



Notes

27**MANAGING THE TELEPHONE**

*T*he telephone is the most frequently used means of communication today. And, managing the telephone requires skill, tact and training.

You have to be a good speaker and need to speak clearly and distinctly in a polite courteous tone. You must be brief and to the point without sounding abrupt or rude.

You need to be a good listener too. So hold the earphone close to your ear and listen carefully. You will be required to take definite decisions or actions according to what you hear. And your decision has to be made quickly to save time and money.

**OBJECTIVES**

At the end of this lesson, you will be able to:

- practise calling out telephone numbers; and
- analyse steps/ stages in receiving calls.

27.1 CALLING OUT TELEPHONE NUMBERS

A receptionist often does the work of a telephone operator – receiving incoming calls, transferring out-going calls, helping people to get in touch. And, in all this, telephone numbers play a very important part.

You very often have to mention your telephone number and the name of the organisation in the beginning of a call; ask for the caller's to verify identity or pass on a number to someone in the office as requested. So it is necessary for you to repeat telephone numbers and communicate them in a well defined manner.



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The following general rules should be followed:

1. Figure '0' should be pronounced as 'zero' or "oh".
2. Numbers should be grouped in two digits, giving a slight pause between each pair. So 432 is, four/pause/three two.
3. Within the pairs refer to numbers in digits. Eg: 32 is; three two not thirty two
5642 is five six/pause/four two.
4. When the same number/figure occurs in a pair between two pauses, use 'double'. Eg: 14456 is one/pause/double four/five six.
5. But when a pause falls between repeated digits- i.e. each number forms a part of another group – pronounce each number separately. Eg. 500222 is five/zero/zero/two double two.
6. When you give or ask for a telephone number, always repeat it to confirm if you have the right number. Ask for confirmation if the caller does not give it.

Example A

Chris : I'll give you my number. It's 6416673.

Mary: Sorry, did you say 6416673?

Chris : Yes, that's right.

Mary : Thanks.

B. Paul : Could you call me on 301757595?

Ravi: Just a minute, I'll repeat it ... 301 757 595.

Paul : Right, Bye.

**INTEXT QUESTIONS 27.1****Repetition Practice:**

Repeat these numbers aloud. Work in pairs, whenever possible.

1. 707 – seven zero seven
963354 – nine six double three five four
63220 – six three two two zero
80543 – eight zero five four three.
0046887 – zero zero four six eight eight seven.
2. Now write how you will say these numbers. Indicate the pause with '/'.
388211. 182, 320420, 344010

3. Select 7 digit phone numbers of different areas. Group them correctly and say them aloud to your partner.
4. Turn to any page in the telephone directory and ask your partner to find at least 5 telephone numbers. Give her the name of the person or place and their address. Then switch roles and let her ask you. See who is faster and better at saying the numbers clearly.
5. Go around your institute or office and find out the name of the section-in-charge, managers, etc. Make a list of their names in an alphabetical order. Also write their designations and extension numbers.



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27.2 IN-COMING CALLS: PRACTICE

Receptionists have to attend to a number of calls everyday. Each involves some giving and taking of information which has to be noted down, conveyed and acted upon. In this section you will read three pieces of conversation. Study each carefully and note the expressions, vocabulary and turns (exchanges).

CONVERSATION A

- Air India Assistant : Air India. Reservations. Krishna Roy speaking. Can I help you?
- Keshav Kalsi : Hello. I have a ticket for a flight to Tokyo and I need to change it. My name's Keshav Kalsi. That's K-A-L-S-I.
- AI assistant : AI-306. Okay. And the date?
- Keshav Kalsi : Well, I have a booking for August sixth, but I really want to be in Tokyo on August sixth, so I want to fly the day before.
- AIAssistant : Sorry. Could you repeat the dates, please?
- Keshav Kalsi : I want to change my flight from August sixth to August fifth.
- AIAssistant : I see. Okay, Can I have your name again, please?
- Keshav Kalsi : Yes, its Keshav Kalsi.
- AI assistant : Could you spell that, please, and give me your PNR number.
- Keshav Kalsi : K-E-S-H-A-V. Keshav-that's my first name. And, K-A-L-S-I- Kalsi- that's my surname. My PNR number T - 748.



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AI Assistant : That's fine, Mr Kalsi. Hold on, please. I'll check the availability of a seat for August 5th.

CONVERSATION B

Receptionist : Good morning. Simla Studios. Can I help you?

Richard : Hi! I'd like to speak to Jaya Chawla. Is she in today?

Receptionist : No. I'm sorry she's not here today.

Richard : Oh, dear. This is Richard Jones. I need to speak to her. It's urgent.

Receptionist : Would you like her home number, Mr. Jones?

Richard : No, it's okay, thank you. Could you tell her I called and ask her to ring me tomorrow morning? The number is 09156877.

Receptionist : 09156877.

Richard : Right! I'll be available at this number till half past eleven.

Receptionist : Yes, of course, Mr. Jones. I'll give her the message.

CONVERSATION C

Operator : Good morning, Escorts Ltd. Can. I help you?

Caller : Please connect me to Mr. Gunashekar, the Sales manager.

Operator : Who shall I say is calling?

Caller : George Matthews, The proprietor of Royal Stores.

Operator : Please hold the line, I'll check if Mr. Gunashekar is in. (Connects to Extension..... no response.)

: I'm sorry Mr. Mathews, Mr. Gunashekar isn't in at the moment. Shall I take down a message for him?

Caller : Please do. It's urgent.

(Operator begins to write on a Telephone Memo.)



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To	Telephone Memo
Mgr. Sales From, Mathews, Royal Stores	Time: 10.30A.M. Date 12.9.98 Phone 2728296
<p>URGENT</p> <p>Inquiry- goods dispatch on 10.9, not received. Worried-paid for goods.</p> <p>Taken by_____</p>	

- Operator : Yes?
- Caller : You see, Mr. Gunashekar had informed me that ten crates of Rajdoot spare Parts had been dispatched from your factory for my store on 10th morning. Well, they should have been here by the afternoon. But I’ m sorry to say that it is the 12th today and they haven’t as yet arrived. It’ s an important matter. The payment had been made in cash when the order was booked. This delay is making me very nervous. I don’t.....
- Operator : I’ll pass the message on to him the moment he’s in. Could I have your number please?
- Caller : Yes of course. It’s 2728296. Thank you.
- Operator : My pleasure.
- (At every ten minute - interval the operator tries to contact Mr. Gunashekar. After half an hour.....)
- Operator : This is from the Switch Board Sir. There was a call for you from Mr. Mathew of Royal Stores at half past ten. He said it was urgent, sir. The goods dispatched on 10th have not been received as yet. He is worried since the payment has already been made. That’s all, sir.
- Gunashekar : Thanks, Meena. Could you connect me to Royal Stores, please?



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- Operator : Please hold on for a moment, sir. I'll get Mr. Mathew on the line for you. (dials)2 72 82 96.
- Matthews : Yes.
- Operator : Mr. Gunashekar is on the line and wishes to speak to you.
- (to M) : Please hold on.
- (to G) : Mr. Gunashekar, please speak on. Mr. Mathew is on the line.

**OVERALL QUESTIONS**

1. Study the three conversations carefully and answer the following questions briefly:
 - A. Where does each conversation take place? What work does the receptionist do in each place?
 - B. Is there any similarity in the opening lines of each conversation? If so, what is it?
 - C. Why does Keshav Kalsi ring up the AI Assistant?
 - D. Why does Richard call?
 - E. Who does Matthew want to speak to? Why?
 - F. What is the Receptionist's role in each case?
2. The expressions used in this conversation are not appropriate on the phone. Change them.

Receptionist : Are you Rakesh Pandey?

Rakesh : Yes, I am.

Receptionist : Here is Varsha Apte from Bajaj.

Rakesh : What do you want?

3. Collect some hotel and holiday brochures. Use them to write a conversation between a tourist and a travel assistant or hotel receptionist.



Notes



CHECK YOUR ANSWERS

Intext Questions 27.1

388211 – three eight/pause/eight two/ pause/ double one.

182 – one/pause/eight two.

320420 – three two/pause/oh four/pause/two oh. or three two/zero four/two zero

344010 – three four/pause/four oh/ one oh.

Or

three double four/pause/zero one zero

OVERALL QUESTIONS

1 (A)	Place	Work of Recep.	Conversation
	Air India Office	Booking/cancellation counter	A
	Simla Studio	Reception Desk	B
	Escorts Ltd. Office	Telephone Operator cum receptionist	C

- (B) Yes. Each receptionist greets the caller and identifies the office/place of work.
- (C) To prepare his flight to Tokyo.
- (D) To talk to Jaya Chawla on business matters.
- (E) Mathew wants to speak to Mr. Gunashekhar, the Sales Manager. Goods paid for have not reached.



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(F) Help each caller to get his/her job done. Connect the relevant people together so that the work at hand can be done well.

2. Receptionist : Is that Rakesh Pandey?

Rakesh : Yes, it is.

Receptionist : This is Varsha Apte from Bajaj.

Rakesh : What can I do for you, Ms. Apte?

Or

How can I help you?

3. You must touch on cost, travel facilities, sight-seeing programme, food and boarding arrangements. Be professional in your approach.