

28

ANALYSING TURNS IN TELEPHONING

Your study of the first two units emphasizes politeness and efficiency on the phone. Which of the options will you choose?

Would you like ____? OR Do you want.....?

Could you tell him I called? OR Tell him I called?



OBJECTIVES

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

- use appropriate expressions at different stages of handling a call.

28.1 DIALOGUE ANALYSIS

You are aware that a telephone conversation goes through certain well-marked stages.

On receiving a call, a receptionist goes through the following steps:

1. Greets and gives identity
2. Offers help
3. Obtains caller's name
4. Acknowledges the call
5. (a) Gives message and asks if willing to receive
(b) Connects the parties
(c) Apologizes to the caller
(d) Takes down a message.



Notes



Notes

Some phrases and expressions that are used to perform the following tasks/steps are listed below:

1. *Greets and gives identity* :
- Good morning, NIOS.
 - ◆ National Bank, good morning.
 - ◆ 7018131, CIEFL Reception, please.
 - ◆ Universal Engineers, Miss Rosy.
- The operator speaking.

(You will notice that 'Hello' is not used. It gives no exact information and it wastes time and money.)

2. *Offers help* :
- Can I help you?
 - ◆ May I help you?
 - ◆ What can I do for you?
 - ◆ Who shall I call on the line?
 - ◆ Is there any particular person you want to speak to?

The star indicates that it is the least used expression.

This is an important step because it gives a helpful, friendly touch and it also saves time.

3. *Obtains caller's name* :
- Please may I know who is calling?
 - ◆ (If not already provided) May I have your name, please?
 - ◆ May I ask who is calling?
 - ◆ Who shall I say is calling, sir?
 - ◆ From where are you speaking, sir?

This is important depending on the situation. In a business concern, a particular person, say a Sales Manager may not wish to meet a buyer whose goods he could not deliver. He will be very angry with you if you send the call in and put him into an embarrassing situation. So it is necessary to obtain the caller's name and give it to the person called before saying he's in and can accept the call.

4. *Acknowledges the call* :
- Hold the line, please.
 - ◆ Please hold on the line. I'll find out if Mr/Ms. _____ is in.
 - ◆ Would you hold the line a moment Sir/ Madam?



Notes

If the concerned party is in —

5(a) Gives message and asks if willing to receive :

- ◆ I'll put you through in a minute.
- ◆ Thank you. I'll ring Mr. – for you.
- ◆ May I tell Mr. – who is calling?

5(b) Connect the parties :

- ◆ Mr. – from – wants to speak to you, sir. Shall I send the call in?
- ◆ Mr. – is on the line. Shall I hand in the call?
- ◆ There is a local call from -, sir/madam. Can you take it now?
- ◆ There is an STD/long distance/out-station call from (place), (name of person) for you. Shall I connect it right now?
- ◆ Shall I hand in Mr. – 's call just now?
- Mr./Ms. - is on the line. Please speak on, Mr. (caller).
- ◆ Your party is on the line. Speak on please.
- ◆ Mr./Ms. – is here for you.
- ◆ The (Manager) in on the line for you.

If the concerned party cannot take the call:

5(c) Apologizes to the caller :

- Sorry, Mr./Ms. – is not in.
- ◆ Sorry, Mr./Ms. – is at a meeting until 3 p.m.
- ◆ Mr./Ms.– is out of the office at the moment.
- ◆ Mr./Ms. – is out of town.
- ◆ Mr./Ms. – is busy on another line.
- ◆ There's no reply from his room sir.
- ◆ There's no response right now.
- ◆ That station does not answer.

5(d) Takes down a message :

- Will you leave a message behind?
- ◆ May I take a message please?
- ◆ Would you like to talk to some one else in the Department?



Notes

- ◆ Would you care to leave a message?
- ◆ If you care to leave a message I'll see that Mr./Ms. – receives it.
- ◆ Could you leave your number with me. I'll ring back when Mr./Ms. – returns.
- ◆ Shall I tell Mr/Ms – to ring back when she/he returns?

For taking down messages efficiently most large firms and offices have printed Telephone Memos. Even if they are not available, remember to take down the following details and send the message without delay.

To: _____ Time: _____

From: _____ Dt.: _____

URGENT/NOT URGENT

IMPORTANT DETAILS IN POINT FORM.

COMPLETE SENTENCES NOT NEEDED.

COMMON SHORT FORM ALLOWED.

Taken by:



OVERALL QUESTIONS

These tasks should be done in groups of three. Work with your friends. In each group try to choose one person who can speak English better than you to play the role of a teacher. Practice speaking out the dialogues in each case.

- (a) Mr. David Horsburgh who has an appointment with Mr. Mehta, the Advertising Agent, Pratibha Arts at 3.30 p.m., rings up to cancel the appointment. Mr. Mehta is not at his desk. You are the Receptionist at Pratibha Arts.
- (b) The receptionist in Hindustan Times, Delhi Office receives a call from one of its reporters in Hyderabad for the Sub-Editor. It is an urgent call and must be connected immediately.
- (c) An operator in Usha Fans receives a call from a customer who has bought two fans. They are defective and she wants to get them changed. She wants

to know the procedure. Give her some information and connect her to the concerned person.

- II. Using the Telephone Memo format given in the Unit, write out the MESSAGE, that you as the Operator/Receptionist will note down.

Use short forms and cover important details alone. Also decide whether writing a MESSAGE is necessary at all.



Notes



CHECK YOUR ANSWERS

Some examples of possible conversation are given below. Yours need not be identical.

- I. A.** Recep. : Good morning, Pratibha Arts.
 David : Good morning, I am David Horsburgh. I have an appointment with Mr. Mehta for half past three this afternoon.
 Recep. : Sorry, is it Mr. Ashok Mehta or ...
 David : It's Mr. Mehta, the Advertising Agent, Well, I'd like to cancel the appointment because
 Recep. : I'll check whether Mr. Mehta is in
 David : That's very kind of you.
 Recep. : Sorry, he isn't in at the moment. Would you like to leave a message?
- B.** Recep. : Hindustan Times, good morning.
 Asha : Hello, I'm Asha Rao, Reporter for HT, Hyderabad. Could you put me across to Nikhil, please. It's urgent.
 Recep. : Please hold on. (To Nikhil) Sir, there's a Ms. Asha Rao for the Hyderabad office wanting to speak to you. She says its urgent.
 Nikhil : Thanks, Nilima. I'll take it right away.
 Recep. : Thank you, sir. (To Asha) Please, speak on.
- C.** Operator : Good afternoon. Usha Fans. Can I help you?
 Mrs. Arora : Look, I'm really angry. Just yesterday I bought two Usha Delux Fans from Karol Bagh and today both are out of order. I'd



Notes

Operator : I'm sorry to hear this, ma'am. But this is the Regional Office and we don't deal with complaints here.

Mrs. Arora : Look, this is a bit too much. I tried the two numbers listed on the cash memo but they seem to be out of order.

Operator : Ma'am, I would be happy to note down the details and fax them to our sales unit. They will get in touch with you immediately.

Mrs. Arora : Thank you very much. That's very kind of you. Well, my name is

II.A

To: Mr. R.D. Mehta, Adv. Agt. Time: 10.30 a.m.

From: Mr. David Horsburgh Dt.: 28.7.1998

URGENT

* Appt. at 3.30 p.m. – cancelled

* Pl. call back

Taken by: LS

B. MESSAGE – not necessary if Nikhil is in office.

C.

To: Ms. V. Varma, ASU. Time: 2.30 p.m.

From: Reception, R.O. Date: 28.7.1998

URGENT

Contact:

Mrs. Arora – Ph. 2657291

2618252

* New Delux Fans (2) out of order

* No response from Pradeep Traders, Karol Bagh

* Treat as urgent – customer very angry

Taken by : LS