

Telephoning– Part 1

Cómo atender una llamada en inglés

Structure

Modals: Suggestion

Should, ought to, had better

Connecting

How to start a conversation on the telephone

Overcoming fear

What not to do when you panic

Taking a message

How to leave and take a message

Telephone Terminology

Helpful words to know

Telephone Tips

Useful tips and etiquette



Modal Verbs

- Obligation
- **Advice or Suggestion**
- Probability
- Ability & Permission

Suggestions



Should

Should I stay or **should** I go?

I **should** study more

I **shouldn't** go to bed late

Ought to

You **ought to** know basic maths.

You **ought not to** speak with your mouth full*

Ought to = never in a question

Had better

I **had better** be careful when I drive in the rain.

I **had better** remember the rules.

I **had better** not ignore the police officer.

Strong Suggestion:

Had better



The modal verb of suggestion in the past is relatively easy

She **should** do her homework
You **ought to** call your mother
I **had better** finish the report.

She **should have done** her homework
You **should have called** your mother
I **should have finished** the report

Pointless?

Suggestions in the past

Suggestion



Translations

PHRASE	SIGNIFICADO
The accountant had better attend the meeting.	Más vale que el contable asista a la reunion.
We should be ashamed.	Nos debería dar vergüenza.
Why should I go alone?	¿Por qué debería ir yo solo?
She had better study, otherwise she will fail.	Más vale que estudie porque si no suspenderá.
They ought to pay a deposit.	Deberían pagar una fianza
They should go fishing before it gets too late.	Deberían ir a pescar antes de que se haga tarde.
You should have attended your English class.	Deberías haber asistido a tu clase de inglés.
Who should have done it?	¿Quién lo debería haber hecho?



3.6 billion

Number of mobile phone users

50

The total numbers listed in the first telephone directory

6.5 billion

Number of WhatsApp messages sent per day

Ring
Ring

...

 eclap





Panic?

~~"Sorry I don't hear you good!"~~

~~The connection is very bad!~~

~~You Send me an email please!~~

Overcoming panic

- **Sorry, what did you say?**
- **Excuse me, could you repeat that?**
- **I beg your pardon, would you mind rephrasing that?**
- **Apologies, I didn't catch that.**

Telephone Terminology



Answering Machine

When you want to leave a message for someone

Hold

The button that means wait

Engaged/Busy

When the other person is speaking to someone else

Landline

The traditional telephone

Headset

A combination of headphones and microphone

Mute

The button that means silence



Connecting



Introducing yourself

- This is Lilah Demai.
- Hello, this is Brian from ECLAP.
- Good afternoon, Mathias speaking.

When we introduce ourselves on the phone we never say “I am”

Asking



Who is on the telephone

- Excuse me, who is this?
- Can I ask who is calling, please?
- Who's calling, please?
- Who shall I say is calling?

Remember the magic word – “Please”

Connecting

Starting a conversation on the phone



Asking for Someone

- Can I have extension 321?
- Could I speak to...?
- I'd like to speak to John Martin, please.
- Is Jack in? Is Jack in the office?

Connecting Someone

- I'll put you through
- Can you hold the line?
- Can you hold on a moment?

Listen to two conversations.

In the first conversation Richard Davies is calling the marketing department of a company and wants to be put through to Rosalind Wilson.

In the second conversation Mike Andrews wants to talk to Jason Roberts in the marketing department

Telephone

Example Conversation 1





Example Conversation

Connecting people

Michelle: Hello, you've reached the marketing department. How can I help?

Richard: Yes can I speak to Rosalind Wilson, please?

Michelle: Who's calling please?

Richard: It's Richard Davies here.

Michelle: Certainly. Please hold and I'll put you through.

Richard: Thank you.



Example Conversation

Connecting people

Michelle: Hello, marketing. How can I help?

Mike: Could I speak to Jason Roberts please?

Michelle: Certainly. Who shall I say is calling?

Mike: My name's Mike Andrews.

Michelle: Just a second - I'll see if he's in. Hello, Jason, I've got Mike Andrews on the phone for you ... OK - I'll put him through. Hang on a moment, I'm just putting you through.

Taking a message

Useful expressions





Taking a message

- I'm afraid he's in a meeting...
- Can I help?
- Can you call back later?
- Can I take a message?
- Could you tell him that...
- Can I take your number please
- I'll make sure that he gets the message

Listen to the conversation

Listen to a telephone conversation between Claire, who works in the finance department of a company, and Jennifer McAndrews.

Jennifer wants to talk to Adrian Hopwood but he's not available so she has to leave a message.

Telephone

Example Conversation 2



Example Conversation

Taking a message

- Claire: Hello, Finance Department
- Jennifer: Hello, can I speak to Adrian Hopwood, please?
- Claire: I'm afraid he's in a meeting at the moment. Can I help?
- Jennifer: No I need to talk to Mr Hopwood, I think. What time will he be out of the meeting?
- Claire: In about an hour. Can you call back later?
- Jennifer: Okay, I'll do that.
- Claire: Or can I take a message?



Example Conversation

Taking a message

- Jennifer: Actually, would you mind? Could you tell him that Jennifer McAndrews called and that I'm in the office all day if he could call me back.
- Claire: Can I take your number, please?
- Jennifer: Yes, it's 5556872.
- Claire: 5556872. Okay, I'll make sure he gets the message.
- Jennifer: Thanks very much for your help, bye!
- Claire: Goodbye!

A for Alphabet

How to spell important information



A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike

N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whisky
X	X-ray
Y	Yankee
Z	Zulu

The NATO Alphabet

When speaking on the telephone, it is sometimes useful to spell a word using English Phonetic Spelling.

To spell "Club", for example, you would say: "C for Charlie, L for Lima, U for Uniform, B for Bravo."

1. When speaking keep background noise to a minimum
2. Maintain a good cell phone or internet reception
3. Speak clearly.
4. Don't be afraid to ask for repetition
5. Be prepared to discuss the topic at hand.

Remember, panic is never a good idea!

1. Immediately introduce yourself
2. Listen actively and take notes
3. Don't transfer the caller instantly
4. Avoid putting the caller on hold for long
5. Use proper language (Grammar and Vocabulary)

Telephone
Tips

Thanks!

Does anyone have any questions?