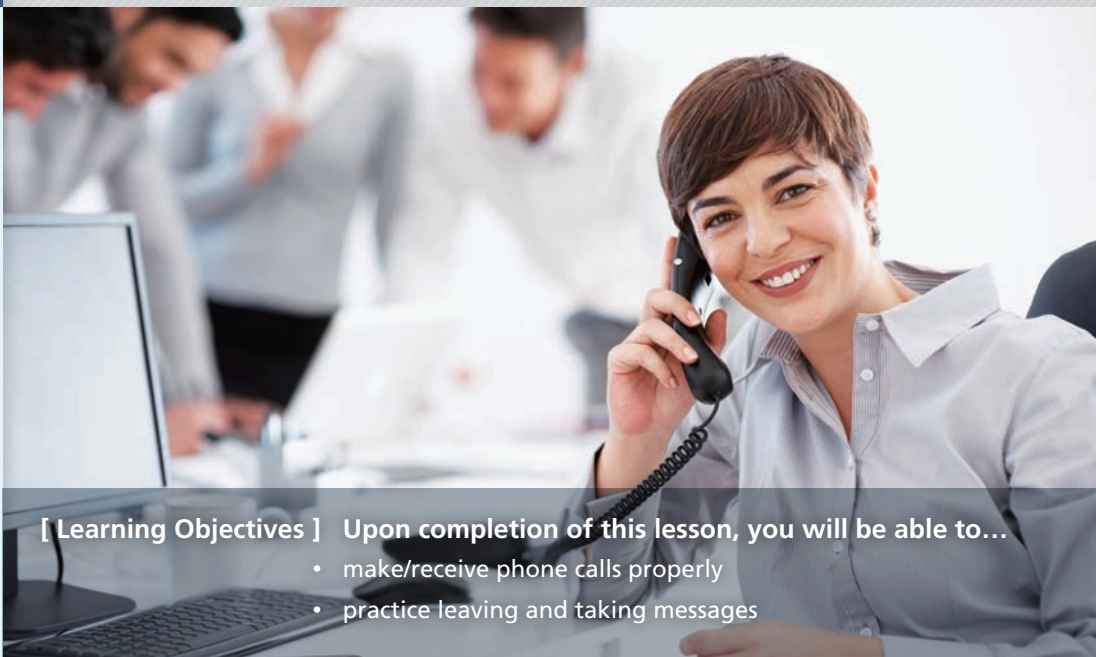


Telephoning & Note-Taking

Overview

- Getting Started
- Situational Dialogue
- Language Focus
- Set the Stage
- Business Basics
- Numbers and Facts



[Learning Objectives] Upon completion of this lesson, you will be able to...

- make/receive phone calls properly
- practice leaving and taking messages

1 GETTING STARTED

1 Warm up

Let's open the floor.
What are your opinions?

01.

What is some basic information you should give to the other person when making a call?

02.

How many calls do you receive on average each day? What are your calls usually about?

03.

Why do you think note-taking is important? What are some effective note-taking skills that you would recommend?

2 Formal vs. Informal

Write the correct phrases in the formal or informal column of the table according to the tone.

- | | |
|--------------------------|---|
| a. Drink, anyone? | j. How do you do? |
| b. Sorry. | k. I will telephone you after six o'clock. |
| c. I'll call you later. | l. Where are the toilets? |
| d. Bye. | m. Would you mind repeating that for me? |
| e. Is Monica there? | n. Excuse me? |
| f. I do beg your pardon. | o. It has been a pleasure to meet you. |
| g. How are you? | p. May I offer any of you another drink? |
| h. Hi there. | q. Could you please direct me to the restroom? |
| i. How is it going? | r. Could you put me through to Ms. Jones, please? |

Function	Formal	Informal
Greeting		
Asking after health		
Offering		
Asking for someone		
Asking for repetition		
Apologizing		
Asking for directions		
Making arrangements		
Saying good-bye		

2 SITUATIONAL DIALOGUE

- Before reading the dialogue, use the information given below to answer the following questions.

- Practice the dialogue and answer the comprehension questions.

FUN FACTS

Did you know?

1 Alexander Graham Bell (US), the inventor of the telephone, thought the phone should be answered by saying "Ahoy" or "Hoy Hoy".

2 An average person makes about 1,140 telephone calls each year.



Mr. Higgs

Brian Higgs, the assistant manager of S&G Company



Mr. Andes

Johnson Andes from the advertising team

MISSION

To effectively and efficiently manage calls and messages for his boss, Jack.

To confirm with Jack the schedule of a conference call they have prearranged.

- Look at the characters and describe the situation.
- What is the relationship between the characters?
- What do you think will happen next?

Taking a Call

Mr. Higgs: Good morning. This is Brian Higgs, the assistant manager of S&G. Can I help you?

Mr. Andes: Oh, good morning. Is Jack in?

Mr. Higgs: No, I am afraid he's out of the office today. May I ask who's calling?

Mr. Andes: Yes, this is Johnson Andes from Wilmington. I wonder if I could leave a message?

Mr. Higgs: Certainly, Mr. Andes.

Mr. Andes: Could you ask Jack to call me regarding the conference call we've arranged for Wednesday the 30th? It's quite urgent.

Mr. Higgs: Regarding the conference call on the 30th? Right. I'll let him know. Does he have your number?

Mr. Andes: Actually, I'll give you my mobile number. It's easier. It's 0446 6565 7877.

Mr. Higgs: That's 0446 6565 7877.

Mr. Andes: Correct. Thanks for your help.

Questions

- What is an example of good telephone etiquette you can see in the dialogue?
- Your boss is writing an important report and doesn't want to be disturbed. However, someone is demanding to speak with your boss saying it is urgent. What do you do?
- Imagine you are Mr. Higgs taking notes for the call. What would you write in your notepad?

3 LANGUAGE FOCUS



KEY PATTERNS

Here are some key patterns that you can use when you are calling or receiving phone calls.

I'm calling to...

- confirm my appointment.
- ask about the location of your company.
- check whether you received my previous e-mail.

I'll connect you to...

- the person in charge.
- the administration team.
- Mr. Jones, the director of the sales team.

Let me just check...

- to see if he's available to take your call.
- your requested information.
- my time to see when I can call you back.

4 SET THE STAGE



CASE SCENARIOS

Read each scenario and complete each stage.

1 Business Expressions

Read the expressions and write your own sentence using each expression.

the bottom line the final result or outcome

Ex) *Although the new marketing campaign seems to have minimal direct results, the bottom line is, we can expect profits in the long run.*

Sentence

no time to lose something that you say when it is important to do something immediately

Ex) *The plane will leave in 10 minutes! We have no time to lose.*

Sentence

be in the red to owe money to the bank (in business) to be losing money

Ex) *That company had terrible sales last years and was in the red, but it has made a great comeback.*

Sentence

Scenario #1

Role A: **Employee**

Role B: **Visitor**

You're scheduled to have a meeting with the marketing team tomorrow afternoon at 1 p.m. However, a very important client is coming to see you at the same time tomorrow. You need to rearrange the marketing team meeting, but you cannot reach the team leader. Leave a message saying you want to rearrange the meeting time. Be sure to leave your contact details.

Stage 1. Brainstorm the mission of each character.

.....

.....

Stage 2. Role play.

Be sure to complete the mission of each character and use at least 2 key patterns.

Scenario #2

Role A: **Colleague**

Role B: **Client**

Your colleague has been waiting all day for a phone call to close a deal. The moment, he leaves his desk for a meeting the phone rings. It is the call your colleague has been waiting for all day, the client wants to sign the contract and wishes to arrange a meeting. Make sure you collect the correct information to pass on to your colleague.

Stage 1. Brainstorm the mission of each character.

.....

.....

Stage 2. Role play.

Be sure to complete the mission of each character and use at least 2 key patterns.

5 BUSINESS BASICS

1 Telephone Do's and Don'ts

Here are some do's and don'ts that you should remember:

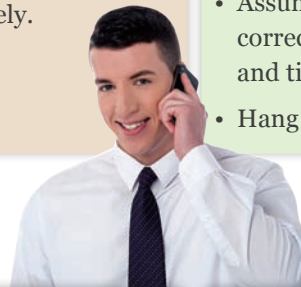


DO

- Give your name, department, or extension.
- Offer help with "Can I help you?"
- Put calls through quickly.
- Tell the caller what you are doing, "I am just putting you on hold."
- Repeat any details the caller gives.
- Say good-bye politely.

DON'T

- Assume the caller knows who you are.
- Wait for the caller to ask for help.
- Keep the caller waiting or say "Wait."
- Leave the caller to guess what you are doing.
- Assume you have heard details correctly, such as names, numbers, and times without confirming.
- Hang up without saying good-bye.



DO

- Begin by checking that you have the right person, number or department.
- Plan what you are going to say before you call.
- Speak clearly and concisely.

DON'T

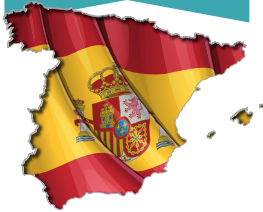
- Start talking before you know who you are talking to.
- Make a call unless you know what you want or need to say.
- Speak too quietly or quickly.

Share Your Thoughts

1. Can you think of any other do's and don'ts for the telephone or text messaging? Discuss with your partner and make a table of your responses.
2. Was there a time you made a mistake when taking a call because you couldn't understand the other person? If so, share your experience with the class.
3. Have you ever experienced difficulties in communicating over the phone? What made it difficult? Share your story with a partner.

6 NUMBERS & FACTS

Cultural Note

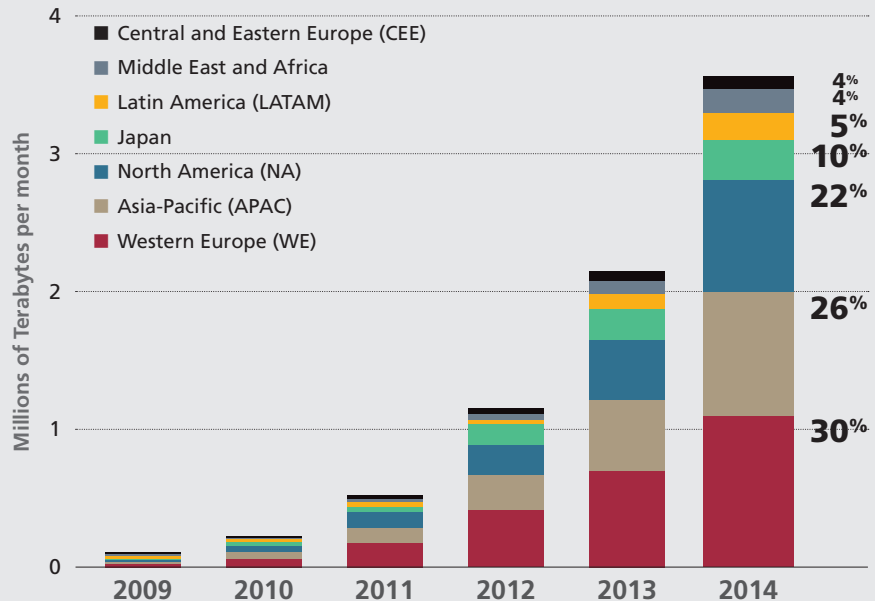


Hispanics commonly use two surnames. The father's surname is followed by the mother's surname. When speaking to someone, use his or her father's surname.

Ex) When you meet *Santiago Alamo Sanchez*, you should call him *Mr. Alamo*.

7 REVIEW & PREVIEW

Worldwide Mobile Data Usage Forecast, by Region



Look at the graph above to answer the following questions.

1. In 2014, which region will have the highest growth rate of mobile data usage per annum?
2. Give a short presentation which summarizes the projected findings for 2014. Which aspects are most important to highlight?
3. Looking at the bars for each year, are you able to discern any trends? What appears to be happening over time?

Share 3 new things you learned from this lesson:

1. _____
2. _____
3. _____



Sneak Peek

1. What are some communication cultural difference between the Western culture and the Eastern culture?
2. What is nonverbal communication? When do you use nonverbal communication?