



# **BUSINESS SKILLS**

## **LESSON 4: TELEPHONING**

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# **MANAGING A PHONE CONVERSATION**

**AIM OF THE LESSON:**

**TO LEARN HOW TO MANAGE A PHONE CALL**

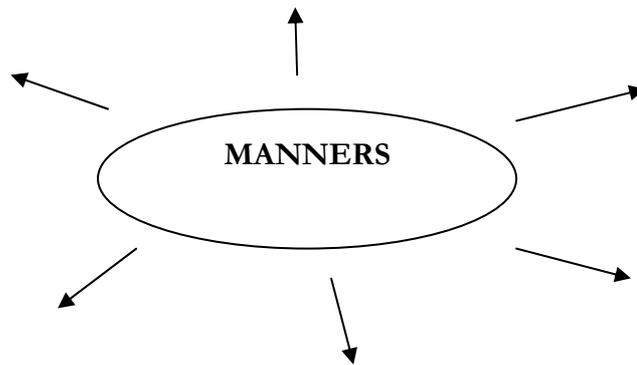


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## WARM – WARM UP

- WHAT ARE MANNERS?
- WHAT KIND OF MANNERS DO YOU KNOW?
- MAKE YOUR OWN MAP OF DIFFERENT TYPES OF MANNERS.



## READING

- READ THE TEXT about Telephone Manners.

## TELEPHONE MANNERS

As children growing up we were constantly told to “mind our manners.” Whether it was at school, church, during dinner, visiting a relative’s house, or while out shopping with our parents, we were repeatedly told to “mind your manners.”

While our parents generally did a pretty good job of teaching us the proper manners that are needed to function and survive in society, it seems that without fail they let us down in one area: telephone manners.

Think about it, were you ever instructed on how to properly answer the phone at your house or how to let your sister know that the call was for her without being rude (screaming into the phone!)? I know I wasn’t, and by the way many adults act when receiving phone calls for their organization, they were never trained in proper phone manners either.

The truth is that practicing proper telephone manners is something that very few of us have ever been adequately trained in despite the incredible importance the phone plays in any organization’s success in business.

We’re going to let you in on a little secret... when you answer your organization’s incoming phone calls, you are the Director of First Impressions for your organization. Poor phone manners can turn a potentially lucrative relationship with a customer into a regrettable missed opportunity to boost the bottom line.

Have you ever been treated so poorly on the phone that you swore to never give your business to that organization in the future? I sure have and I told more than one of my friends about my experience as well.

Still think using proper telephone manners isn’t that important? Clearly it is as using the correct phone skills and proper manners can give your organization the edge it needs in a competitive marketplace.

SOURCE: <http://www.thephonecoach.com/phonemanners.htm>



### NOW ANSWER THE QUESTIONS BELOW.

1. What does it mean “to mind your manners”?
2. What did our parents fail to teach us?
3. What does it mean that you are the Director of First Impressions when you answer your organization's incoming calls?
4. How can proper telephone manners contribute to company's success?
5. Do you agree with the text? If yes, why? If not, why?



Now, let's mind our telephone manners and learn the basic phrases that will help us manage a phone call in a proper way.



### EXERCISE 1 – USEFUL PHRASES

- What phrases would you use when you wanted:
  - to ask the caller for his / her name,
  - to ask the caller where she calls from,
  - to ask the caller to wait,
  - to inform the caller that you will connect him / her.

Give your examples.



### EXERCISE 2 – USEFUL PHRASES

- Complete the short dialogues with adequate phrases.

#### ✓ Dialogue 1

- May \_\_\_\_\_, please?
- Sure. My name is James Turner.

#### ✓ Dialogue 2

- I would like to speak to Mr. McGregor in Sales.
- Certainly, sir. Please \_\_\_\_\_, while I am connecting your call.

✓ **Dialogue 3**

- \_\_\_\_\_ calling from?
- Yes, I 'm calling from ADB Data, from London.

✓ **Dialogue 4**

- I'm sorry sir but the line is busy. \_\_\_\_\_?
- Yes, I will wait. Thank you.
- Thank you, sir.



**EXERCISE 3 – USEFUL PHRASES**

■ **Now order the phrases into the proper column.**

1. Could you hold on please?
2. The line's free now ..... I'll put you through.
3. Who's calling please?
4. Just a moment please
5. Thank you for holding.
6. Who's speaking?
7. Hold the line please.
8. I'll connect you now / I'm connecting you now.
9. Where are you calling from?
10. Are you sure you have the right number/name?

<p style="text-align: center;"><b>Asking for a name/information</b></p>	<p>✓ .....</p> <p>✓ .....</p> <p>✓ .....</p> <p>✓ .....</p>
<p style="text-align: center;"><b>Asking the caller to wait</b></p>	<p>✓ .....</p> <p>✓ .....</p> <p>✓ .....</p>
<p style="text-align: center;"><b>Connecting</b></p>	<p>✓ .....</p> <p>✓ .....</p> <p>✓ .....</p>



#### EXERCISE 4 - USEFUL PHRASES

■ Complete the phrases with a proper word.

➔ Giving the reasons for a call

1. I'm \_\_\_\_\_ for some information on ...
2. I'd like some more detailed material ...
3. I'd like to \_\_\_\_\_ someone from CNT' ...
4. I need some information ...
5. I need to talk to an accountant.

➔ **When the person you are trying to call is unavailable**

1. May I \_\_\_\_\_ a message, please?
2. Do you know when he/she will be \_\_\_\_\_?
3. Do you know when he/she will \_\_\_\_\_ to the office/home?
4. I will \_\_\_\_\_ latter/in an hour/tomorrow.
5. Please tell him .....(give your name) called, and I will call latter/call again.
6. Please have him/she call me back.
7. May I \_\_\_\_\_ my telephone number? My phone number is.....(give your number)?
8. Please have him/her \_\_\_\_\_ at .....(state a place or a phone number).
9. Where/How can I \_\_\_\_\_ him/her?
10. What is her/his mobile phone number/Cell/Cellular phone number?

➔ **FAXES:**

1. May I \_\_\_\_\_ you a fax?
2. What is your fax number?
3. Did you \_\_\_\_\_ my fax?
4. I sent a fax to..... (give person's name), did he/she **receive** it?



## EXERCISE 5 - USEFUL PHRASES

■ React to the situations below.

☞ Situation 1 - the line is busy.

☞ Situation 2 - the person you want to speak to is not there.

☞ Situation 3 - you ask for a person that doesn't work there.

☞ Situation 4 - you've dialed a wrong number.

☞ Situation 5 - you can't hear the caller properly.

☞ Situation 6 - you want to leave a message.



## EXERCISE 6 – USEFUL PHRASES - REVISION

■ Complete the dialogue with a proper word or phrase:

**Operator:** Good morning, Jeff and Brothers \_\_\_\_\_ I help you?

**Denis:** This is Denis Roberston speaking. Can I have \_\_\_\_\_ 3421?

**Operator:** Certainly, hold on a minute, I'll put you \_\_\_\_\_.

**Neil:** Jon Nickledon 's office, Neil speaking.

**Denis:** This is Denis Roberston calling, is Jon in?

**Neil:** I'm afraid, \_\_\_\_\_. Can I take message?

**Denis:** Yes, could you ask him to call me at 666 345 8645. I need to talk to him about the Perfect Product, it's urgent.

**Neil:** \_\_\_\_\_ the number, please?

**Denis:** Yes, that's 666 345 8645 , and this is Denis Roberston.

**Neil:** Thank you Mr. Roberston, I'll make sure Jon gets this asap.

**Denis:** Thank you, good bye.

**Neil:** Good bye.