

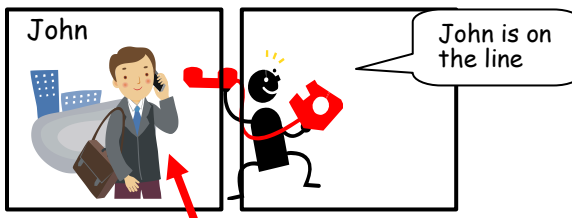
MAKING A PHONE CALL (4) Starting a business call (01)

IN CONTEXT 3 - 5 min

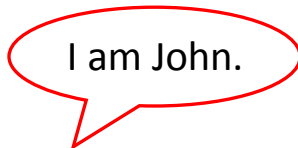
Observe and classify in the chart



1. Answering a question



2. Holding the line



3. Dialing a phone number. 4. Introducing yourself. 5. Identifying the company.

| Things you can do during a call | Things you can say on the phone |
|---------------------------------|---------------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

VOCABULARY 5-8 min

Read the definitions

An extension - Tel: 1 818 498 2567 **Ext 251**

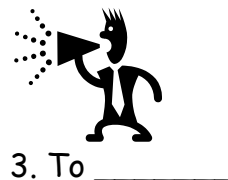
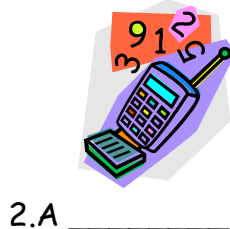
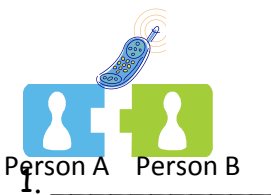
A phone number - **Tel:** 213 -256-1524

To call - to communicate by phone

To speak - to say something

To connect / To put through - to get a person in communication with another person on the phone

Match the vocabulary above with the pictures



STARTING A CALL 10 - 15 min

Lynn Clark is dialing the phone. She is calling Communication Worldwide.

Receptionist: Communication Worldwide, how may I help you?

Lynn: Hi, this is Lynn Clark from Hutch Industries. How are you?

Receptionist: Fine thank you.

Lynn: Could I speak to the purchaser?

- | | | | |
|------------------------------------|------------------|---------------|------|
| 1. Who is making the call? | the receptionist | the purchaser | Lynn |
| 2. Who is answering the phone? | the receptionist | the purchaser | Lynn |
| 3. Who does Lynn want to speak to? | the receptionist | the purchaser | Lynn |

Starting a call:

To make a call, you first dial a phone number, then you

1. listen to the receptionist identifying the company
2. introduce yourself
3. ask to be connected

| | |
|-----------------------------|---|
| 1. Identifying your company | Communication Worldwide, can I help you? Thank you for calling Communication Worldwide. Communication Worldwide, how may I help you? |
| 2. Identifying yourself | Hi. It's Lynn Clark here. Hello, Lynn Clark speaking. Hi, this is Lynn Clark calling. |
| 3. Asking to be connected | Could you put me through to Can I have extension XXX, please? Can I speak to the XXX department? Can you connect me to Mr.- Mrs. X/the extension XXX |

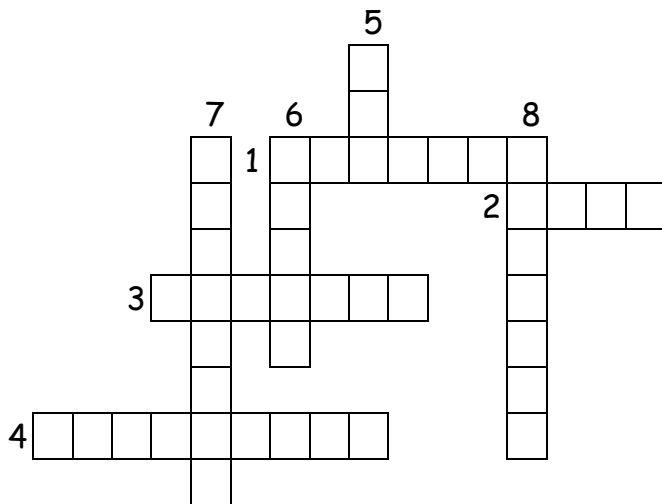
LANGUAGE TIP 3-5 min

Confirming your identity on the phone

To confirm your name, use "This is she/he." or "Speaking." as follows:

| | |
|--------------|--|
| This is she. | Dialogue 1: Caller: Is this Lynn Clarke? Lynn: This is she. Dialogue 2: Caller: Peter Clarke? John: This is he. |
| Speaking. | Caller: Is this Lynn Clarke? Lynn: Speaking. |

VOCABULARY 8-10 min



Across

- 1 Can you _____ me to Mr. Davis, please?
 2 How may I _____ you?
 3 Thank you for _____ our store Ez Fix.
 4 Can I have _____ number 368?

Down

- 5 _____ I speak to the billing department?
 6 _____ I speak to Mrs. Smith?
 7 Hello, Jennifer Smith _____.
 8 Could you put me _____ to Mr. Gomez?

WRITING 8-10 min

Look at the phrases, select the correct answer

- (How/Can) may I help you?
- Can I (have/speak) extension 241, please?
- Hello (Mobile Tec / Leslie Lyons) speaking.
- Communication Worldwide, can I (connect to/help) you?

Reorder the phrases a to d in the dialog

- Receptionist:
- Leslie:
- Receptionist:
- Leslie:

Fill in the dialogues:

Could you put me through to - This is -I speak to - Hi, it's - for calling- How may I help you

Call A

Receptionist: Thank you¹ _____ C Double Cinema. May I help you?

Mary: Yes. ² _____ Blind here. Can ³ _____ the marketing department?

Receptionist: One moment.

Call B

Receptionist: C Double Cinema. Good morning!

Mary:⁴ _____ Mrs. Blind

Receptionist:⁵ _____, Mrs. Blind?

Mary:⁶ _____ extension 213, please?

Complete the dialogs:

Receptionist: _____ for _____ C Double Cinema.

John: John Mayer, _____ .

Receptionist: Hello, Sir.

John: Can you _____ me _____ extension 364?

Receptionist: Sure.

SPEAKING 3 - 5 minutes

You are dialing the phone. Listen to your teacher answer the phone.

Introduce yourself and state the purpose of your call: you want to speak to the accountant department.

VIDEO « Professional Etiquette on the Phone. »

8 - 10 minutes

This video is a presentation about professional etiquette for answering the phone.

You will listen to a woman giving suggestions.

The objective of the exercise is to listen to specific phrases about identifying yourself.

Note: The script is added for your information (and does not need to be understood to do the exercise).

1. Watch the video from 0:00 to 0:42 and read the script

(Note: you will fill in the text in the exercise 2)

Video Link: <http://www.youtube.com/watch?v=wYSrIRqavoM>

Now when you are receiving phone calls, there's a couple of things that you must do. First of all, you want to answer that phone promptly.

Ring 1, ring 2, ring 3. _____. By three rings you should pick up that phone.

And what you also wanna* do is, you wanna* have a smile in your voice.

See, I can't see your face. So I wanna* say _____

because a smile in your voice will present you as positive and helpful.

And what you wanna* do immediately is find out who you are calling and how you can help them.

* "wanna" is the informal spoken form of "want to"

2. Watch again and fill in the text with the correct sentence:

Watch and listen from 0:00 to 0:16

Video Link: <http://www.youtube.com/watch?v=wYSrIRqavoM>

| | | |
|--|--|----|
| a. Good morning, this is Travis. Hello, this is Tracey. | b. Hi, this is Travis. d. Hello, these is Travis. | c. |
|--|--|----|

Now when you are receiving phone calls, there's a couple of things that you must do.

First of all you want to answer that phone promptly.

Ring 1, ring 2, ring 3. "(1) _____" by three rings you should pick up that phone.

Watch and listen from 0:16 to 0:42

- | | |
|----------------------------------|---------------------------------|
| a. Hey, this is Travis. Hi? | b. Hey, this is Tracey. Hello? |
| c. Hello, this is Tracey. Hello? | d. Hey, these is Travis. Hello? |

And what you also wanna* do is, you wanna* have a smile in your voice.

See, I can't see your face. So I wanna* say "(2)_____"

because a smile in your voice will present you as positive and helpful.

And what you wanna* do immediately is find out who you are calling and how you can help them.

* "wanna" is the informal spoken form of "want to"

3. These sentences (1) and (2) can be used when:

True or False:

- _____ you are receiving a call and you are identifying yourself.
- _____ you are making a call and you are asking to be connected to a specific person.
- _____ you are making a call and the receptionist is identifying herself/himself.
- _____ you are receiving a call and you are identifying your company.

QUIZ 10 - 15 min

Write four sentences. Use words from each box.

| | | | | | |
|-------------------------------------|---------------|---------------|------------------|--------------------------|---------------------------|
| Communication Worldwide, | Could you | calling | put me | Communication Worldwide. | calling. |
| Hi, this | Thank you for | is Lynn Clark | can I | help you? | through to extension 121? |

1. Communication Worldwide, can I help you?

2. _____

3. _____

4. _____

Find the mistake:

1. Can me help you?
2. Thank you to calling Communication Worldwide.
3. Hello, Lynn Clark speaks.
4. Can I has extension 259, please?
5. Could you put through to Mr. Gomez?
6. This is Lynn Clark hear.
7. Can I connect to the sales department?
8. Can you connect me through Mr.- Mrs. X

Complete the dialog with some phrases from the previous exercise:

Receptionist: EZ Vacation Agency, phrase 1

Lynn: Sure. _____

Receptionist: Hello Mrs. Clark.

Lynn: _____

Receptionist: One moment. I put you through to our sales manager.