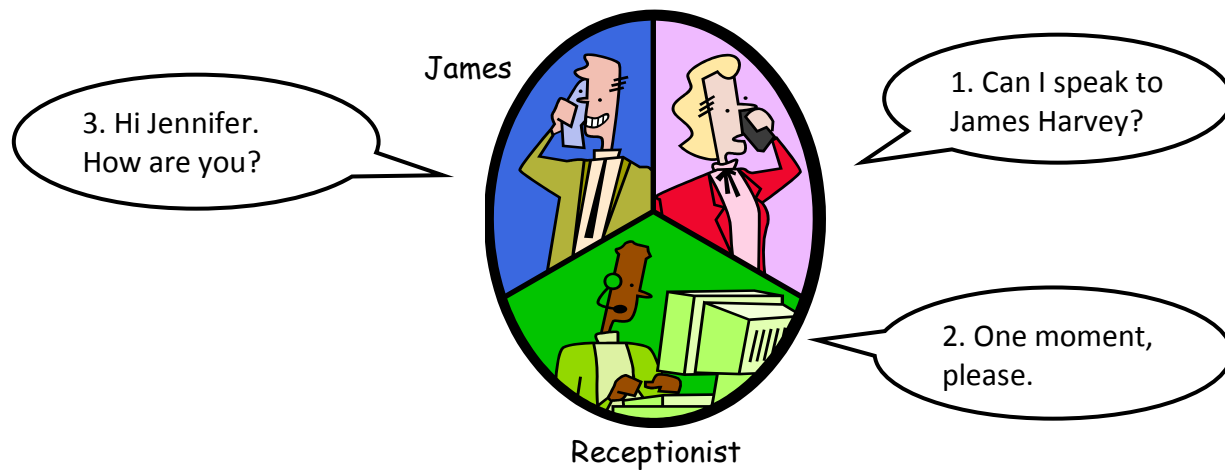


MAKING A PHONE CALL (4) Getting transferred (03)

IN CONTEXT 3 - 4 min



What is happening?

- The receptionist takes a message.
- The call is transferred.
- James is not in the office.

VOCABULARY 5 - 8 min

Hold - used to ask a person to wait on the phone

The line is busy - someone is using the phone.

I'm putting you through - getting connected or transferred to the person you are calling

Let me try another extension - getting connected to an internal phone number in a company

Match the vocabulary with the pictures



GETTING TRANSFERRED 12 - 15 min

Read the conversation

Jennifer: Jennifer Smith here. Can I speak to the purchasing department? It's about next month's meeting.

Receptionist: With Mr. James Harvey, sure. Please, hold.

Jennifer: Okay.

Receptionist: I'm sorry, but the line is busy. Let me try another extension.

Jennifer: Thank you. ...

Receptionist: ... Mrs. Smith?

Jennifer: Yes.

Receptionist: The line is ringing. One moment, please ... I'm putting you through.

Complete the sentences.

1. _____ is calling.

- Jennifer
- The receptionist
- James Harvey

2. _____ is answering the call.

- Jennifer
- The receptionist
- James Harvey

3. First, the line is _____
- ringing.
 - busy.
 - on hold.
4. Then, Jennifer is getting transferred to _____
- the marketing department
 - the receptionist
 - James Harvey

Getting transferred

When calling a business, you will talk to the receptionist first. Make sure to ask for the person at the correct extension or department to get transferred.

To get transferred, you may hear some of these sentences:

| Asking to wait | Getting transferred | Stating a problem |
|---|---|---|
| One moment, please Hold on please. Please hold. | I'll try to transfer you. Let me put you through to extension #312 I'm putting you through. | The line/extension is busy. I'm sorry, there's no reply. No one is in at this time. |

Examples:

Dialogue 1

Elisa: Good afternoon. Can I speak to James in human resource please?

Receptionist: I'll try his extension. Who's speaking?

A: Elisa Erickson.

Receptionist: One moment, please.

A: Thank you

Receptionist: I'm sorry there's no reply. He is not in at this time.

Dialogue 2:

A: Hello. Elisa Erickson, speaking. May I speak to Mrs. Dale?

Receptionist: I'll try to transfer you.

A: Thank you

Receptionist: The extension is ringing. Hold on please.

A: Sure.

Receptionist: Mrs. Dale will take your call. I'm putting you through.

Dialogue 3:

Receptionist: Zetec Cie, how may I direct your call?

A: Elisa Erickson here. Can I speak to extension number 578?

Receptionist: One moment, please.

A: Sure.

Receptionist: Mrs. Erickson, I'm putting you through to extension 578.

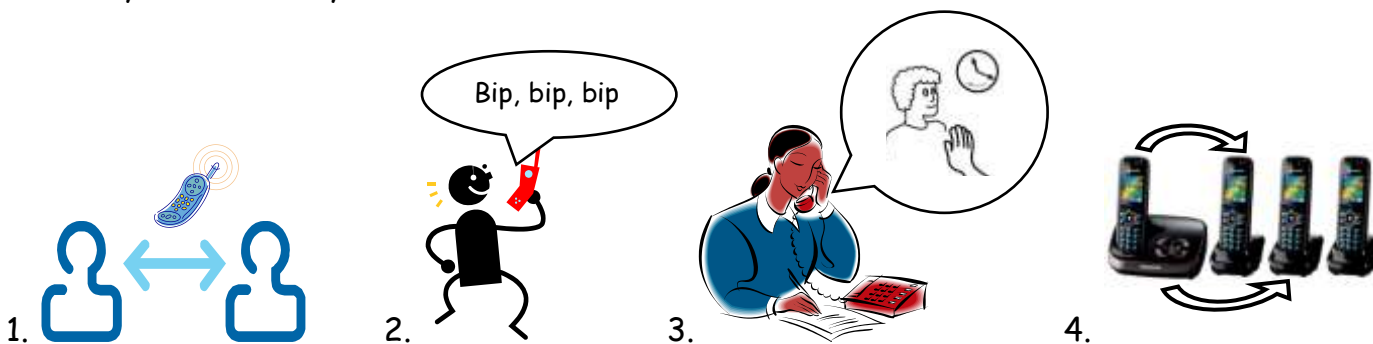
A: Thank you.

VOCABULARY 8 - 10 min**Fill in the blanks.**

1. Another way to say "I'll connect you" on the phone is _____.
2. If you want to say that you are getting the call connected to an internal phone number in a business, you'd say _____.
3. Another way to say "wait" on the phone is _____.
4. What do say when you want to tell that the phone is used by someone? _____

What do you say in these situations? Match the sentences with the pictures.

- a. Hold on please.
- b. Let me put you through to extension #312
- c. The extension is busy.
- d. I'll try to transfer you.



WRITING 5 - 8 min

Write sentences with the words:

| | | | | | | | |
|------------|--------|---|-------------------|----------|---|--------------|-----------------|
| I am sorry | No one | → | try to | putting | → | no reply. | In at this time |
| I'll | I'm | | one | the line | | transfer you | moment please. |
| Hold | I'm | | Sorry, there's | is in | | you through. | is busy. |

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

READING 5 - 8 min

Put the dialogue in the correct order.

1. Please hold. Mrs. Madison?
 2. Mr. Green is in his office. I'll put you through.
 3. Yes?
 4. Thank you for calling Star Business. Jody speaking. How can I help you?
 5. Thank you.
 6. Hello, this is Julie Madison calling. May I speak with Mr. Green, please?
-

Answer the questions. More than one answer is possible:

1. Who is working at Star Business?
A. Julie Madison B. Mr. Green C. Jody
2. Who is the receptionist?
A. Julie Madison B. Mr. Green C. Jody

3. What happens with the call?

- A. Mrs. Madison is transferred to a voicemail.
- B. Mrs. Madison is transferred to Mr. Green's office.
- C. Mrs. Madison needs to call back later.

SPEAKING 5-8 min

Practice the conversation below with your teacher.

Situation:

You are the receptionist at Sound Equipment Enterprise. You receive a call. The extension #632 does not answer. You look in your notes and see that Susan is out of the office. She will return at 4 pm.

VIDEO "Getting Connected."

In this video, you will watch an Australian short film about a receptionist at work.

Only watch the first phone call the receptionist receives.

The objective of the exercise is to identify the sentence used in the video and to rebuild the dialogue between the receptionist and the caller.

1. Watch and listen from 0:00 to 0:34

Check with a X the sentences used by the receptionist.

- | | |
|--|---|
| a. ___ Tip Top Business, Cheryl Speaking | e. ___ Henry, it's Rita. |
| b. ___ Not bad, thanks. | f. ___ Good thanks. |
| c. <u>X</u> How are you? | g. ___ I think he's here. |
| d. ___ I think he's here. | h. ___ I've got Christina from Business Victoria on line. |

2. Watch and listen again. Then, insert the sentences in the dialogue.

Part 1:

The receptionist is receiving a call.

Can I speak to Paul, please?

Hello, how are you?

Fine.

Receptionist: Tip Top Business, Rita Speaking.

Christina: (1) _____

Receptionist: Good thanks. How are you?

Christina: (2) _____

Receptionist: That's good.

Christina: (3) _____

Receptionist: Yep, I think he's here. One sec. I'll put you through.

Part 2:

The receptionist is calling Paul.

Okay, I'm ready. Put her through. - Hi Rita. How are you? - I'm fine. - Hold on, just one moment, please.

Receptionist: Paul, it's Rita.

Paul: (4) _____

Receptionist: Good thanks. How are you?

Paul: (5) _____

Receptionist: That's good. I've got Christina from Business Victoria on line.

Paul: (6) _____

Receptionist: Okay.

Paul: (7) _____

Receptionist: Thanks.

QUIZ 12 - 15 min

Complete the sentences:

| | | | | | |
|------|-----|---------|-------|------|----------|
| Hold | try | through | reply | busy | transfer |
|------|-----|---------|-------|------|----------|

I'm sorry, there's no _____.

I'll _____ to transfer you.

_____ on please.

Let me put you _____ to extension #312

The line is _____.

Let me _____ you.

Read the words and reorder them.

a. this / is / at / No one / moment. / in

b. on/ extension./ Hold/ try, / please. / I'll / the

c. moment / , / please / One

d. 298, / ? / speak / May / please / to / at / Vicky /I / extension

e. putting / through / you./ I'm

Use the sentences above to complete the dialogue.

A: Good morning. (1) _____

B: (2) _____.

A: Okay.

B: (3) _____.

A: Can you try the meeting room?

B: (4) _____.

A: Thank you

B: (5) _____.