

Telephoning– Part 1

Cómo atender una llamada en inglés

Structure

A fresh beginning

Vocabulary for spring

Overcoming fear

What not to do when you panic

Telephone Terminology

Helpful words to know

Connecting

How to start a conversation on the telephone

Taking a message

How to leave and take a message

Telephone Tips

Useful tips and etiquette

A vibrant still life composition in the top-left corner of the page. It features a nest made of dry straw containing several colorful Easter eggs: a solid blue egg, a solid pink egg, a solid white egg, and several speckled eggs in shades of blue, pink, and orange. The nest is surrounded by white daisies with yellow centers and two yellow tulips with green leaves. The entire scene is set against a plain white background.

Spring is here!

Spring is here



To bloom

To produce flowers

The tree **bloomed** beautifully.



Blossoms

A mass of flowers, usually on a tree or bush

The cherry **blossoms** are gorgeous this year



Spring is here



To emerge

To move out from something and
come into view

The groundhog finally **emerged**.



To sprout

To grow leaves from a seed

The weeds begin **to sprout**.



Spring is here



Allergies

Typical problem in spring due to the pollen.

Spring is bad for my **allergies**



To sneeze

To expel air involuntarily

She **sneezed** because he suffers from hay fever



Spring is here



Easter

A main holiday in Christianity

I am going on holiday at **Easter**.



Daylight Saving Time

Turning the clock ahead in Spring.

Many people suffer the days after **DST** starts.



Spring idioms

1. No spring chicken – No longer young
2. Spring into action – Suddenly do something
3. Ray of sunshine – To bring happiness to others
4. April showers – Typical spring rains
5. Spring in your step – Walking with lots of energy



Spring idioms

6. To turn a new leaf – To start fresh with something
7. Spring cleaning – Typical deep cleaning done in spring
8. Fresh as a daisy – To be full of energy
9. Soak up some sun - ignoring me
10. To spring something on someone – to suddenly ask or tell something to someone.





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

...





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



Engaged/Busy

When the other person is speaking to someone else



Headset

A combination of headphones and microphone

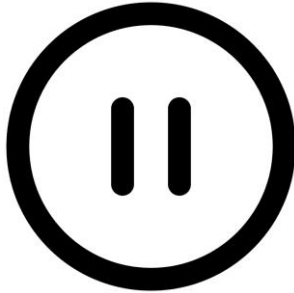


Telephone Terminology



Hold

The button that means
wait/pause



Landline

The traditional telephone



Mute

The button that means silence





Connecting



Introducing yourself

- This is Barack Obama.
- 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?



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

Leaving a message is an important skill to learn.

Be careful with message vs *massage*.

The verbs are important as well:

leaving a message vs **taking** 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."

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?