



Effective Telephoning

Tips

- Prepare for your call by having clear objectives and relevant information.
- Identify yourself immediately.
- Ask if this is a good time to call.
- Slow down and speak clearly.
- Have a message pad ready.

Every day calls

Answering the phone

Good morning / afternoon / evening. LBC Enterprises,
Tom Jones (both names) speaking.
Who's calling, please?

Introducing yourself

This is Horst Berger speaking.
Hello, this is Carole Zonis from HEE Ltd.

Asking for someone

Could I speak to Annette Gardner, please?
I'd like to speak to Duncan Jones, please.
Could you put me through to Lee Smith, please?
Could I speak to someone who deals with ... ?
... is responsible for ... ?
... can help me with ... ?

Explaining

I'm afraid Ms Gardener isn't in at the moment.
I'm sorry, he's in a meeting at the moment.
I'm afraid he's on another line at the moment.
Sorry, his line is busy at the moment.
I'm afraid you've got the wrong number.

Putting someone on hold

Just a moment, please.
Could you hold the line, please?

Putting someone through

One moment, please. I'll see if Mr Jones is available.
I'll put you through. / I'm connecting you now.
I'm afraid she is not at her desk at the moment.
Her extension number is ...
Would you like to try again later?

Taking a message

Can I take a message?
Would you like to leave a message?
Can I give him / her a message?
I'll tell Ms Patterson that you called.
Does she have your number?
I'll ask her to call you when she comes in.
... to get back to you by this evening.
... to contact you as soon as possible.

Saying Goodbye

Thank you for calling. Good bye.
Have a nice day. Good bye.

Taking control of a conversation

Asking for repetition

I'm sorry, could you say that again please?
I'm sorry, I don't understand. Could you repeat that please?
Sorry, did you say the third (3rd) of March or the thirtieth (30th) of March?
I'm sorry, I can't hear you very well. Could you speak up a little, please?

Asking for clarification

Could you explain what you mean by ... please?
Sorry, I'm not quite with you. Could you clarify what that means please?
Sorry, I didn't quite catch your name. Can you spell it please?

Asking for verification

Let me just check. Your number is ...
Can I just read that back to you please?
May I just summarise what you've said?

Technical problems

I'm afraid this is a very bad line. Can I call you back?
I am getting a very poor reception here so I'm going to hang up and try again.
Sorry, I lost you there for a moment.

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Eldar Shafir



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