

Telephoning– Part 2

Cómo atender una llamada en inglés

Structure

Modal Verb Review

Obligation

Technical difficulties

Resolving issues

Phone Phrasal Verbs

Vital verbs to improve your
phone skills

Making an appointment

How to make an appointment
on the phone

Travel Arrangements

How to leave and take a
message

Telephone Tips

Useful tips and etiquette



Modal Verbs



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

Obligations



Obligation

Must – Internal

Have to – External

Mustn't – Negative (prohibition)

No Obligation

Don't have to

Needn't

Must

Must means that there is an internal obligation. We use it to express an obligation that we impose on ourselves.

I must remember to finish the reports today!

It's my responsibility to do it.



Have to



Have to is use to express an external obligation. This could refer to regulations, orders, rules or laws.

I have to drive on the correct side of the street.

You have to pay your taxes.

Mustn't

We use mustn't (always contracted) when we talk about a negative obligation: a prohibition.





Don't have to & needn't

To indicate the absence of an obligation we use “Don't have to” or “needn't”.

You **don't have to** work on Sunday

You **needn't** work on Sunday

Obligations Overview



Obligation

No obligation

Present

Internal

external

prohibition

I must go

I have to go

I mustn't go

I don't have to go = I needn't go

Past

I had to go

I wasn't supposed to go

I didn't have to go ≠ I needn't have gone

Obligations



Translations

| PHRASE | SIGNIFICADO |
|---|--|
| I must exercise more. | Debo hacer más ejercicio. |
| You mustn't wear shorts to the office. | No debes llevar pantalmones cortos a la oficina. |
| The students don't have to worry. | Los alumnos no tienen que preocuparse. |
| Carlos has to improve his performance. | Carlos tiene que mejorar su rendimiento. |
| You needn't translate the text. | No es necesario que traduzcas el texto. |
| We needn't have brought our boots. | No necesitábamos haber traído las botas |
| Brian wasn't supposed to touch the paintings. | Brian no debió tocar los cuadros |
| Did you have to study English in school? | ¿Tuviste que estudiar inglés en el colegio? |

hello?

Ring ring...



call

to

phone

someone

telephone

To **ring** someone

To **ring** someone up

To **give** someone **a ring**

To **give** someone **a call**

What's it called?

Technical difficulties

How to resolve different issues



It is important to be ready to deal with technical problems and clarify information. One way to do this is to use closed questions and alternative choice questions.

A closed question is effective as the only answer that is required is 'yes' or 'no'. Alternative choice questions provide 2 choices connected with 'or'.

For example, do you prefer Thursday **or** Friday? You should answer by repeating the choice you agree with.

This questioning technique is useful when you need to clarify important information or reach a decision.

Problem solving:

Clarification

Problems:



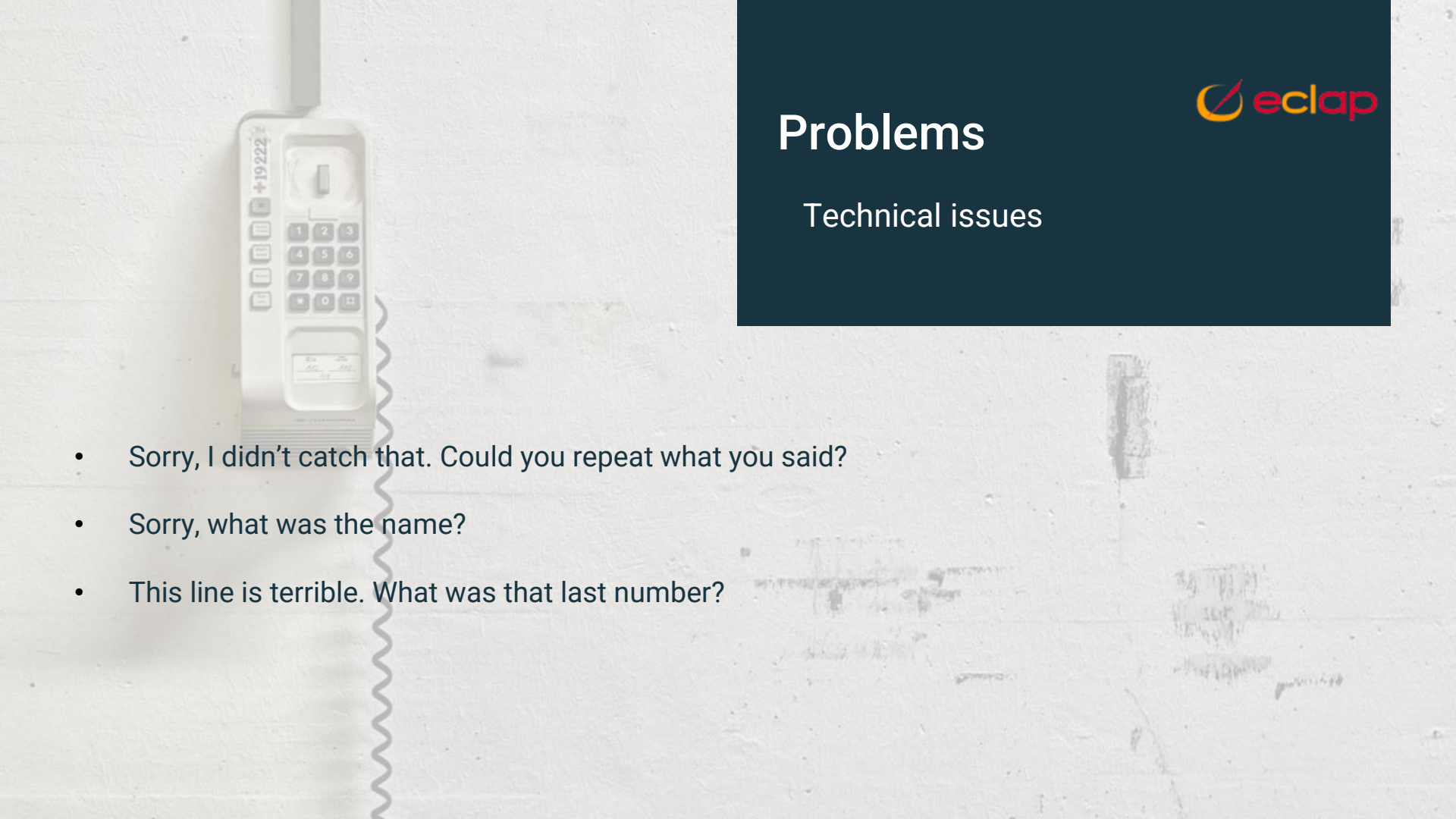
Technical issues

- You're **breaking up**. I don't think the coverage is very good here.
- There were some **dropouts** just then. Can you repeat that please?
- You're **breaking up**! Could you please repeat that?
- Please could you **speak up**, I can't really hear you?

Remember that we never say "~~Can you repeat me~~"

Problems

Technical issues

- 
- A white payphone is mounted on a light-colored, textured wall. The payphone has a numeric keypad, a small display screen, and a coin slot. A coiled cord is visible on the left side of the phone.
- Sorry, I didn't catch that. Could you repeat what you said?
 - Sorry, what was the name?
 - This line is terrible. What was that last number?

Problems

Technical issues

- Can we begin? Have we resolved all of the technical issues?
- Could you get a little closer to the microphone? It's a bit difficult to hear you.
- Please move slightly away from the microphone because the sound gets distorted and there is a lot of static.



I'm afraid (that) Brian can't be with us today.

Lilah Demai will be with us shortly.

Sorry but Carlos is in another meeting and can't be here.

If at all possible, could we wait an extra ten minutes?

We'll get in touch with you as soon as the system is up and working again.

Problems:

Someone is absent

Phrasal Verbs



Call back

Call someone again



Cut off

Interrupt a conversation due to technical issues



Phrasal Verbs



Get through

Reach someone



Hang on / Hold on

Wait for a moment



Phrasal Verbs



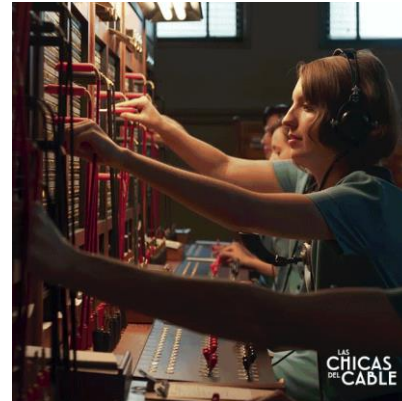
Pick up

Answer the phone



Turn over / Put through

Connect you to someone



Phrasal Verbs

Hang up

End a telephone conversation



Break up

Become inaudible



Phrasal Verbs

Speak up

Speak louder



Wrap up

Finish a conversation



- A. I'm sorry, you're **breaking up**. Could you **hang up** and try **calling back** again.
- B. Good morning. It's Mathias here. If you don't mind, I'm going to ask you to **hold on** for a few minutes.
- C. First of all, I'll **turn** the call **over** to Brian Bolles who'll report on the last quarter. Then we'll move on to a Q&A session. We'll try to **wrap** things **up** by 4.30.
- D. Brian, you're very quiet. Can you **speak up** please?

Phrasal Verbs

Example sentences



Appointments



Starting the conversation

- Can I speak to Brian please?
- I'm afraid he's in a meeting
- I could make it after 4.
- I'd like to arrange an appointment

When we introduce ourselves on the phone we never say "I am"

Appointments



Arranging a date

- I'll have a look in the diary.
- When's convenient for you?
- Would next Wednesday be ok?
- He's free in the afternoon after 3pm.
- So shall we say 4.15 next Wednesday?

Remember that we don't use an article with "next week"

Example Conversation

Peter Jefferson wants to arrange a meeting with Brian Hibberd but he's not available so he speaks to Michelle.

Telephone

Example Conversation 1



Example Conversation

Making an appointment

- Michelle: Mr Hibberd's office!
- Peter: Hello, can I speak to Brian Hibberd, please?
- Michelle: I'm afraid he's in a meeting until lunchtime. Can I take a message?
- Peter: Well, I'd like to arrange an appointment to see him, please. It's Peter Jefferson here.
- Michelle: Could you hold on for a minute, Mr Jefferson. I'll just look in the diary. So when's convenient for you?
- Peter: Sometime next week if possible. I gather he's away the following week.

Example Conversation

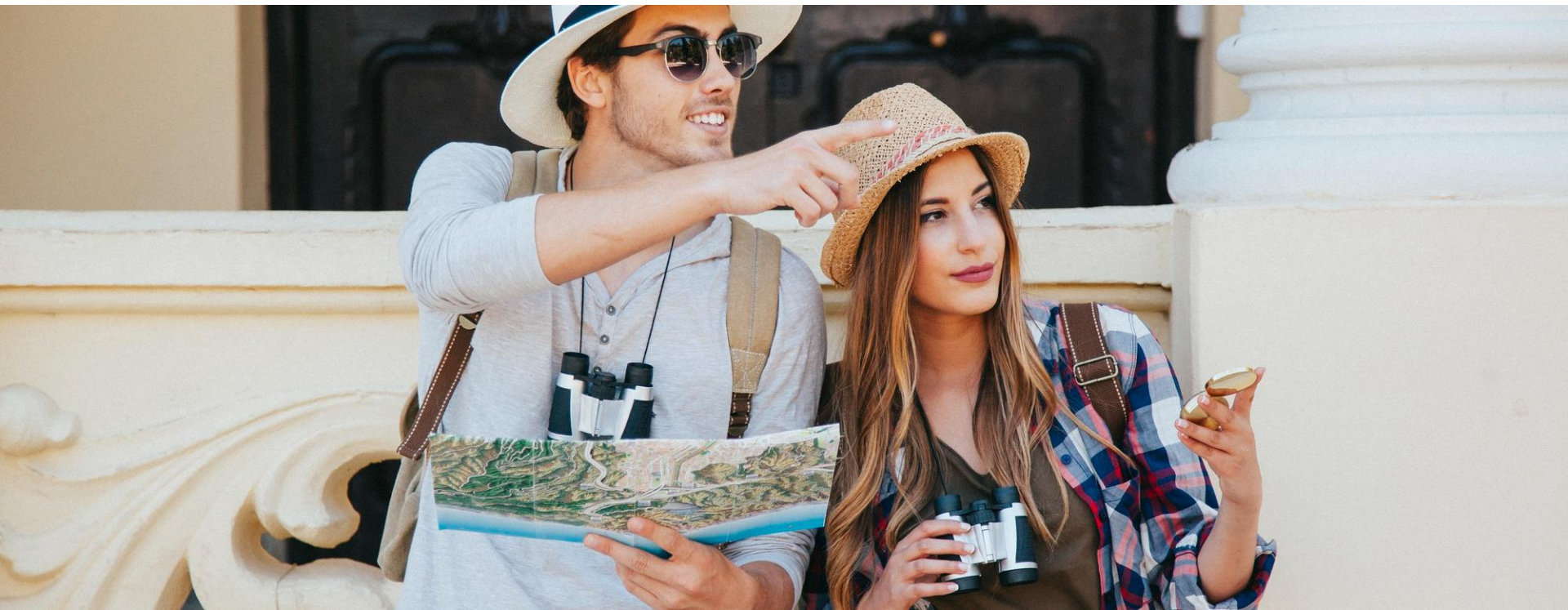
Making an appointment

- Michelle: Yes, that's right, he's on holiday for a fortnight.
- Peter: Well, I need to see him before he goes away. So would next Wednesday be okay?
- Michelle: Wednesday... let me see . He's out of the office all morning. But he's free in the afternoon, after about three.
- Peter: Three o'clock is difficult. But I could make it after four.
- Michelle: So shall we say 4.15 next Wednesday, in Mr Hibberd's office?
- Peter: Yes, that sounds fine. Thanks very much.
- Michelle: Okay, then. Bye.

Making travel arrangements



Useful expressions



I'd like to enquire about flights.

Could you tell me about the flight availability?

Do you want to go economy, business or first class?

How many of you will be travelling?

Does that include airport tax?

A solid blue horizontal bar.

Travel arrangements



Making travel arrangements

- Can I book that, then?
- I'd like to book a hotel room.
- Could you check if the hotel has any rooms free?
- Is there a discount rate?
- Do you mind if I book that provisionally?
- I'll call you later to confirm.

Example Conversation

Making travel arrangements

Dolores: Hello! Dolores speaking...

Tim: Ah yes, hello. I'd like to enquire about flights to Hong Kong from Kennedy Airport in New York, please. I'm off to a conference at the end of the month - Thursday 22nd until Tuesday 27th. Could you tell me about the flight availability and prices?

Dolores: Certainly. Do you want to go economy, business or first class?

Tim: Well, I'd like to go first class, but unfortunately I'll have to go economy - company rules, you see.

Dolores: Yes, sure, I understand. How many of you will be travelling?

Tim: Ah, it's just me.

Example Conversation

Making travel arrangements

Dolores: Okay, so that's one seat, economy ... New York - Kennedy to Hong Kong Airport.

Tim: And how much will that be?

Dolores: Let me see ... to qualify for the discount rate, you need to stay over a Saturday, which you are doing ... Yes, that'll be \$830.

Tim: Right, and does that include airport tax?

Dolores: No, tax is another \$70 on top of that.

Tim: Okay. Can I book that, then?

Dolores: Certainly.

Example Conversation

Making travel arrangements

- Dolores: Can I help you with anything else?
- Tim: Yes, I'd like to book a hotel room too, for the full five nights. Could you check if the Regency Hotel has any rooms free?
- Dolores: Yes, they do.
- Tim: And is there a discount rate for conference delegates?
- Dolores: Yes, there is. I think it's 10% but I can check that for you.
- Tim: Okay, do you mind if I book it provisionally for now and I'll call you back later to confirm? I just need to check one or two details.

Tips

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?