

# Effective Telephoning

**SPEAKING III**

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# Telephone terms

## People

caller/called party

Operator

## Parts of phone

Handset → ear/mouthpiece

Dial

Keypad

## Types of phone

fixed

desk/desktop phone

mobile phone

hands-free (in a car)

## Calls

Long distance

international

local

collect (US)/ reverse charge (UK)

## **Numbers**

local/national/international code

freephone (0800)

office/work number

extension

home number

## **Problems**

Bad line

Engaged (busy)

Crosstalk (interference, somebody on the line)

Off the hook

Number unobtainable



## **Actions**

pick up

put down

hold on

hang up

dial/redial

## **Service**

operator

call diversion

call waiting

call hunting



# On the Phone with Peppermint Patty



We use the phone to call people to find out...

- how they're doing
- to ask for information
- to complain
- to apologize
- to send messages
- to request favors
- to ask for and give directions, etc



# Building Telephone Skill

**As we have to create a positive image for the guest on the phone, so you should be**

- **Smile even though you are on the phone.**  
**When you smile, you automatically improve your vocal quality. You will sound pleasant and interested.**
- **Sit or stand up straight**  
**By sitting or standing up straight, you will be more alert and pay better attention to what is being said by guest.**
- **Use a low voice pitch**  
**A lower voice pitch will make you sound more mature authoritative**
- **Match your speaking rate to the caller**  
**Let the caller set the tempo of the conversation, for example, he or she may be in a hurry, in that case, you have to respond information more quickly**
- **Avoid extreme in volume**  
**If you speak too loudly, you may sound rude or pushy. If you speak too soft, you may sound timid and uncertain.**
- **Avoid expression such as 'Huh and yah**  
**Such expression make the caller sound dull, indifference**

# Making Phone Calls

When you make a phone call, it is polite to...

- Offer a greeting
- Identify yourself
- State your business or reason for calling

If you want to speak to someone in particular, ask for that person by name.

E.g.

“Hello. This is Michael Deering. Could I speak to Tom, please?”

Some general ways of asking to speak to someone:

May\*/Could/Can I speak to John Toomy from HRD, please? This is Tad Andrews calling.



A conversation with a secretary might sound something like this:

Secretary : Good morning. Jones Construction Company.  
May I help you?

You : Hello. This is Ali El-Hussein. May I speak with Mr. Jones, please?

Secretary : May I ask *the nature of your business*, please?

You : I'm with Duke Power, and I need to talk with Mr. Jones about his building project on Woodlawn Road.

Secretary : Thank you. Just a moment.

\*Secretary to Mr. Jones → "Mr. Jones, Mr. El-Hussein from Duke Power is calling about the Woodlawn Road project."

If the person you are asking for is not immediately available, the person you are talking to might ask you to wait a moment.

- Would you mind holding a minute while I try to find her? (Formal)
- Could you hold, please?
- Please hold a moment
- One/Just a/Wait a moment, please. I'll see if she/he is in
- Hang on. I'll get him (informal)
- Just a sec (informal)



If the person you are calling is not there or is too busy to come to the phone...

- “I’m sorry, but Mr. Jones is not here right now. May I take a message, or would you like to call back later?”
- Ms. Lee is (tied up/busy/occupied) now. Would you like to (leave a message?/ call back later?/ have her return your call?)
- I’m afraid Dr. King can’t (come to the phone/speak to you/take a call) at this time. Could you call back (in a few minutes?/ in a little while?/ later?)



## Wrong Numbers

If you call the wrong number, don't be embarrassed/upset. Here are some simple things to say if you reach the wrong number:

- Oh, I'm sorry. I (have/guess I have/ must have) the wrong number.
- Oh, I was trying to reach ..... (give name)
- Is this .....? (give phone no. you dialed)

Then, after a negative response, such as "No, it isn't"

- Oh, I'm sorry. I dialed the wrong number  
Then, after a positive response...  
I'm trying to reach..... Is he/she there?



If you answer the phone and the person has obviously called the wrong no. simply say:

- I'm sorry. You have the wrong no.
- I'm sorry. There's no one here by that name. I think you dialed the wrong no.



"Wait! Don't you both talk at once!"

# Exercise

Call each of the following people or places and do what is described. Use your notebook to record the conversation as accurately as you can, paying special attention to the word and phrases used in telephone etiquette.

Call a friend you know is out and leave a message with his/her roommate

Call a friend at work and ask to speak with him or her

