



Unit 3

On the Phone

On the Phone

UNIT 3

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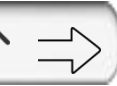
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Warm-up



Work in pairs. There are twelve telephone tips. Choose the correct words from the list to fill in the blanks.

interrupting

pretend

clearly

distractions

argue

Schedule

polite

documents

lengthy

hear

advance

misunderstood

- (1) Know the purpose of your call in advance.
- (2) Make sure you have all the documents you'll need before you dial.
- (3) Schedule a specific time for calls.
- (4) Get rid of all distractions; turn off the radio, television, etc.
- (5) Listen carefully and confirm that you have understood each point. Don't pretend you have understood when you haven't.
- (6) Let others speak and try to avoid interrupting.
- (7) Speak slowly and clearly; try to avoid speaking with a strong accent.
- (8) Don't argue! Whenever possible, use the optional choice method. (Ask which is better, Monday or Tuesday? Morning or afternoon? Ten a.m. or eleven a.m.?)
- (9) Make sure you sound polite and agreeable.
- (10) Make sure your call is brief. Try to avoid lengthy calls.
- (11) Don't try to be funny—you may be misunderstood.
- (12) Smile while you are talking. Your listener can "hear" your smile.



Listening Practice



Task 1

The following is a short telephone dialogue. Try to translate the Chinese sentences by yourself, then listen to the dialogue and check your translations.

A: Good afternoon, this is Lizhong Company. How can I help you?

B: Good afternoon. 1) Please put me through to extension 586. (接586分机).

A: 2) Hold on, please. (请稍等).

C: Hello, Mr. Li's office.

B: Hello, 3) I'd like to speak to Mr. Li, please. (我找李先生).

C: 4) Who's calling, please? (请问您是谁)?

B: David Smith from NMV.

C: Just one minute, please.

Script





Script

A: Good afternoon, this is Lizhong Company. How can I help you?

B: Good afternoon. Please put me through to extension 586.

A: Hold on, please.

C: Hello, Mr. Li's office.

B: Hello, I'd like to speak to Mr. Li, please.

C: Who's calling, please?

B: David Smith from NMV.

C: Just one minute, please.





Task 2

New Words and Expressions

Singapore 新加坡

at the moment 目前

leave for 前往

expect v. 预期

check v. 核实



1. Put the following telephone dialogue into the right order, then listen to the dialogue and check your answers.



- a. Of course not. Just stay at home and get some rest. See you on Friday.
- b. Hello, Mr. Smith?
- c. Thank you. I'll see you then.
- d. I'm afraid I'm going to be off sick today. I've got a bad cold. I hope you don't mind.
- e. Yes. Who's calling?
- f. Hi, Mary. What's up?
- g. It's Mary Murphy.

b → e → g → f → d → a → c

The correct order is: _____.



Script





Script

A: Hello, Mr. Smith?

B: Yes. Who's calling?

A: It's Mary Murphy.

B: Hi, Mary. What's up?

A: I'm afraid I'm going to be off sick today. I've got a bad cold. I hope you don't mind.

B: Of course not. Just stay at home and get some rest. See you on Friday.

A: Thank you. I'll see you then.





2. Listen to a telephone dialogue and answer the following questions.

(1) Where is Simon Weller calling from?

Simon Weller is calling from Singapore.

(2) Where is Mr. Osman?

He has just left for a workshop.

(3) What time will Mr. Osman come back?

In half an hour.

(4) What is Mr. Osman's cellphone number?

13466386913

Script





Script

Script:

A: Good morning, Paper Mills plc. How can I help you?

B: Good morning. Can I talk to Paul Osman, please?

A: Who's calling please?

B: Simon Weller, calling from Singapore.

A: Well, Mr. Weller, I'm afraid Mr. Osman is not available at the moment. He has just left for a workshop.

B: What time do you expect him back? I need to talk with him.





Language Focus A

How to answer and speak on the phone (I)



Answering the phone

Good morning/afternoon/evening, York Enterprises. How may I help you?/How can I help you?
Geoffrey Sellers here.
Who's calling/
speaking, please?

Asking for someone

Could I speak to John Martin, please?
I'd like to speak to John Martin, please.
Could you put me through to John Martin, please?
Would you please put me through to extension 405?

Putting someone on hold

One moment, please. I'll see if Mr. Jones is available.
Hold the line, please. I'm connecting you now.
Can you hold on a moment?
Hang on for a minute, please. I'll put you through.

The person wanted is not available

I'm afraid Miss Li is not available at the moment. Can I take a message?
I'm afraid Mr. Zhang isn't in today. Can I give him a message?
I'm afraid Mr. Smith is away on business. I'll tell him you called.
I'm sorry. He's in a meeting at the moment. I'll ask him to call you as soon as possible.
I'm afraid she's on another line.

Ringing off

I look forward to meeting you soon.
Thank you very much for calling/phoning.



Follow-up Practice

1. Listen to the following short conversations twice and fill in the blanks with the words you hear.



(1) Man: Hello. Gary Black speaking. May I have a(n) word with Ava?

Woman: Hang on a moment, please.

(2) Woman: Good morning, Michael Wang's office. Who's speaking?

Man: Good morning, Oliver Tong from Angel Toy.

(3) Man: Hello, is Linda there?

Woman: Sorry, she's out. Would you like to leave a message or will you ring back later?

(4) Man: Could you put me through to extension 891, please?

Woman: Certainly, please hang on a(n) minute.

(5) Woman: Sorry, I must ring off now. I've got a call on the other line.

Man: All right. Bye.

Script





Script

(1) *Man:* Hello. Gary Black speaking. May I have a word with Ava?

Woman: Hang on a moment, please.

(2) *Woman:* Good morning, Michael Wang's office. Who's speaking?

Man: Good morning, Oliver Tong from Angel Toy.

(3) *Man:* Hello, is Linda there?

Woman: Sorry, she's out. Would you like to leave a message or will you ring back later?

(4) *Man:* Could you put me through to extension 891, please?

Woman: Certainly, please hang on a minute.

(5) *Woman:* Sorry, I must ring off now. I've got a call on the other line.

Man: All right. Bye.



Follow-up Practice

2. Listen to a telephone dialogue twice and fill in the blanks of the Message Note.



To: 1) Louise Paulson

Date: 29th January

Time: 10:00 a.m.

Message Note

From: 2) Paul Jackson

Company: 3) Grandiose

Telephone: 4) 979-326-8965

Message: 5) Right back to talk about the order; it's urgent

Taken by: 6) Roy

Script





Script

Operator: Hello, ABC Ltd. How can I help you?

Paul: This is Paul Jackson of Grandiose. Can I have extension 3421, please?

Operator: Certainly, hold on a minute. I'll put you through.

Roy: Louise Paulson's office, Roy speaking.

Paul: This is Paul Jackson calling. Is Louise in?

Roy: I'm afraid she's out at the moment. Can I take a message?

Paul: Yes. Could you ask her to call me at 979-326-8965? I need to talk to her about the order; it's urgent.

Roy: Could you repeat the number please?

Paul: Yes, that's 979-326-8965 and this is Paul Jackson.

Roy: Thank you Mr. Jackson. I'll make sure Louise gets this as soon as possible.

Paul: Thanks. Bye.

Roy: Bye.





Video 1

Leaving a message





New Words and Expressions

connect *v.* 接通电话

have a word with 与……商谈

on business 出差

sample *n.* 样品

assembly coffee table 组合咖啡桌

quality *n.* 质量

negotiation *n.* 协商

strike *n.* 罢工





Pre-viewing

1. How do you leave a message when the person you want to speak to is not available? Think about it and then write down all the key points of a message.

To: _____

Date: _____ Time: _____

Message Note

From: _____

Company: _____

Telephone number: _____

Message: _____

Taken by: _____



2. Look at the following pictures to have a rough idea of the video.

Company



International Sales is a company which produces assembly coffee tables for export.

Mr. Schulz



A caller from England

Receptionist



Receptionist at International Sales

Miss Perez



Mr. Matthews' secretary





Viewing

1. Watch the video and decide if the following statements are true (T) or false (F).



Script





Viewing

1. Watch the video and decide if the following statements are true (T) or false (F).

 F

(1) Mr. Matthews has gone to Singapore on business for a few days.

 T

(2) Mr. Matthews won't be back until Friday afternoon.

 F

(3) Mr. Schulz is calling from International Sales, England.

 T

(4) The price of the assembly coffee table is much too high.

 T

(5) Mr. Matthews' company is quite happy with the quality and design of the table.

 F

(6) Mr. Schulz won't arrive to meet Mr. Matthews early on Saturday as planned because there is an airline strike.

Script



Leaving a message

Receptionist: Hello, International Sales.

Mr. Schulz: Hello, this is Mr. Schulz here, calling from England.

Receptionist: Yes, Mr. Schulz. Who do you want to speak to?

Mr. Schulz: I'd like to speak to Mr. Matthews.

Receptionist: Fine. Hold the line, please. I'm connecting you now.

(Connected)

Miss Perez: Hello. Mr. Matthews' office. Who's calling please?

Mr. Schulz: This is Mr. Schulz calling from England. Can I have a word with Mr. Matthews?

Miss Perez: I'm afraid Mr. Matthews isn't available. He's gone to Hong Kong on business for a few days.

Mr. Schulz: When do you expect him back?

Miss Perez: He'll be back on Friday afternoon. Is it urgent?

Mr. Schulz: Yes.



Miss Perez: Can I take a message for him?

Mr. Schulz: Yes, please. Will you tell him that we've just received your sample of the new assembly coffee table and are quite happy with it?

Miss Perez: Sure. It's very kind of you to say so. Can we expect an order from you?

Mr. Schulz: That's why I'm making the call. Please tell Mr. Matthews we're quite happy with the quality and design of the table, but the price is too high. We need some negotiation on it.

Miss Perez: OK, Mr. Schulz. Anything else?


Mr. Schulz: One more thing. Please inform Mr. Matthews that I won't be able to get to your company that early this Saturday because of the rail strike. It'll probably be afternoon before I arrive.

Miss Perez: No problem. I'll give him the message.

Mr. Schulz: Thanks.

Miss Perez: You're welcome. Goodbye.





2. Watch the video again. Stop the video when Mr. Schulz states the message and write it down.

Message ①

Message ②

Message ③

Reference answer:

Message 1: Tell Mr. Matthews that they've just received the sample of the new assembly coffee table and are quite satisfied with it.

Message 2: They're quite happy with the quality and the design of the table, but the price is too high. They need a negotiation on it.

Message 3: Inform Mr. Matthews Mr. Schulz won't arrive at our company that early this Saturday because of the rail strike.





Post-viewing

1. Read the following instructions about how to leave a message.

(1) Introduction, e.g.

Hello, this is Ken./Hello. My name is Ken Beare (more formal) of Clear Glass.

(2) State the time of day and your reason for calling, e.g.

It's 10 a.m. on the 5th of June. I'm phoning/calling/ringing to find out if.../to see if.../to let you know that.../to tell you that...

(3) Make a request, e.g.

Could you call/ring/telephone me back?/Would you mind calling me back?

(4) Leave your telephone number, e.g.

My number is.../You can reach me at.../Could you call me at...

(5) Finish, e.g.

Thanks a lot. Bye./I'll talk to you later. Bye.

Reference answer:

Hello, Mr. Smith, this is Bob Jones. It's about noon. I'm calling to tell you that I want to have a talk with you about your curtains. Could you call me back before five this afternoon? My phone number is 576-8892. Thanks. Bye.



2. Work in pairs. Use the following information to make a phone dialogue with your partner.



Student A

You want to speak to Ms. Black of G&B Company. Ms. Black isn't in the office, so leave the following information:

- Your name;
- Cellphone number: 13700000000;
- Why you are calling: the changing conditions of your contract with G&B;
- How you can be contacted: You can be reached until 4 o'clock at the above number. If Ms. Black calls after 4 o'clock, she should call 856-0000.



Student B

You are a receptionist at G&B. Student A would like to speak to Ms. Black, but she is out of the office. Take a message and make sure you get the following information:

- Name and telephone number—ask Student A to spell the surname;
- Message that Student A would like to leave for Ms. Black;
- How late Ms. Black can call Student A at the given telephone number.



Language Focus B



Problems

I can't get through.

The line's engaged/busy.

I'm sorry. I don't understand. Could you repeat that, please?

I'm sorry. I can't hear you very well. Could you speak up a little, please?

I can't hear you. I think we've got a crossed line.

I'm afraid you've got the wrong number.

Reasons for calling

I'm phoning/calling because I want to talk about the prices of your products.

I'm calling/phoning for some price information on French perfumes.

Requesting

Would you mind repeating that number?

Could you repeat that number, please?

Could you spell that name, please?



Follow-up Practice

1. You will hear six statements about names and numbers. Listen carefully and write down the names and numbers you hear.



Numbers	Names
(1) <u>875-9368</u>	(4) <u>Bartholomew</u>
(2) <u>305-636-8430</u>	(5) <u>Holt & Frier</u>
(3) <u>5312/A12</u>	(6) <u>DINER</u>

Script





Script

- (1) Bennett is a famous doctor. Please call him on 875-9368 before you go to see him.
- (2) Miss Black is on holiday now. The telephone number of the hotel she is staying in is 305-636-8430.
- (3) The number of the order is 5312/A12 (five-three-one-two-Stroke-capital A-one-two).
- (4) This is John Bartholomew, B-a-r-t-h-o-l-o-m-e-w.
- (5) The name is Holt & Frier: H-o-l-t and F-r-i-e-r.
- (6) The name of the company is DINER. D for Dora, I for Island, N for Northpole, E for Edward, and R for Richard.



Follow-up Practice

2. Work in pairs. Put the words in brackets in the right order. Then listen to the dialogue and practise the dialogue with your partner.

A: Hello. 8819579.

B: Hello. May I speak to Nathaniel?

A: Sorry, 1) who would you like to speak to (to, speak, like to, you, who, would)?

B: Nathaniel.

A: There is no Nathaniel here. 2) What number did you want (want, what, did, number, you)?

B: 8819759.

A: This is 8819579. I think 3) you've got the wrong number (number, you've, the, wrong, got).

B: Oh, I'm 4) sorry to have disturbed you (you, have, to, disturbed, sorry).

A: That's all right. Bye.

Script





Script

A: Hello. 8819579.

B: Hello. May I speak to Nathaniel?

A: Sorry, who would you like to speak to?

B: Nathaniel.

A: There is no Nathaniel here. What number did you want?

B: 8819759.

A: This is 8819579. I think you've got the wrong number.

B: Oh, I'm sorry to have disturbed you.

A: That's all right. Bye.





Video 2

**It's so hard to connect
you.**





New Words and Expressions

dial *v.* 拨 (电话号码)

directory *n.* 姓名地址录

place an order 下订单

so far 迄今为止

rush order 急活

cellphone *n.* 手机

Pre-viewing

1. Work in pairs. What difficulties are you likely to meet when you make a phone call? Think about it, then write them down.



2. Look at the following pictures to have a rough idea of the video.

Ms. Mandel



Ms. Mandel is from BCM. She wants to speak to Henry Miller.

Receptionist



Receptionist at DNM

Leo Miller



Leo Miller works in the Sales Department at DNM.

Henry Miller



Henry Miller works in the Customer Relations Office at DNM.





Viewing

1. Watch the video. As you watch, choose the best choice for each statement.



00:05 / 03:00

Script



1. Watch the video. As you watch, choose the best choice for each statement.**The first attempt**

- (1) Ms. Mandel wants to speak to a.
- a. Henry Miller
 - b. Leo Miller
 - c. Harry Miller

- (2) Leo Miller is in the c.
- a. Finance Department
 - b. Customer Relations Office
 - c. Sales Department

The second attempt

- (3) Mr. Miller's telephone is c.
- a. out of order
 - b. engaged
 - c. not answered

The third attempt

- (4) Ms. Mandel is calling about c.
- a. the contract
 - b. the price of products
 - c. the orders

- (5) The receptionist will b.
- a. try Mr. Miller's extension again
 - b. look for Mr. Miller personally
 - c. refuse to help Ms. Mandel

The fourth attempt

- (6) Mr. Miller's cellphone is c.
- a. power off
 - b. left home
 - c. left in the office

Script

Script

It's so hard to connect you

First attempt

Receptionist: Good afternoon, this is DNM. How can I help you?

Ms. Mandel: Good afternoon. I'd like to speak to Mr. Miller, please.

Receptionist: Mr. Miller? Hold on, please. I'll connect you.

(Connected)

Leo Miller: Mr. Miller speaking. Who's calling please?

Ms. Mandel: This is Ms. Mandel from BCM. Is this Henry Miller?

Leo Miller: What? Henry Miller? No, this is Leo Miller, in the Sales Department. Henry Miller is in the Customer Relations Office. I'm afraid you've dialed the wrong extension.

Ms. Mandel: Oh, sorry to have interrupted you. Can you give me Henry Miller's extension, please?

Leo Miller: Sorry, I haven't got a directory on hand now. Would you mind calling the switchboard again? I'm sorry not to be of more help.

Ms. Mandel: Oh, OK. It doesn't matter. I'll call back to the receptionist. Thank you, anyway.



Script

Second attempt

Receptionist: Good afternoon. How can I help you?

Ms. Mandel: Good afternoon. This is Ms. Mandel again. I'm afraid you gave me the wrong extension just now. I want to speak to Henry Miller, not Leo Miller.

Receptionist: Oh, there are two Mr. Millers in our company. I'm very sorry I didn't notice that. I'll put you through right now. Please wait a minute.

Ms. Mandel: OK. I'm holding.

(Phone rings. Nobody answers the phone. Ms. Mandel hangs up the phone.)

Third attempt

Receptionist: Good afternoon. How can I help you?

Ms. Mandel: It's me again—Ms. Mandel. I'm still having trouble getting through to Henry Miller. No one is answering his line. I really need to talk to Mr. Miller as soon as possible. We placed an order with you last week, but we have so far heard nothing about it. It's a rush order, and we need it urgently. Can you help?

Receptionist: Of course. I'll go and find him and ask him to ring you immediately. There may be a problem with his line.

Ms. Mandel: OK, thank you so much.





Script

Fourth attempt

(Mr. Miller is in his office. The phone line is connected.)


Ms. Mandel: Hello, Mr. Miller, this is Ms. Mandel. Thank you for ringing back.

You are hard to get hold of!

Henry Miller: Oh, I'm terribly sorry for the trouble. I was in a meeting and I left my cellphone in my office.

Ms. Mandel: Oh, OK. Mr. Miller, I'm calling you about...





2. Watch the video again. Match the questions with the corresponding responses.

(1) Is this Henry Miller?

(2) Who's calling please?

(3) Can you help?

(4) DNM. How can I help you?

a. I'd like to speak to Mr. Miller.

b. Of course.

c. What? Henry Miller?

d. This is Ms. Mandel from BCM.



Post-viewing

1. The following chart shows the usual six steps to take when making a business telephone call. Make a dialogue with your partner with the given situation. A sample dialogue has already been given for your reference.

1

Introduce Yourself and Your Company.

A judgement will be made within 15 words.
Keep it warm and friendly.



2

Take the Complaint off the Call.

A call is an interruption.
Get permission to continue.
Soften the impact with “just a minute”, etc.





3

State the Purpose of the Call.

State your purpose briefly and directly.
Mention references if you have them.



4

An Interest-Capturing Statement.

This is usually a customer benefit.
You can also use a provocative question.



5

Request an Appointment.

Don't give too much information over the phone.
Give a choice of times.



6

Overcome Resistance.

Agree with the objection.
Switch back to your reason for the appointment.
Ask for the appointment again.



Sample Dialogue

Merry: Good morning! Can I help you?

Gary: Yes. I'm interested in your range of mountain bikes for children.

Merry: Right. Well, as you know, we have a wide range and have just introduced a new model.

Gary: Could you tell me something about it?

Merry: Well, it's suitable for children from the age of eight upwards and it has a new design which increases stability.

Gary: What does it cost?

Merry: The recommended retail price is \$160.

Gary: What about the discount? Can you give me a good discount on a large order?

Merry: Well, that depends on the size of the order. I'll have to check. Could you give me your name and address?

Gary: Yes, I'm Gary Black from Bikes Inc. Boston.

Merry: I think we'd better meet each other and talk through the details.

Gary: Yes, of course. When would it be convenient for us to meet?

Merry: How about next Monday, at 9:00 a.m., in my office?

Gary: OK, that suits me. See you then.

Wang Xiaoyan is a secretary of Guangzhou No. 1 Sweater Factory. She is phoning a Business Design Centre in Beijing. She wishes to arrange a meeting between Mr. Li, her manager, and Mr. Smith, who is in charge of an exhibition.





Business Culture

Phone Answering Tips

Phone answering skills are critical to businesses. The telephone is still most business's primary point of contact with customers. And the way you answer your company's phone will form your customer's first impression of your business. These phone answering tips will ensure that callers know they're dealing with a winning business.



1. Answer all incoming phone calls before the third ring.
2. When you answer the phone, be warm and enthusiastic. Your voice at the end of the telephone line is sometimes the only impression of your company a caller will get.
3. When answering the phone, welcome callers courteously and identify yourself and your organisation. Say, for instance, "Good morning, Cypress Technologies. Susan speaking. How may I help you?"



4. Keep your voice volume moderate, and speak slowly and clearly when answering the phone, so your caller can understand you easily.
5. Control your language when answering the phone. Don't use slangs (俚语) or jargons (行话).
6. Take telephone messages completely and accurately. If there's something you don't understand or can't spell, such as a person's surname, ask the caller to repeat it or spell it for you.
7. Answer all your calls within one business day.
8. Don't use a speaker phone unless absolutely necessary. Speaker phones give the caller the impression that you're not fully concentrating on his call, and make him think that his call isn't private. The only time to use a speaker phone is when you need more than one person to be in the conversation at your end.





Text Bank

How to Make an International Phone Call

Making an international phone call is similar to making a regular long-distance telephone call. However, as international rates vary dramatically, it is a good idea to shop around for the best international long-distance service.

In order to make an international call, it is first necessary to dial the International Access Code (IAC) which is 00. This is followed by the International Direct Dialing Code for the country you are calling. For example, 1 (America), 44 (Britain), 66 (Thailand), 86 (China, if calling from outside China). Then, drop the zero before the telephone number and dial the rest of the number.

e.g. 0044 1337 123 456 long-distance from outside UK

01337 123 456 long-distance inside UK

123 456 local call

Discussion:

1. Do you have any friends or relatives abroad? Do you often call them?
2. If you have a friend who lives in London and his home phone number is 0207 466 6889, how would you make a phone call to him? Follow the instructions given in the above article and write down all the numbers you need to dial.



THANKS

