

Introduction

Phone call is one of the most widely used tool in modern business. However, there are some aspects of communication that we are missing out on and need to compensate for:

- **Facial Expressions, Manners and Reactions**
- **Physical actions**
- **Tools to help understanding (Hand gestures, illustrations, etc.)**



Introduction

How can we compensate for the missing aspects mentioned earlier?

Missing Aspects	Ways of Compensating
<ul style="list-style-type: none">• Facial expressions, manners and reactions	Verbal reactions - fillers
<ul style="list-style-type: none">• Physical actions	Ask open-ended and close-ended questions
<ul style="list-style-type: none">• Tools to help understanding (Hand gestures, illustrations, etc.)	Intonation, Pitch, Volume, Speed



Video taken from Determining Customer Needs - listening & questioning skills training by Nancy Friedman at Google Videos

General Rules of Telephone Etiquette

When you're on the phone, you should be:

POLITE

- choose your words carefully and use proper intonation

PREPARED

- Have all the relevant details (names, numbers, dates, etc)

CONCISE

- Don't beat around the bush

CONSIDERATE

- Don't waste people's time on small talk

HELPFUL

- Give the information needed, but if you can't help, find someone who can, or tell the caller you will call back with the information.

Video viewing: handling phone calls

What can the caller & receiver do to make this phone call more effective in terms of the following aspects?

- **Politeness**
- **Preparation**
- **Conciseness**
- **Consideration**
- **Helpfulness**



Video taken from <http://www.youtube.com/watch?v=d98qqHuZp0c&feature=related>

Language Expressions (Gatekeepers)

CALLER	RECEIVER
<ul style="list-style-type: none">• Good morning/afternoon/evening.• This is Hanna from the UTM Student Council. / My name is... I'm from...	<ul style="list-style-type: none">• Good morning, English Language Unit. This is Rachel (speaking).
<ul style="list-style-type: none">• Who could I speak to at ... concerning ...?• Could I speak to ... , please?<ul style="list-style-type: none">• the person in charge of• name• Could you please connect me / put me through to..., please?<ul style="list-style-type: none">• department• name• extension number (37908)	<ul style="list-style-type: none">• Can/ May I help you?• May I know who's speaking?• May I know who's calling?• Who's speaking please?• Whom shall I say is asking/calling?
	<ul style="list-style-type: none">• That would be En. Hisham.• Sure, I'll put you through. Are you able to hold?• Could you wait one moment please?• Is it alright if I put you on hold?

Video taken from Telephone Skills Training by Nancy Friedman at Google Videos



Language Expressions (Unexpected)

CALLER	RECEIVER
<ul style="list-style-type: none">• Is this a convenient time to speak to you?• Did I catch you at a bad time?• If this is a bad time, please let me know.• I'm calling about.../ I would like to enquire about...• When is a convenient time to call you?• When would be a better time to call you?	<ul style="list-style-type: none">• Certainly./ Yes.• No, not at all. How may I help you?• I'm afraid I'm in a discussion.• I'm afraid I'm a little preoccupied right now.• Could you please leave your number and I'll call you back?• Can I call you back?• Could you call back ...?
	<ul style="list-style-type: none">• I'm afraid En. Hisham not available right now. Would you like to leave a message?/ May I take a message please?

Leaving a message : Would you like to leave a message?

- Yes. Could you please tell En Rahman that Sally called to ask about the plane tickets for the clients from China? It's rather urgent so please ask him to call me back as soon as possible? My number is 013-2121888.
- Yes. Could you please let Pn Dilla know that Mr. Sammy from DHL Express called. It's about her missing package. Could you please get her to call me back at my number, 07-5544555? Thank you.
- Yes. Please tell Ms Dina that I would like to see her at my office first thing in the morning tomorrow. Thank you.

- Name & Organisation
- Purpose of call
- Action to be taken
- Contact number
- Expression of thanks

Repeat the information given:

- So En Rahman, your number is 013-2121888 and you would like Mr Jay to call you back as soon as possible to confirm about the plane tickets for the clients from China.... Alright.. I'll make sure that he gets the message.
- No, thank you.
- No, it's alright. I'll try to get her later.
- It's alright. I'll call back later.
- It's ok. I'll call back later. Is it possible for you to tell me what time is most convenient to call him?

Language Expressions (ending)

CALLER	RECEIVER
<ul style="list-style-type: none">• Thank you very much. Good bye.• The information you gave me is very useful. Thanks a lot. Good bye.• You have been of great help. Thank you. Goodbye.• Have a nice day.• I look forward to meeting you.	<ul style="list-style-type: none">• It's no problem at all. Goodbye.• It's alright. Goodbye.• Have a nice day.• You too. Goodbye.

POLITENESS

❖ Using Modal Verbs to show politeness

Modal Verbs	Degree of Emphasis and Examples
Would	<p>To make polite request</p> <ul style="list-style-type: none">• Would you mind sending me the detail via email?• Would you like to leave a message? <p>To express preference</p> <ul style="list-style-type: none">• I would like a deluxe room please.
Could	<p>To make polite request</p> <ul style="list-style-type: none">• Could you put me through to the HR Department, please?
May	<p>To show permission (formal)</p> <ul style="list-style-type: none">• May I fax the details to you later in the afternoon?• May I take message?

politeness

Impolite	Polite
Who's speaking?	May I know who's speaking, please ?
Who do you want to speak to?	Who would you like to speak to?
I want to speak to Encik Bahrom.	I would/ I'd like to speak to Encik Bahrom.
Pass me to Mr Fong.	Could you pass me to Mr Fong, please ?
Ask Mr Goh to call me back.	Could you ask Mr Goh to return my call ?
He's not in.	I'm afraid he's not in.
You want him to call you back?	Would you like him to call you back/ return your call?
How much is the tour package to Hawaii?	Could you tell me how much the tour package to Hawaii is?
I want 10 cartons of copy paper.	I would like to order 10 cartons of copy paper./ I would like to place an order for...

Videos taken from *Dealing with Irate Customers and Foreign Accent* by Nancy Friedman at

Google Videos



Purpose of calling

Phone calls are made for different reasons:

- To enquire about something/someone
- To request for something/a certain information
- To inform someone about a certain news
- To make appointments
- To confirm/cancel appointments
- To extend invitations

Calling to enquire/request

- I would like to find out (more) about...
- I would like to ask about...
- I am interested in the
- I would like to enquire about...
- I was wondering about.../ What about...?
- I wonder if you could...?
- Could you (please) tell me more about...?
- Could you give me some details about...?
- Could you explain to me...
 - the procedures to collect my missing package?
- Would you mind telling me...
 - what I need to bring for the English Language Camp?

Calling to inform

- **I'm calling to inform you that...**
 - your application has been successful.
- **I'm calling to update you on...**
 - the latest research findings.
- **I'm calling about...**
 - your medical check up results.

Calling to make appointments

- I would like to make an appointment with...
- I would like to schedule a meeting with...
- Could I schedule a time to meet...
- Are you/Is Mr. Rogers available next Tuesday?
- Will you/Mr. Rogers be in tomorrow?
- How about Friday at 4.00?
- Thursday at 9.00 will be fine.
- What time is best for you?
- When would be a good time for you?



Calling to confirm

- I'm calling to confirm that...
 - I will be attending the workshop this Wednesday.
- I would like to confirm...
 - the booking of the Aseana Hall for the XYZ Company's Annual dinner.
 - the arrangements for this afternoon's factory visit.

Calling to cancel appointments

○ Steps to Cancel Appointments:

1. Apologise and make a comment about how you respect their time
2. If you have an extremely good reason, mention it. Otherwise, don't mention any reason at all.
3. If at all possible, suggest to meet them at a place of their convenience or someone closer to them than the original appointment
4. Offer possible dates of re-scheduling.

I'm really sorry, Mr. Rogers, but I'm afraid I won't be able to meet you as scheduled. I'm terribly sorry for the inconvenience. Could we please re-schedule for Friday, next week, at the same time?

I really appreciate your understanding about this cancellation. I'm looking forward to....

Thanks again, Mr. Rogers.

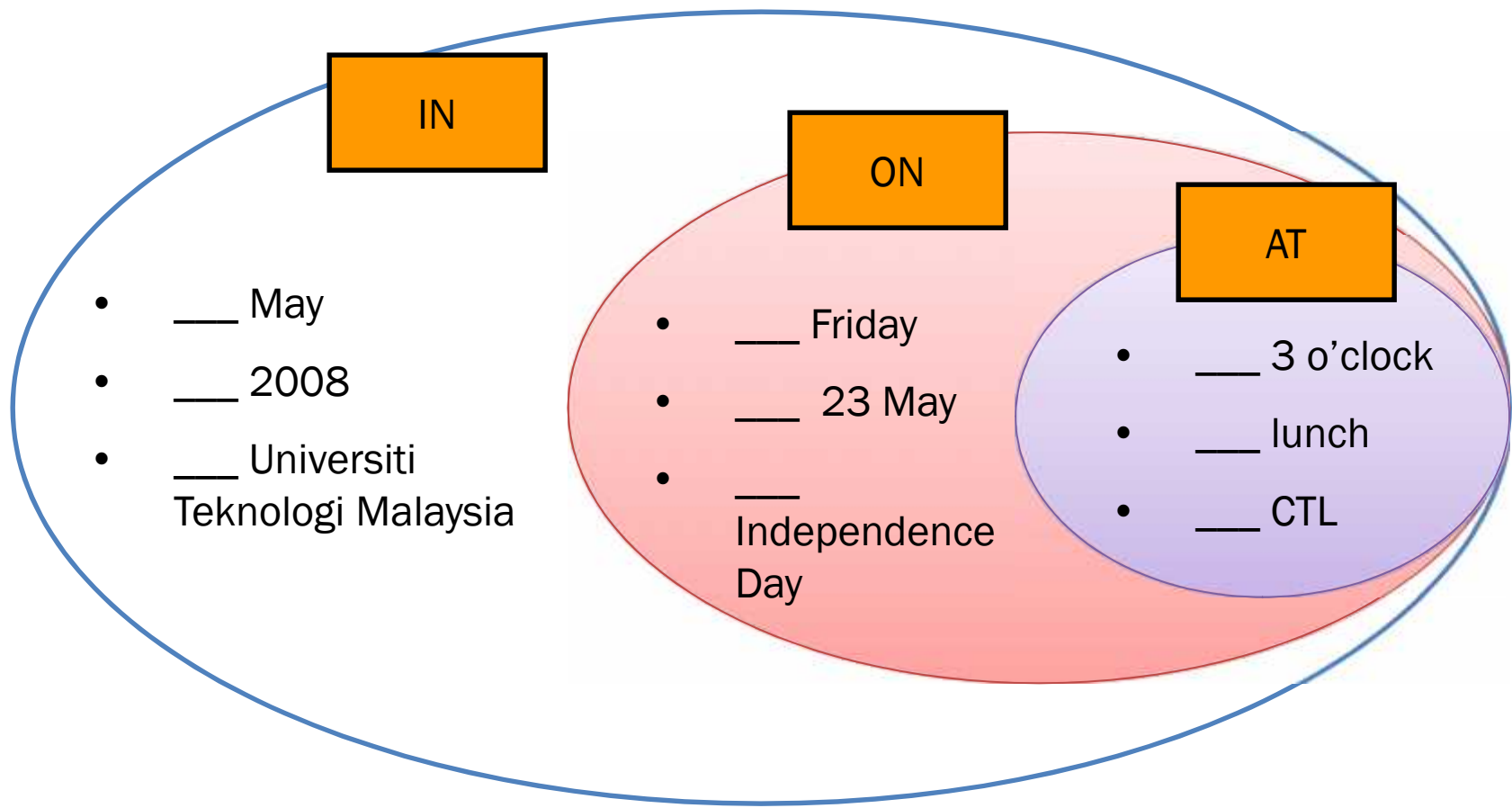
Calling to make invitations

▪ Useful phrases for situations involving verbal invitations:

Extending an Invitation	<ul style="list-style-type: none">• We'd like to invite you to...• Would you like to come to...• We were wondering whether you'd be able to come to...• We were wondering if you'd like to join us...• We'd very much like you to come to.../ join us..
Accepting an Invitation	<ul style="list-style-type: none">• Thank you.../ Thanks for the invitation.• I'd love to.../ I'd be very happy to.../ I'd be delighted to...• Yes, I'd love to.../ I'd like to...• That would be great...
Declining an invitation (Give reasons)	<ul style="list-style-type: none">• I'd love to come, but unfortunately..• I'm afraid I won't be able to come. I've got to...• I'm sorry, but I've got a meeting with...• Thank you for inviting me, but...• Unfortunately, I won't be able to come. Would it be alright if my assistant goes in my place?• What a pity. I would love to go, but I have to.. Could (name a person) go on my behalf?

Language items

In, On & At



Language items

USE OF PREPOSITION

Preposition	Of Time	Of Place
At	Precise Time <ul style="list-style-type: none">• At 3 o'clock• At lunch	A Certain Point <ul style="list-style-type: none">• At the bus stop• At 44, Jalan Pulai 11
On	Days and Dates <ul style="list-style-type: none">• On Sunday• On 30 May• On Independence Day	Surface <ul style="list-style-type: none">• On the wall• On the main street
In	Months, Years, Centuries and Long Periods <ul style="list-style-type: none">• In May• In 2008• In the 1990s	Enclosed Space <ul style="list-style-type: none">• In the garden• In Universiti Teknologi Malaysia

Activity:

- ❖ Work in pairs.
- ❖ Prepare a short script on making phone calls for the following purposes:
 - ❖ To enquire about something/someone
 - ❖ To request for something/a certain information
 - ❖ To inform someone about a certain news
 - ❖ To make appointments
 - ❖ To confirm/cancel appointments
 - ❖ To extend invitations
- ❖ Role play your situation at the front of the class.

conclusion

- The basic skills of business communication can be mastered.
- Politeness should be the foundation of all communication.