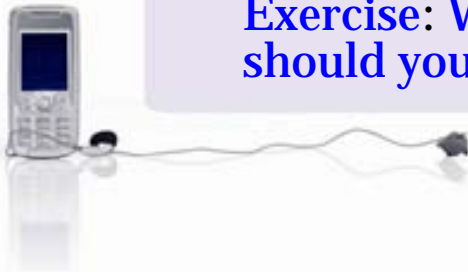
Thurber, James



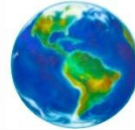


Mr. Smith complains about the way he was treated over the phone on different occasions. Read his statements and discuss them:

1. "The caller was very rude and became offensive when I asked for his full name. He just wouldn't give it."
Exercise: Spell your name in English with the international telephone alphabet.
2. "They let me talk on and on only to realize that they were not the person I should have been talking to."
Discussion: Can you recall a time this happened to you?
3. "I called the wrong department for help, they didn't give me any suggestions as to where I should be calling, they just said, 'I don't know, not our department.'"
Exercise: What should the frequently asked questions be and what should you reply?



ORAL EXERCISE



LEARNWELL OY

4. "They didn't listen clearly to my needs, then they transferred me to the wrong person."

Discussion: What should you find out before transferring a call?

5. "I was disconnected when they transferred my call."

Exercise: What vocabulary would you use when transferring a call?

6. "They answered with an aggravated voice, as if I disturbed them by calling."

Discussion: In what situations might you be annoyed when answering the phone?

DISCUSSION

What is your opinion of good telephone etiquette?

Do you find it differs in different countries and cultures?

Have you personally got "hands-on" experience with good and bad telephone etiquette?





Remember: presentation is everything.

The way you present yourself on the phone can leave lasting impressions of you and your department.

Always treat callers as you would hope they would treat you.

**THANK YOU
FOR YOUR
ATTENTION!**

