

Chapter-28A
Analyzing turns in telephoning.



Summary:

This lesson will teach you how to conduct a telephone call efficiently and courteously. A receptionist welcomes and identifies the caller, offers assistance, collects the caller's name, and acknowledges the call when it is received. He or she also relays the message to the relevant person, connects the parties, apologizes to the caller, and records the conversation.

Telephone conversations, especially business telephone conversations, follow certain patterns:

- Someone answers the phone and asks if they can help.
- The caller makes a request—either to be connected to someone or for information.
- The caller is connected, given information or told that the person concerned are not in the office at the moment.
- If the person who is requested is not in the office, the caller is asked to leave a message.
- The caller leaves a message or asks other questions.

Important points from the text:

Some common phrases and expressions that are used to perform the following tasks:

<ul style="list-style-type: none">• Greetings and giving identity	<ul style="list-style-type: none">- Good morning, NIOS- Syndicate Bank, good morning- English faculty speaking
<ul style="list-style-type: none">• Offering help	<ul style="list-style-type: none">- How can I help you?- May I help you?- Is there any particular person you want to connect with?

• Obtaining caller's name	<ul style="list-style-type: none"> - May I ask who is calling? - From where are you speaking ? - May I have your name please? -
• Acknowledging the caller	<ul style="list-style-type: none"> - Thank you, Mr.——- will connect with you. - I will put you through in a minute
• Gives message and asks if willing to receive	<ul style="list-style-type: none"> - Mr.——— wants to talk to you. Shall I connect? - There is a call from Mr.———- can you take it now? - Mr.—— is on the line. Shall I hand in the call?
• Connecting parties;	<ul style="list-style-type: none"> - Mr.—— is on the line. Please connect. - Mr.—— is here for you, please speak on.
• Apologies to the caller	<ul style="list-style-type: none"> - Sorry, Mr.—— is not in. - Mr.—— is out of town. - Sorry Mr./Mrs———- is not free until 5 in the evening.
• Taking down the message:	<ul style="list-style-type: none"> - May I take down the message please? - Would you like to leave a message behind? - Would you care to leave a message.

Important words from the text:

- Emphasizes: to give importance to something
- Efficiency: planning/orderliness
- Acknowledge: to accept or admit the existence of something
- Apologize: to say sorry

Evaluate us:

1) Mr. Joe (Secretary): Hello, Adharshilla Exports, this is Joe speaking. How may I be of help to you today?

Ms. Anderson: Yes, this is Ms. Vanessa Anderson calling. May I speak to Mr. Smith please?

Mr. Joe: I'm afraid Mr. Smith is out of the office at the moment. Would you like me to take a message?

Ms. Anderson: Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Smith mentioned. Did he leave any information with you?

Mr. Joe: As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions...

Ms. Anderson: Great, I'd love to see this problem resolved as quickly as possible.

Read the above conversation and summarize it in your own words.

2) What can be the formal phrase for helping someone on phone.

3) "Hello! You've reached AC world support line. We'll be happy to help with your inquiry. In the meantime, have you checked out our website? It may have the answer you're looking for. If not, leave your name, number and reason for your call. We'll reach out to you within a day or two. Thanks for calling AC World."

Read the above telephonic memo and try to summarize it in your own words.

4) Using the telephone memo format given in the unit write out a message that you as a receptionist will note down.

How to write telephone memos:

Telephone memos are used to write down important telephonic messages efficiently and briefly.

The following details should be included in a memo:

Receiver's name

Time

Sender's name

Date

Important details in point form

Name of the person who has taken down the message.