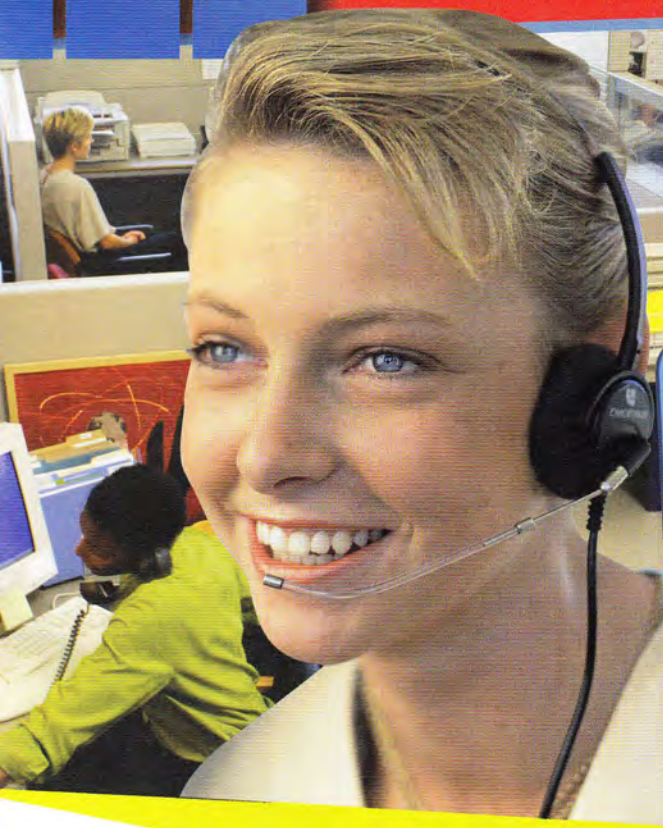


# 4 Telephoning



## Business Blog Weekly

Good etiquette on the telephone can make or break your relationship with a client. **Courtesy** should start with the person who answers the telephone. Always begin by identifying yourself. Say something like, "Hello, this is..." Give the person as much information as you can. Tell them the name of your company, "I'm calling from..."

Ask for the person you wish to speak with by name, using phrases like, "Could I speak to...?" or "May I speak to...?" Or ask, "Is...available?"

At some companies, with busy **switchboards**, it is better to simply ask, "Can you connect me to extension..."

Remember, ending the call on a polite note is important too. Say something like, "Nice speaking to you," or "Thank you for your time." Follow up with "I will call you back on..." And remember to do it.



### Get ready!

1 Before you read the passage, talk about these questions.

- How do you answer phone calls from friends? From business partners?
- Why is having good phone etiquette important in business?

### Reading

2 Listen and read the post from a business blog. Then, read the paraphrase of the article. Fill in the blanks with the correct words and phrases from the word bank. Explain what good phone etiquette is.

#### Word BANK

by name    connected    telephone  
extension    courtesy

It is important for businesspeople to have good 1 \_\_\_\_\_ etiquette. 2 \_\_\_\_\_ should be used whenever speaking to anyone on the phone. Callers should identify themselves and then ask to speak to someone 3 \_\_\_\_\_. They can also ask to be 4 \_\_\_\_\_ to a(n) 5 \_\_\_\_\_. A good way to end a call is to thank the person they're speaking to for his or her time.

### Vocabulary

3 Place the words and phrases from the word bank under the correct heading.

#### Word BANK

thank you for your time    Hello this is ...  
Is ... available    Nice speaking with you  
Could I speak to ...

Greeting	Ending	Asking for someone
_____	_____	_____
_____	_____	_____



**4** Write a word or phrase that is similar in meaning to the underlined part.

- Hello, my name is Robert and I work for Bronson Industries.  
I \_ \_ a \_ \_ in \_ \_ f \_ \_ \_
- I would like to talk to the director of the sales department.  
\_ ay \_ \_ s \_ \_ a \_ \_ o
- Please expect a call from me on Thursday.  
I \_ \_ ll \_ a \_ \_ y \_ \_ \_ a c \_
- It is important to behave with politeness on the telephone.  
\_ o u \_ \_ \_ s \_
- Will you direct my phone call to Number 443?  
C \_ \_ \_ o \_ \_ \_ n n \_ \_ t \_ e \_ \_ \_ e x \_ \_ s \_ o n

## Listening

**5** Listen to a telephone conversation between a receptionist and a sales representative. Mark the following statements as true (T) or false (F).

- The man is calling to place an order.
- The receptionist offers two ways to leave a message.
- The man asks if he can call Ms. Jones at home.

**6** Listen again and complete the conversation.

**Sales Rep:** 1 \_\_\_\_\_ to Susie Jones, please?

**Receptionist:** I'm sorry, Susie isn't in right now. I would be happy to take a message for you.

**Sales Rep:** Well, it's a rather 2 \_\_\_\_\_ to an order that I should discuss with her. Is there a better time to reach her?

**Receptionist:** She'll be out until tomorrow, unfortunately.

**Sales Rep:** Oh, okay. I'd better leave a message with you, then.

**Receptionist:** Well, I could also 3 \_\_\_\_\_ her voicemail. She might check that before she comes into the office.

**Sales Rep:** Oh good, that would be wonderful.

**Receptionist:** Okay. I'm connecting you now. 4 \_\_\_\_\_, Mr. Peters.

**Sales Rep:** And you, too. 5 \_\_\_\_\_.

## Speaking

**7** With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

**USE LANGUAGE SUCH AS:**

*Good morning ... This is ... speaking.*  
*I'm sorry. ... isn't in right now.*  
*I'd better leave a message with you.*

**Student A:** You are calling a business client. Talk to Student B about:

- speaking to your client
  - messages
  - your thanks
- Make up a name for you client.

**Student B:** You are a receptionist. Student A calls to speak to a client who is not in. Answer Student A's questions. Make up a name for your caller.

## Writing

**8** You are a receptionist. Use the conversation from Task 7 to leave a note for a client who missed a call. Talk about:

- Who called
- What he or she called about
- What options you provided him or her with
- How the caller reacted

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Email for Beginners: A quick lesson



Let's begin with **email addresses**. These are made up of three parts:

- The person's name, nickname, etc. (for example: bill, bill.williams, bwilliams)
- The **@ symbol** (this means "at")
- The web address where the account is located (for example: SupplyStore.com, cyberlink.net)

So a complete address might look like this: bwilliams@cyberlink.net.

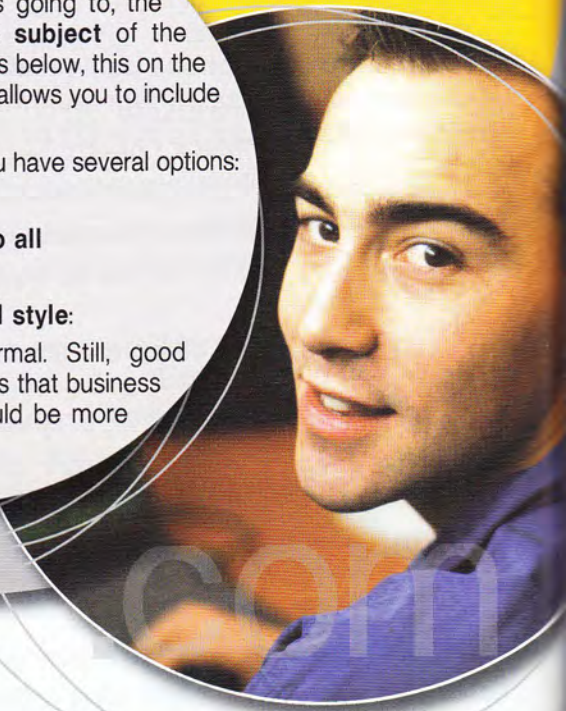
On your email program, you'll see places to enter the address your **message** is going to, the address it is from and the **subject** of the message. Above, or sometimes below, this on the page, you will see a button that allows you to include an **attachment**.

When you receive a message, you have several options:

- Save or **delete** it
- Reply to the sender or **reply to all**
- **Forward** it to someone else

A note on **formal vs. informal style**:

Emails are generally informal. Still, good business etiquette dictates that business **correspondence** should be more formal.



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 How can email be useful in business?
- 2 What problems can be caused by email?

## Reading

2 Listen and read the tutorial on email. Then, use the completed table to present emails to the class. Complete the table using information from the tutorial.

Parts of an email address	_____
Options after receiving a message	_____

## Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- |                 |               |
|-----------------|---------------|
| 1 __ message    | 4 __ formal   |
| 2 __ attachment | 5 __ informal |
| 3 __ subject    |               |

- A being serious and official
- B the main part of an email
- C being relaxed and casual
- D a file that is sent along with an email
- E the title of an email



**4** Check (✓) the sentence that uses the underlined part correctly.

- 1  **A** Mary's email address is mbrown@bluesky.com.  
 **B** If you forward an email it goes to the trash box.
- 2  **A** Click reply to all so that only Jay sees the response.  
 **B** Delete old messages from the inbox.
- 3  **A** Names come before the @ symbol in most email addresses.  
 **B** An option indicates what the email is about.

## Listening

**5** Listen to a conversation between two co-workers. Choose the correct answers.

- 1 What is the conversation mostly about?  
**A** the details of the finance report  
**B** how to create a new email address  
**C** why the man did not receive an email  
**D** a mistake the man made on a report
- 2 What information does the man provide?  
**A** his new email address  
**B** how to forward an email  
**C** the name of an attachment  
**D** which employee he sent the report to

**6** Listen again and complete the conversation.

**Employee 2:** That's 1 \_\_\_\_\_. I didn't get an email from you today.

**Employee 1:** I'm sure it went out, since I also sent it to Michelle Richards. She opened it this morning.

**Employee 2:** Maybe Michelle can just 2 \_\_\_\_\_.

**Employee 1:** I'd rather 3 \_\_\_\_\_ why it didn't arrive.

**Employee 2:** Well, what address did you send it to?

**Employee 1:** Let's see. It was BillStephenson@cranstonindustries.com.

**Employee 2:** Oh, that's it. That's my old 4 \_\_\_\_\_.

**Employee 1:** I didn't know it had changed. 5 \_\_\_\_\_?

**Employee 2:** It's just B.Stephenson@cranstonindustries 6 \_\_\_\_\_.

## Speaking

**7** With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

**USE LANGUAGE SUCH AS:**

*Did you get that ...*

*I didn't get an email from you today ...*

*What address did you send it to?*

**Student A:** You sent an important file to Student B. Talk about:

- receiving the file
- investigating the problem
- finding a solution

Make up the name of someone you sent it to.

**Student B:** Student A tried to send you an email. Talk about:

- receiving the file
- possible solutions
- email address changes

## Writing

**8** You are a manager and there has been a problem sending email to an employee. Use the conversation from Task 7 and the email tutorial to write an email to all employees that explains the problem and how to avoid it in the future. Talk about:

- The cause of the problem
- How it was solved
- What employees must do to avoid the problem

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