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**Welcome Back Everyone 😊**



# Let's discuss:

- If you call an office and request someone but they aren't available? Or you find an answering machine? What do you do?

OR

- If you answer a phone call and it isn't for you but your colleague isn't available ? How do you handle the situation?

OR

- If the phone call was for you but you weren't available how do you return the call?

LET'S TURN TO PAGE 14.

YOU HAVE TO TWO MINUTES TO CREATE AS MANY QUESTIONS OR PHRASES AS POSSIBLE.

- Can I ask who's calling?
- Can you hold on a moment?
- Can I get back to you within an hour?
- Can you spell your name again?
- Can you leave him/her a message?
- Can you tell her/him I called?
- Can I have your name please?

## LET'S TRY THIS: MATCH THESE STATEMENTS TOGETHER....

1. The caller has told you their name twice already, but you still can't understand him.
  2. The caller is pushing you to make a difficult decision.
  3. There's a buzzing noise on the line and you can't hear the caller.
  4. You're on the train.
  5. A large noisy truck just drove past your open window.
  6. You can't hear what the caller is saying, He's too quiet.
- A. I'm sorry, but could you speak up a little bit, please?
  - B. This is a terrible connection. Can I call you back?
  - C. Can you hear me now? Sorry, I lost you when we went through the tunnel.
  - D. I'll just check that with my boss. Can I take your number and call you back?
  - E. Can you spell that for me, please?
  - F. I'm sorry, I didn't quite catch that, Could you say that again, please?

# ANSWERS

- 1. E
- 2. D
- 3. B
- 4. C
- 5. F
- 6. A

# WHAT WAS THE SEQUENCE OF THE CONVERSATION?



1. Greetings : Good morning/ Good afternoon mention company's name
2. Inquiry about the reason of the phone call : ( How can/may I help you)
3. Inquiry about the caller's name : (who's this?)
4. If you couldn't hear the caller well ( ask to repeat nicely) : sorry I didn't catch your name
5. If the person is available ( ask the caller to hold)
6. If the person is unavailable ( take a message and inform them that they will call back as soon as possible)
7. Take their email or number ( repeat it again to make sure you got all the information correctly)

# LISTEN TO THESE CONVERSATIONS AND TAKE A MESSAGE FOR A COLLEAGUE...

**Silvia Atkins ( Arco Limited)**

**Products**

**Offers and discounts**

Anna Smithson (Wells and Watson)

Email on catalog (delayed)

Available on Friday

Will send Asap once available

**Mike Henchey**

**Called yesterday**

**Report on European sales**

**Deadline next Monday needs it earlier by**

**Thursday !**

**Email asap**

Max

Contract in Argentina signed

But not like Brazilian

Congratulate on new account

Inform Anna

# YOUR SECRETARY WROTE THESE MESSAGES DOWN . CAN YOU RECREATE THE ORIGINAL CONVERSATIONS? (TURN TO PAGE 15)

Example	Original Conversation
<p>Svetlana (Paris)</p> <p>Flight delay- late for meeting</p> <p>Start with item 2 on agenda</p> <p>Will join asap</p>	<p>Hi, its Svetlana. Listen, my flight's been delayed and it looks like I'm going to be late for the meeting. Can you start with item two on the agenda and I'll join you as soon as I can ? Thanks! See you later</p>



# ANSWERS

**A. Hi, it's Seiji the negotiations here in Nagoya are going pretty well but we seem to be deadlocked on price. Can you authorize me to offer them a 14% discount on 50,000 units?**

B. Hi, its Jim, Listen I'm in a bit of a panic. I am at the Expo in Dublin. You won't believe this but I've lost the memory stick with my entire presentation on it. Could email my PPT slides as attachments as soon as possible.

C. Hi, Tony here. I'm still stuck in a meeting at head office are you making progress with conference arrangements. Please contact the speakers to confirm their attendance.

**D. Hi, Kate here. I'm with the people here from Info Tag in Seattle and they are querying our invoice for the 3<sup>rd</sup> quarter. Can you ask someone in accounts to check the figures and re-invoice them if necessary .Thanks**

E. Hello. This is Alicia. This is urgent I really need a copy of the Turin report by tomorrow afternoon at the latest. Call me straight back if you are having problems.

F. Hi, there this is Mike. I've got an appointment over at your offices on Friday. Do you want to meet up? Maybe go for a coffee or something. Oh by the way Ian send his regards. Catch you later bye.

# HOW WOULD YOU RETURN ONE OF THESE MESSAGES THROUGH PHONE CALL:

- Lotner: Hello, my name is Jared Lotner, and I'm returning a message I received from Jack Tempt.
- Tempt: Hello, Jared. Thanks for returning my call. How's everything going?
- Lotner: Not too bad, thanks for asking. You mentioned that additional product information I asked about in your message, right?
- Tempt: I did. I was able to secure files containing the data you wanted to see.
- Lotner: That's awesome! Would you like to disclose it to me now? I could also review the file itself if you email it.
- Tempt: Whatever is most convenient for you sounds good to me.
- Lotner: Could you email it over?
- Tempt: Certainly! I'll send it right now.
- Lotner: Great, thanks. I'll call you back after I take a look.
- Tempt: Sounds good.



**Role play : choose one of the previous messages on page (15) and choose a partner to return the phone call with.**

# IF THIS WAS A TELEPHONE MESSAGE SENT TO YOU?

- From : Salvo
- Message : Zoltan called this morning. He started the report but needs some help from you. He's emailed the first part of the report to you it includes the quarterly accounts. Says could you email or call him your comments?
- How would you reply through Email ?
- What would you say?

# SAMPLE ANSWER

- To: Salvo
- From : Zoltan
- Subject : Re : phone message
- Hello Salvo,
- Got your phone message, Sorry I didn't get back to you sooner. I had an appointment with a client. Thanks for emailing me the first part of the report. I read it and added my comments. See the attachment. I'm out of the office tomorrow. Email me the second part when it's ready and I can look at it over the weekend.
- Thanks Zoltan.