

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
ОДЕСЬКИЙ НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ імені І.І.МЕЧНИКОВА  
Кафедра іноземних мов гуманітарних факультетів

## **TELEPHONE ETIQUETTE**

Методичні вказівки  
для здобувачів вищої освіти другого (магістерського) рівня  
спеціальності 073 Менеджмент

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Рекомендується для здобувачів вищої освіти другого (магістерського) рівня  
спеціальності 073 Менеджмент

## TELEPHONE ETIQUETTE \*

**Мета занять:** Розвиток діалогічного мовлення: навчити здобувачів нормам і правилам телефонного етикету, навчити правильно вести телефонні переговори / розмови

**Exercise 1. Watch the video “Real English: Speaking on the phone” on**

<http://youtube.com/watch?v=OWDyWLhu0FY>

**--- Write down all new expressions.**

**Exercise 2. Read and translate the text.**

### TIPS & TRICKS FOR TELEPHONE ETIQUETTE

The telephone is one of the most important and commonly used tools in business. Multitudes of businesses, companies, and departments use telephones in their work every day; however, most of us don't think of the telephone as a tool, and as a result, accidentally misuse it. The telephone is a link between us and the world outside our business or department. Unfortunately, sometimes we don't pay attention or make a conscious effort to monitor what kind of message we are sending to our callers and the outside world.

**Some basic rules of telephone etiquette are. . .**

- ✓ Speak directly into the mouthpiece of the phone or a headset while talking
- ✓ **DO NOT** eat or chew gum while talking on the telephone

**DO NOT** cover the phone with your hand or put it against your chest to avoid the caller hearing you. Chances are, they will still be able to comprehend what you are saying.

- ✓ If you are interrupted or must talk to somebody else in your workplace while you are on the phone, simply ask the caller if they can hold and press the **HOLD** button.

*\* Telephone etiquette means being respectful to the person you are talking with, showing consideration for the other person's limitations, allowing that person time to speak, communicating clearly and much, much more.*

- ✓ **DO NOT** place the handset in the cradle until you've pressed the *HOLD* button.

**DO NOT** lay the receiver on the desk, without placing the caller on hold (the caller will hear everything being discussed in your office).

- ✓ Always be courteous

### **When answering the telephone. . .**

- ✓ Always try to answer your own telephone whenever possible
- ✓ Always practice answering your telephone within 2-3 rings

### **To greet the caller. . .**

- ✓ **LARGER ORGANIZATIONS** – “Thank you for calling (dept. name). How may I direct your call?”
- ✓ **SMALLER ORGANIZATIONS** – “Thank you for calling (dept. name). May I help you?”
- ✓ **DEPARTMENTS** – “(dept. name), Mary Smith,” OR “Mary Smith, may I help you?”

There has been a lot of discussion of using “good morning” or “good afternoon.”



This is unnecessary if you use the right tone. Also, people tend to make mistakes when using these phrases (i.e., saying “good morning” when it’s really afternoon and vice versa).

### **When placing a caller on *HOLD*. .**

Remember to ask your caller “Do you mind holding?” or “May I put you on hold?” before doing so.

- ✓ If you take the time to ask your caller to hold, be sure to listen to the response.
- ✓ After placing your caller on hold, check back periodically (between 30-45 seconds). Give them the option to continue to hold if it will take longer to find information OR offer to call them back.

- ✓ When returning to your caller, remember to thank them for waiting.
- ✓ If your caller cannot hold, offer to take a message; transfer to another party; or arrange for them to return the call at a specific time.
- ✓ If you are not in a position to ask your caller to hold, tell the caller, “Please Hold” before depressing the hold button. NOTE: When placing multiple calls on hold, remember to return to the first caller you placed on hold first!!

### **When you are transferring a phone call. . . . .**

- 1) Make sure to explain to the caller the REASON why you are transferring their call.
- 2) Verify that it is all with the caller for you to transfer them.
- 3) Call the department or person where you are transferring a call to and make sure that they can take the call.

- ✓ If they are able to take the call, give them the person’s name, request, and any other relevant information.

- 4) Return to your caller and give them the name of the person they are being transferred to, the department and the telephone number (if possible).

\*When you’re not sure to whom a call should be transferred to, take the caller’s name and telephone number and find out where the call needs to be transferred to. Also, give the caller your name and phone number as a reference in case the appropriate party does not contact them.

/From:[www://ipccconsultants.com/telephone-etiquette-business-calls/](http://www://ipccconsultants.com/telephone-etiquette-business-calls/)

### **THE “IN CONFERENCE” TRAP**

Phrases such as the two phrases, “He’s in conference” or “She’s in a meeting,” are greatly overused, so many people don’t believe you when you use this phrase. The most appropriate response you can give a caller is that someone is ***not available*** or ***unavailable***; however, it is crucial afterwards to indicate when the person will be available

e.g. *“She’s not available, but I do expect her back in the office at 3:00 p.m.”*

**DO NOT** use responses such as:

- ✓ He isn't in yet.
- ✓ She's out for coffee.
- ✓ He's gone for the day (and its 3:00 p.m.).
- ✓ She's in, but she's busy.

**NOTE:** If, on occasion, you say that an individual is “in a meeting,” ALWAYS includes an approximate time when he or she will be available or out of that meeting.

### **When taking messages. . . . .**

Always try to use telephone message forms, if available, to record messages. Telephone message forms practically guarantee for accurate, organized phone messages along with obtaining complete information.

A good phone message includes:

- ✓ Name of person for whom the message was left
- ✓ Caller's name (get the correct spelling), company or dept. and number
- ✓ Date and time
- ✓ Message
- ✓ Action to be taken (i.e., “Please Call,” “Will call back,” or “URGENT”)

It is crucial to deliver the message to the person it is intended for as soon as possible and to maintain confidentiality with all messages. When delivering a written message, either turn the message over or fold it in half, as to not risk them being easily read by other staff members or visitors.

### **When returning a phone call. . . . .**

Playing phone tag can be frustrating, so to avoid returning phone calls to a person who is unavailable, try establishing specific times to call-back or try asking, “When is the best time for me to call again?” or “When is the best time for them to call me back?”

\*When taking calls for another individual, schedule return calls during specific blocks of time.

*e.g. “I expect him to return by 2:00 p.m. You can reach him between 2 and 5”).*

### **When placing Outbound Calls. . . . .**

Be sure you have the right telephone number before you place an outbound call. Keeping a “frequently called numbers” list within reach could prove be very helpful. Try utilizing a few of these suggestions:

- ✓ Prepare yourself. Visualize your caller as a friendly, positive person
- ✓ Plan the objectives you want to accomplish by jotting them down ahead of time
- ✓ State your concerns up front to identify the information you need to obtain from the conversation
- ✓ Assume what questions or objections you may encounter prior to placing the call and devise answers to them to avoid making additional calls
- ✓ Take notes during the outbound call
- ✓ Specify any follow-up action to the caller, such as, when you plan to get back to him

**When you are leaving a message. . . . .**

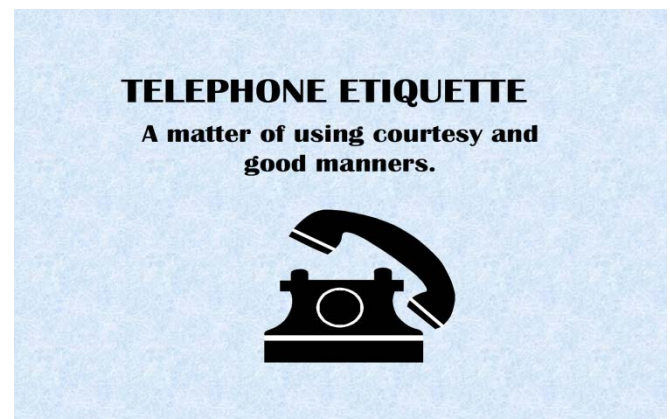
When you reach an answering device, such as a voice mail or an answering machine, be sure to leave the following information:

- ✓ Your name and the correct of you name spelling (if necessary).
- ✓ Your department and telephone number
- ✓ The date and time you called
- ✓ Message
- ✓ When you are available to take calls

**To conclude the conversation. . . . .**

Many people dread bringing a telephone conversation to an end. Here are some tips to avoid any awkwardness and to close your conversation with professionalism:

- ✓ Talk in the past tense.



- ✓ Try utilizing a “closing” phrase, such as, “I’m really glad you called” or “I’m glad we resolved this concern.”
- ✓ State the action you will take.

Assert any follow-up actions, such as time frames or deadlines.

- ✓ Thank them for calling and say “Good-bye”. Refrain from using slurs, slang, or phrases, such as, “bye-bye,” “Okie-dokie,” or, “Alrighty.”
- ✓ To Conclude: Telephone Introductions
- ✓ Use 'This is...' to introduce yourself on the telephone:
- ✓ *This is Tom Robinson calling to speak with Ms. Miller.*
- ✓ Use 'This is ... speaking' if someone asks for you and you are on the phone.
- ✓ *Yes, this is Tom speaking. How may I help you?*

*This is Elen Sanderson.*

### **PROPER TELEPHONE LANGUAGE**

Although we express a lot to our callers through the sound and the tone of our voice, what words and phrases we use in a conversation can also convey a significant message. Sometimes people neglect this and end up delivering a negative message to the caller. Pay attention of what type of language you are using. For example, instead of beginning a sentence with phrases like, “You have to-,” “You need to-“, or, “Why didn’t you?” try starting with words like, “Will you please?” or, “Would you please?”

Never refer to a matter or inquiry as, “Your problem” or “Your complaint.” Instead, try using better phrasing and identifying it as something along the lines of, “Your question,” “Your concern,” or, “This situation.” When you do not have the knowledge or expertise to handle a caller’s situation, never reply with remarks like, “I can’t do that” or, “that’s not my job.” Instead, try a more helpful approach by outlining what actions and steps you *are* capable of taking to aid their situation.

*e.g. “While I’m not able to establish policy on this matter, I will speak to my manager about your concern.”*



Avoid coming off as abrupt and unprofessional by all means, and refrain from using expressions, such as:

- ✓ “Hang on.”
- ✓ “Hold on.”
- ✓ “Who’s calling?”
- ✓ “I can’t hear you, speak up!”
- ✓ “I can’t help you. You’ll have to speak to someone else.”

The following terminology would be more appropriate:

- ✓ "May I put you on hold?"
- ✓ “May I say who is calling please?”
- ✓ “I am having a little difficulty hearing you. Can you please speak up?”
- ✓ “I need to transfer your call to (dept.) so that they can answer your question. May I do so?”

### **Grammar Note:**

1. a) Use the present continuous tense to state why you are calling:

*e.g.* - *I'm calling to speak to Ms. Anderson.*

- *We're sponsoring a contest and would like to know if you are interested.*

b) Use the present continuous to make an excuse for someone who can't take a call:

*e.g.* - *I'm sorry, Ms. Anderson is meeting with a client at the moment.*

- *Unfortunately, Adams isn't working in the office today.*

2. a) Use Would / Could for Polite Requests.

b) Use 'Would / Could you please' to make requests on the telephone such as asking to leave a message:

*e.g.* - *Could you please take message?*

- *Would you please let him know that I called?*

- *Could you please ask him/her to call me back?*

**Exercise 3. Work in pairs. Ask your partner to react in a polite way (the right-hand column). Change your parts.**

## Alternative Dialogue

Instead of....	Say....
“Hold on”	“Will you hold while I...” (and wait for the answer)
“Who is this?”	“May I have your name please?” or “Who is calling, please?” or “May I ask who’s calling?”
“Thank you for calling the office of the Director of Education, Finance and Everything Else, in the <b>College of We Are the World. My name is Global Warming</b> , how may I help you.”	“College of We Are the World, Global Warming.”
“We can’t do that.”	“I believe we can offer (alternative) ...will that work for you?”
“I can take a message.”	“I’ll be happy to take a message and be sure it gets to (the correct person) right away.”
“So and So is responsible for that.”	“I’m sorry you’re having this problem, what can I do to help?”
“Like I told you before...”	“I’m really sorry you’re having this problem. Let’s find a way to resolve this issue.”
“If you would just listen.”	“I understand you are upset, I apologize for the trouble you’re having with this.”
“No one here would have promised you anything like that.”	“If I understand you correctly, you were promised...” “Let’s figure out how we can resolve this.”
Sentences starting with YOU	Sentences starting with I

**Exercise 4. Act the role play “Taking Messages”. Follow the instructions below.**

When taking a message for someone else, be sure you get the following information recorded:

1. The caller’s name and company / department.
2. The correct spelling of the caller’s name, date and time of the call.
3. Complete telephone number.
4. Brief explanation for call.

Be sure to verify this information with the caller to make sure you have taken the message correctly and give him / her the opportunity to check what they told you.

**Exercise 5. Choose the most polite / proper option.**

1. Answering a ringing phone:

- Good morning, Novotek Industries.
- Good morning, this is Joanne, secretary, may I help you?
- Good morning, Novotek Industries, Joanne speaking. May I help you?

2. Identifying yourself:

- I'm calling for Mr.Burke from *Helping Hands*.
- This is Andrew from *Helping Hands*, thanks.
- This is Andrew from *Helping Hands*. Is Mr.Burke available?

3. Postponing a phone conversation:

- This isn't a good time for me, but can I call you back at three to talk?
- I'm sorry, I'm really busy and I can't talk right now.
- I'm so swamped. Let's talk later, OK?

4. Answering the phone in someone else's office:

Good morning, Martha Martin’s office. This is Sindy speaking. How may I help you?

Good morning, this is Sindy. May I help you? You've reached Martha Martin's office.

- This is Sindy, may I help you?

#### 5. Leaving a voice mail:

- Hi, Martha. Please call me back as soon as possible. I want to talk about the performance bonuses.
- Hi, Martha, it's Dan. It's ten a.m. on Friday, and I'd like to talk about the bonuses before the day's out. Please give me a call back on my direct line.
- Good morning Martha! How are you? I think we need to talk. Please give me a call back on my home phone.

#### 6. Making an unexpected call:

- Hi, Ben here. I'm sorry to trouble you. This will only take a minute.
- Hi George. I really need to talk to you about the sales figures.
- Hi George, it's Ben. Have you got a minute to talk about the sales figures?

#### **Exercise 6. Translate the following into English.**

1. Доброго ранку. Я можу поговорити з паном Шевченком?  
– Не кидайте слухавку. Я подивлюся, чи він на місці.
2. Вибачте, що так пізно дзвоню. Але мені треба терміново поговорити з Сергієм.  
– На жаль, він вже спить. Що йому передати?
3. Мені дуже шкода, проте Мартина немає в офісі. Він у відрядженні і повернеться тільки у середу. Ви можете залишити повідомлення для нього.
4. Попросіть його передзвонити мені, як тільки він повернеться, добре?
5. Передайте йому, що телефонував його давній друг. Я подзвоню йому пізніше.
6. Будь ласка, назвіть своє прізвище по літерам, щоб я правильно його записав.
7. Як англійською сказати «телефонний довідник»? – A telephone directory.

#### **Exercise 7. Choose the correct answer.**

**A.**

1. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_, pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_, we (7)\_\_\_\_\_ straightaway and if it's a good (8)\_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

- a) dialer                      b) directory                      c) engager                      d) operator**

2. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_ pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_ we (7)\_\_\_\_\_ straightaway and if it's a good (8)\_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

- a) look on                      b) look in                      c) look up                      d) look through**

3. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_ pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_, we (7)\_\_\_\_\_ straightaway and if it's a good (8)\_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

- a) album                      b) directory                      c) agenda                      d) operator**

4. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_, pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_, we (7)\_\_\_\_\_ straightaway and if it's a good (8)\_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

*a) receiver*

*b) line*

*c) operator*

*d) director*

5. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_, pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_, we (7)\_\_\_\_\_ straightaway and if it's a good (8)\_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

*a) dial*

*b) call*

*c) search*

*d) operate*

6. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_, pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_, we (7)\_\_\_\_\_ straightaway and if it's a good (8)\_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

*a) receiver*

*b) available*

*c) free*

*d) engaged*

7. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_, pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_, we (7)\_\_\_\_\_ straightaway and if it's a good (8)\_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

*a) get in*

*b) get out*

*c) get through*

*d) get by*

8. How easy it is to use the telephone! Nowadays we usually don't need the (1)\_\_\_\_\_ to connect us to friends in other countries. We can (2)\_\_\_\_\_ the number in the telephone (3)\_\_\_\_\_, pick up the (4)\_\_\_\_\_ and (5)\_\_\_\_\_ the number, if the number is not (6)\_\_\_\_\_, we (7)\_\_\_\_\_ straightaway and if

it's a good (8) \_\_\_\_\_ we can have a clear, easy conversation with people on the other side of the world.

*a) rope*

*b) line*

*c) wire*

*d) net*

**B.**

How do you make a (1) \_\_\_\_\_? If you're at home, there is no problem: just pick up the (2) \_\_\_\_\_ and (3) \_\_\_\_\_. If you're outside, you'll have to find a (4) \_\_\_\_\_ and will need some change or a (5) \_\_\_\_\_. Most phone calls can be made direct these days, although you may need to call (6) \_\_\_\_\_ if you are unsure of your correspondent's number, and if you are phoning a company, you may need his or her (7) \_\_\_\_\_. If the person you want to speak to isn't there, you can always (8) \_\_\_\_\_ although more and more people these days have (9) \_\_\_\_\_.

*phone call*

*phone card*

*extension number*

*phone box*

*directory enquiries*

*call back later*

*answerphone*

*dial number*

## PHONE ETIQUETTE FOR BUSIINESS CALLS



For most types of businesses, telephones play a major part in daily operations. This is because you need them in order to call out and contact vendors, business associates, and clients or customers. Business phones are also valuable in that they open a door of communication with customers by allowing them to contact your business at any time during your hours of operation. As important as

the phone is, it is just as important that your business knows the difference between what is good and what is bad phone etiquette.

## **WHEN IS A CALL THE RIGHT WAY TO COMMUNICATE?**

As a business, you must understand that how you interact with clients and business associates over the phone will either portray your company in a positive light or a negative one. In the hands of a poorly trained employee, manager, or business owner, telephone use can have an extremely negative effect on the business. For this reason, it is important that companies properly train their employees on good and bad phone practices.

The method that you choose to communicate should be appropriate to the audience, situation, and nature of the message that needs to be communicated. Often a call is the best way to communicate. Other times your task will be best accomplished with an instant message or SMS. And, even email sometimes is the way to go (though it is too often abused). When you do decide to use the telephone to communicate, make sure you follow the following set of do's and don'ts because every call counts.

### **The Do's and Don'ts of Business Phone Etiquette**

#### **TELEPHONE**

##### **DO'S**

**#1** When answering a **business phone** it is important that it is not allowed to ring more than three times. Advise employees that the second or third ring is the ideal time to pick up the telephone.

**#2** The phone should be answered with a positive greeting such as “Hello,” “Good Morning,” or “Good Afternoon,” etc. Following the greeting, the person who answers the phone should give his or her name and the name of the business or organization that is being contacted.



**#3** Put on a smile before placing or answering a phone call. When a person smiles it affects the sound of his or her voice, giving it a more pleasant and friendly tone. For clarity, the telephone should be held a distance of two fingers from the mouth.

**#4** Speak in a clear tone using a voice that is neither too loud nor too low. Words should be enunciated and said slow enough that people are able to understand what is being said to them.

**#5** If someone must be put on hold, ask for permission first, and give him or her the option to leave a voicemail message. When taking them off of hold thank the caller to show that their time is respected.

**#6** When a caller is speaking, listen to what he or she has to say without interruptions.

**#7** When placing a call a person should always state his or her name before asking for the person that the call is for.

**#8** Always return phone calls if a return call has been promised. If a time frame was given the caller must make every attempt to return the phone call as quickly as possible within that frame.

**#9** If it is necessary to transfer a call, inform the person on the other end before doing so. It is also important to explain the need for the transfer.

**#10** Before transferring a call, confirm that the person to whom the call is being transferred is available. This person's name should be given to the party who is being transferred.

## TELEPHONE

### DONT'S

**#1** If a person is answering the telephone, he or she should never answer on the first ring. Callers do not expect this and will be taken off guard.

**#2** Don't answer the phone when eating, chewing, or drinking. If a person has anything in his or her mouth it should be swallowed or removed before picking up the phone to either answer it or place a call.

**#3** If you must leave the phone, never leave the line open. Instead, place the person on hold and check back with him or her frequently – preferably every 45 seconds.

**#4** Never say the words, "I don't know" when talking with someone on the phone. The ideal response to a question where there is not a definite answer is to say "I'll check on that for you."

**#5** When talking to a client or a customer never say anything that can be taken as rudeness. The person who answers the phone should always talk to the caller in the way that he or she would like someone to speak to them.

**#6** A person should never use slang when speaking to a caller. Swear words should also never be used and may be illegal under certain circumstances, according to Federal law.

**#7** It is never acceptable to argue with a caller.

**#8** Do not transfer a call without informing the person on the phone and asking permission to do so.

**#9** When ending a phone call, do not hang up the phone without a positive closure such as “Thank you for calling,” or “Have a Good Day.”

**Exercise 8. Match the sentences beginning (1-10) with their endings (A-J)**

- |                                                          |                                       |
|----------------------------------------------------------|---------------------------------------|
| 1. We're holding a meeting                               | a) in Brussels?                       |
| 2. The meeting had to be postponed                       | b) at 5:45.                           |
| 3. The meeting was adjourned                             | c) through desktop computers.         |
| 4. A decision had to be reached                          | d) to discuss the redundancies.       |
| 5. The agenda was circulated                             | e) to Tuesday?                        |
| 6. The minutes of the last meeting                       | f) a week before the meeting.         |
| 7. Are you attending the planning meeting                | g) because his flight was delayed.    |
| 8. Can we bring next Thursday's meeting forward          | h) so the chairman called for a vote. |
| 9). The meeting was cancelled                            | i) were approved.                     |
| 10). In electronic meetings the participants communicate | j) because no one could come.         |

**Exercise 9. Here is a short telephone conversation between the receptionist at *Reckson Products* and Mr. Klein. And common words and phrases are missing.**

*line put you through could I speak to hold on call me back  
leave a message extension engaged*

**Mr.K.** ..... Mr. Evans please on ..... 225.

**R.** Certainly. .... a minute please.

(a pause) I'll .....

**R.** I'm sorry. His ..... is ..... Would you like to .....

**Mr.K.** Could you tell him that Brad Brown of Inigo Incorporated called and ask him to .....

**R.** Certainly, Mr. Brown. Thank you for calling. Good-bye.

**Exercise 10. The following phone conversation has been mixed up. Put the parts in the correct order.**

1. At your service.
2. Damn! I've been cut off.
3. Could you just hold the line a moment, please? Mr. Pitt's line's engaged.
4. Of course.
5. Yes, could I leave a message?
6. Oh, hello. Could I speak to Mr. Pitt, please?
7. I'm sorry, Mr. Pitt is away on holiday at the moment. Can I help you?
8. Hello. Could I speak to Mr. Pitt, please?
9. Yes, of course.
10. Could you tell him Mr. Wolf called from Hayman & Watts, and ask him to call me back as soon as he can?
11. I'm sorry, you must have the wrong extension. I'll just put you through to the switchboard.
12. Hell, could I speak to Mr. Pitt, please? I was cut off a moment ago.

**Exercise 11. TEST yourself. Choose the correct answers.**

- **1.** *When you answer the phone you need to say your name and...?*
  - A. The name of the company
  - B. "Hello!"
  - C. "How are you today?"
- **2.** *Why are telephone greetings so important?*
  - A. It is the first impression
  - B. It shows that you are happy
  - C. It shows that you are polite
- **3.** *What is important about your voice?*
  - A. The volume
  - B. The speed
  - C. The tone
  - D. All of the above

- **4.** *When putting a caller on hold, what do you need to say or ask?*
  - A. Ask if it is ok to put the caller on hold
  - B. "Would you like to be put on hold?"
  - C. "I apologise for the inconvenience"
- **5.** *When taking a caller off hold, what should you say?*
  - A. "I apologise for the inconvenience"
  - B. "Thank you for holding"
  - C. "I told you it was not going to be long"
- **6.** *Who should end the phone call first?*
  - A. The person who answered
  - B. The person who called
  - C. It doesn't matter
- **7.** *What item(s) listed below are considered OK while answering the phone?*
  - A. Chewing gum
  - B. Listening to the low music in the background
  - C. Smoking
  - D. You shouldn't have any distractions of any kind
- **8.** *Besides having a paper and pencil ready, why would you ask the caller for their phone number?*
  - A. In case the call gets disconnected
  - B. To show the caller you are polite and considerate
  - C. In case the caller is rude. This way you can call him back
- **9.** *When you leave a message in someone's voicemail, what is most important?*
  - A. Say the date and time
  - B. Say your telephone number
  - C. Ask to call back
- **10.** *You are having a conversation with your colleague and the phone rings. What do you do?*
  - A. Get the caller's phone number and call him / her back.
  - B. Tell your colleague to wait.

C. Answer the phone and put the caller on hold.

**Exercise 12. Answer the questions.**

1. True or False? *It's best to practice telephone calls with friends together in a room.*
2. *It's a good idea to:*
  - a) turn your chairs back to back and practice
  - b) record yourself and practice conversations
  - c) try to use real life situations to practice
  - d) all of these
3. *True or False?* You have to remember to use a real telephone to practice telephone English.
4. *Fill in the gap:* Could you \_\_\_\_\_ let her know that I telephoned?
5. *Telephoning in English can be difficult because*
  - a) people are lazy when they speak on the telephone.
  - b) you can't see the person speaking.
  - c) the sound on the telephone is too low.
6. *Fill in the gap:* \_\_\_\_\_ is Peter Simpson calling about my appointment next week.

**Exercise 13. Real life situations** - Businesses are always interested in telling you about their products. Find a product you are interested in and research it over the telephone.

You can ...

- call a store to find out the prices and specifications.
- ring the company representative to find out details on how the product works.
- telephone a consumer agency to find out if the product has any defects.
- call customer service to find out about replacement parts, etc.

## MOBILE PHONE ETIQUETTE. (Mobiquette)



Mobile phones are ubiquitous and research shows that although most users think they have good mobile manners, many people report being irritated or annoyed by the use of the phones in public places.

Clearly there's a lack of understanding of what is and isn't **acceptable** in terms of mobile etiquette. Following is a list of dos and don'ts:

***Don't:*** Text while at lunch with others.

- ***Do*** respect those who are with you. When you're engaged face-to-face with others, either in a meeting or a conversation, give them your complete and undivided attention. Avoid texting or taking calls. If a call is important, apologize and ask permission before accepting it.

- ***Don't*** yell. The average person talks three times louder on a mobile phone than they do in a face-to-face conversation. Always be mindful of your volume.

Do be a good dining companion. No one wants to be a captive audience to a third-party phone conversation, or to sit in silence while their dining companion texts with someone. Always silence and store your phone before being seated. Never put your phone on the table.

- ***Don't*** ignore universal quiet zones such as the theatre, church, the library, your daughter's dance recital and funerals.

- ***Do*** let voicemail do its job. When you're in the company of others, let voicemail handle non-urgent calls.

- ***Don't*** make wait staff wait. Whether it's your turn in line or time to order at the table, always make yourself available to the waiter. Making waiters and other

patrons wait for you to finish a personal phone call is never acceptable. If the call is important, step away from the table or get out of line.

Don't text and drive. There is no message that is so important.

- **Do** keep arguments under wraps. Nobody can hear the person on the other end.

All they are aware of is a one-sided screaming match a few feet away.

- **Don't** forget to filter your language. A rule of thumb: If you wouldn't walk through a busy public place with a particular word or comment printed on your T-shirt, don't use it in phone conversations.

- **Do** respect the personal space of others. When you must use your phone in public, try to keep at least three metres between you and others.

- **Do** exercise good international calling behaviour. The rules of phone etiquette vary from country to country.

Good mobile phone etiquette is similar to common courtesy. Conversations and text exchanges have a tendency to distract people from what's happening in front of them. Mobile users should be thoughtful, courteous and respect the people around them.

**Exercise 14. Choose the correct answer.**

*1. When putting callers on hold*

- a) telephone etiquette
- b) request permission
- c) elements of an effective greeting
- d) reliability

*2. The first person to answer the telephone*

- a) controlling the conversation
- b) sender
- c) answer the telephone
- d) identifies the organization

*3. On the first ring if possible but not more than 3<sup>rd</sup>*

- a) answer the phone
- b) telephone etiquette



c) assurance

d) physical environment

4. *You deliver what you promised*

a) empathy

b) reliability

c) identifies the organization

d) controlling the conversation

5. *The way the message will travel between sender and receiver...*

a) elements of an effective greeting

b) etiquette

c) controlling the conversation

d) channel of communication

6. *Person with a message*

a) telephone etiquette

b) empathy

c) sender

d) answer the telephone

7. *Indicates that the message has been heard and understood*

a) request permission

b) sender

c) feedback

d) elements of an effective greeting

8. *The hearer*

a) receiver

b) reliability

c) taking a message

d) elements of an effective greeting

9. *Your ability to convey knowledge and courtesy*

a) feedback

b) reliability

c) telephone etiquette

d) assurance

*10. The date and time-he caller's full name –the company's name and caller's phone number*

a) taking a message

b) request permission

c) different areas

d) elements of an effective greeting

**Exercise 15. Translate the following sentences into English:**

1. Я зайнятий. У мене призначена зустріч на 12 годину. Я не можу її відкласти.

2. Це Джон Сміт? - Так.- Мене звуть Дерек Паркер. Я дзвоню з приводу специфікації на продукцію Вашої фірми. Чи не могли б Ви надіслати мені її по факсу? - Із задоволенням! Який номер? - 3450909. - Добре. Я записав.

3. Алло! З'єднайте мене із внутрішнім номером 555. - Побудьте на лінії, будь ласка. Вибачте, але номер зайнятий. Ви залишите повідомлення або передзвоніть пізніше? - Я віддаю перевагу передзвонити. До побачення.

4. Як мені зв'язатися з Мері? Вона в офісі? - Боюся, що вона на зустрічі і буде в половину шостого. Що їй передати (можу я записати для неї повідомлення)? - Так. Передайте їй, будь ласка, що ми хочемо залучити її до нашого проекту. Будемо чекати на її дзвінок до 18 години. - Добре. Я обов'язково передам їй. - Велике спасибі.

5. Компанія "МТМ-Систем". Ангеліна. Чим можу допомогти?-Здоровствуйте. Мене звуть Антон Панін. Я - директор зі збуту компанії "Екодіс".Чи можу я поговорити з містером Брауном? –Хвилинку будь ласка. Спробую вас з'єднати.

**Exercise 16. Look through the text and get ready to answer the questions after it (ex.17).**

## A Quick Refresher on Basic Phone Etiquette

Ever since Alexander Graham Bell beat the pack of competing inventors to the big payday in 1876, the telephone has been changing the way humans communicate. For the better part of a century, the device was the center of the American household, a clunky contraption nailed to the wall or honored with its own little telephone-table. Teenagers dragged it into their rooms, trailing tangled wires behind them. E.T. wanted to “phone home” in the classic 1982 Steven Spielberg film, stretching his gnarly finger to the heavens.

Then, the phone calls petered out. Email and texting were faster and easier. Social media offered new ways to chat and flirt, and work messaging systems such as Slack made many calls obsolete. Asynchronous communication became the norm, allowing us to send or reply any time.

And it was great! Typing out our conversations piecemeal didn’t take up as much time — or emotional energy — as a phone call did. We didn’t have to wait our turn to talk, or to actually deal with people in real time. “Why are we still calling them phones?” *Quartz* asked in 2015, alongside a chart of global mobile traffic showing that data usage for texting, apps, and internet browsing dwarfed data usage for voice calls.

By 2019, talking on the phone was almost an extinct practice. It seemed like nearly every ringtone brought robocalls, spams, and scams. Many of us got into the habit of letting every call go to voicemail — and then, if it was someone we knew, we’d reply with a text. Maybe.

That is, until the coronavirus pandemic made us all shut-ins.

Across America and the world, people sheltering in place aren’t just discovering video phone calls and Zoom parties and remote meetings; they are also rediscovering the power of the old-fashioned voice-only phone call. In a time of

social distancing, it turns out the telephone is still a great way to “reach out and touch someone” — without risking a nasty infection.

In the U.S., both Verizon and AT&T told me that Americans are making far more calls during the pandemic than we would in more normal times. AT&T provided numbers: This past Sunday, March 22, wireless voice calls were up 44% vs. a typical Sunday; Wi-Fi calling was up 88%; and home/landline voice calls were up 74%.

Many of us are learning — or relearning — that the cellphones in our bags and pockets are good for more than email, texts, calendars, directions, swiping for love, and cat videos. Our phones, it turns out, have a truly transformative feature: They are really good for calling people.

And hearing their actual voices. When you want to check how grandma is getting groceries, to reassure your sister that this isn't the apocalypse, or just to connect with a friend you can't go for a drink with, an old-fashioned phone call is pretty damn efficient.

Besides information, a voice can express feelings. We can sense others' joy or fear or uncertainty, especially if we know them well.

And I can attest: Talking on the phone is funnier. Humor gets lost in text communications. A bit of irony or sarcasm can come off wrong, and lead to hard feelings. Also — and I am banking on this one — a dad joke is more likely to land if you can hear the dad telling it.

We can't see other people on the screen, but that's okay; they can't see us, either. And that's not such a bad thing when we aren't dressed or have bedhead or look hungover from last night's virtual happy hour.

The phone call — so 20th century — has certainly become more important to my family in coronavirus times. My wife and I typically talk to our grown kids, one in

London and one in Los Angeles, once a week or so. Now it's once a day, sometimes more. We exchange the latest news from our towns and our neighborhoods, and then we find ourselves wandering into happy talk — funny family stories and future plans for getting together.

I also find myself on calls—increasingly out of the blue—with family and friends I haven't seen or heard from in a while. The farmer who's worried about whether people will buy his produce this summer; the Chicago pastor who is trying to raise money for the technology to set up remote services; the architect whose partner is a nurse with three kids. These are all longtime, good friends — and yet we haven't corresponded in any manner in months. But as the phone works its magic, we sink soothingly into the familiar warmth of each other's voices.

Humans are social beings who seek contact with other humans,” says Bruce Cappo, a Kansas psychologist who has worked with people feeling isolated or alienated by technology. “When we have social distance, people need to fill that.” He says phone calls add another layer of information that brings nuance and meaning and helps avoid the misunderstandings so common to email and texts.

And he goes a step further, arguing that the decline in phone calls in recent years has led to a sense of distrust, and made us more cautious and skeptical. At work, misreading of text-based messages can stymie cooperation and collaboration. An actual phone call makes us trust not only that person more, but everybody, Cappo says. We're more willing to see the good in people, and believe what they are saying.

“Psychology has a theory for everything, and the theory for this is called ‘tend and befriend,’” says Thomas Plante, a Bay Area psychologist who teaches at Santa Clara University. It's a stress response that differs fundamentally from the famous “fight or flight” response, but is no less human: In times of danger or stress, we “tend” to our existing friendships, and we show our willingness to “befriend” others. Often, that takes the form of small gestures of consideration, such as letting

someone with only a few items go ahead and of us in the grocery checkout line, or delivering groceries to an elderly neighbor.

Plante, who is officially the American Psychological Association's "Civility Ambassador," but unofficially prefers to be called its "Chief Civil Engineer," has some free advice for these self-isolated times: "Phone home."

But here's the thing: Since E.T. phoned his extraterrestrial compatriots, a lot of us have forgotten *how* to talk on the phone, or at least, how to do it well.

Phone etiquette was something that evolved over time. Like so many things we now take for granted, Bell's phone was originally a commercial device, connecting homes to shops, so a formality prevailed at first. It didn't take long, of course, for people to start telephoning each other to gossip, share information, make and break appointments, or chat about nothing in particular.

Back before children's exposure to talking into a phone was mostly limited to FaceTime chats with their grandparents, we were taught to be patient and polite on the telephone—because phone manners mattered. We were expected to say, "Hello?" loudly and clearly, and sometimes the name of our residence. If the call was for someone else, we'd ask the caller to hold on, then cover the headpiece with our hand and holler up the stairs. Answering the phone carried with it a sense of responsibility.

In these anxious times, simply dialing a number and talking into the phone is not enough. We need to do it correctly. That is, politely and with consideration. Here are a few tips:

- Answer promptly.
- Identify yourself (even if you think your name will come up on their phone).
- Modulate your voice; not too loud or soft.
- Speak clearly and not too fast.

- Control your tone. Be cordial, competent, and don't use "drama language."
- Only use speakerphone with the consent of the other party.
- Don't interrupt.
- Listen; take notes if it helps you to focus.

And — this last one is important — laugh if something is funny. Don't hesitate to say if you are making a joke, or smiling in response. Something I've noticed when reconnecting with my friends spread out across the country: It is wonderful to hear them laugh — so much better than an "LOL."

**Exercise 17. Answer the following questions.**

1. What is the author's idea?
2. What are the tips for being polite while talking on the phone?
3. Describe the situation before coronavirus pandemic.
4. What do people understand becoming remote?
5. *"Humans are social beings who seek contact with other humans"*.

Comment on the phrase.

**Exercise 18. Look up the following word-combinations in the dictionary and learn them.**

a clunky contraption, trail tangled wires, to dwarf, to make smb. all shut-ins, nasty infection, pretty damn, sink soothingly, stymie cooperation and collaboration, extraterrestrial compatriot.

**Exercise 19. Read suggested answers to the following questions. Copy out word-combinations, translate them and make up your own sentences with them.**

1. **How many times a day do you look at your mobile phone?**

*I'm trying to **cut back** massively on my phone (over)usage. But I can't **get away from** it because it seems to have **wrapped itself up** in my life. I get **notifications** from friends all the time that kind of **pull me back into** it. If I had to **make a guess**, I probably look at it close to 50 times a day. That's a **conservative estimate** though.*

## **2. What do you usually use your mobile phone for?**

*I **have to admit** that phones have so many different uses. I message with friends, I have a **Facebook chat group** that I **run** for a weekly football match, I check my email all the time on it, I take **tons** of photos of things around me and selfies sometimes too, for my work I need to make **voice recordings** so I have an app for that too, if I need a taxi I use a **ride-sharing app** called Grab, I'm a **big fan of** Instagram and follow a lot of artists and comedians on there, I **manage my finances** through a banking app and I'm sure there are a **bunch of things** I'm **missing out on** too!*

## **3. Have your mobile phone habits changed a lot over the years?**

***For sure.** Mobile phones **first came out** when I was in university, some kids had them **towards the end of** high school. My first phone was just a cheap **flipphone** that could (slowly) send messages, make calls and play the earliest little games like 'snake.' **Pretty soon after that** I got a real smartphone for email and all that other stuff. I think I still wasn't **addicted** to my phone then though. It wasn't until the last 5 or 6 years when I got a new iPhone and started using more apps and as businesses and friends have taken on board an **overriding digital lifestyle.** Now it is like an extra arm or hand to me!*

## **4. Do people in your country use mobile phones a lot?**

*I'm from the United States but I've been living in Vietnam for **practically** a decade. I **imagine** people in all countries, including the U.S. can't put their phones down but I can only **speak firsthand** about Vietnam where cell phone use is an **epidemic.** Walk into any coffee shop and you'll likely see individuals, friends and*



*groups making more of an effort to check Facebook than talk to each other. It's not uncommon to see people on their phones when they're driving a motorbike. A lot of my friends here will sit down on Facebook after work or dinner and just scroll mindlessly for at least an hour. It taps into some desire to put our brains to sleep that phone makers and apps like Instagram have exploited, in my opinion.*

**Role-Play                      Business Telephone Conversation**

**Ms. Anderson (sales representative Jewels and Things):** ring ring...ring  
ring...ring ....

**Mr. Smith (Secretary):** Hello, Diamonds Galore, this is Peter speaking. How may I be of help to you today?

**Ms. Anderson:** Yes, this is Ms. Janice Anderson calling. May I speak to Mr. Franks, please?

**Mr. Smith:** I'm afraid Mr. Franks is out of the office at the moment. Would you like me to take a message?

**Ms. Anderson:** Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?

**Mr. Smith:** As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions...

**Ms. Anderson:** Great, I'd love to see this problem resolved as quickly as possible.

**Mr. Smith:** Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.

**Ms. Anderson:** Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.

**Mr. Smith:** Excellent, I'm sure Mr. Franks will be pleased to hear that.

**Ms. Anderson:** Yes, the shipment was delayed from France. We weren't able to send it along until this morning.

**Mr. Smith:** I see. Mr. Franks also wanted to schedule a meeting with you later this week.

**Ms. Anderson:** Certainly, what is he doing on Thursday afternoon?

**Mr. Smith:** I'm afraid he's meeting with some clients out of town. How about Thursday morning?

**Ms. Anderson:** Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?

**Mr. Smith:** No, it looks like he's free then.

**Ms. Anderson:** Great, should I come by at 9?

**Mr. Smith:** Well, he usually holds a staff meeting at 9. It only lasts a half-hour or so. How about 10?

**Ms. Anderson:** Yes, 10 would be great.

**Mr. Smith:** OK, I'll schedule that. Ms. Anderson at 10, Friday Morning.....Is there anything else I can help you with?

**Ms. Anderson:** No, I think that's everything. Thank you for your help...Goodbye.

**Mr. Smith:** Goodbye.

### **Short Summary of the Telephone Conversation**

*Review your knowledge by filling in the gaps with the words and phrases below to complete the summary of the conversation.*

*speak          delivery/shipment          arrived          shipment/delivery*  
*schedule          meet          busy          staff meeting*

Ms. Anderson telephones *Micropol AT* to 1) ..... with Mr. Franks. Mr. Franks is not in the office, but Henry Smith, the secretary, speaks to Ms. Anderson about a 2) ..... problem with some earrings. The earrings have not yet 3) ..... at

Diamonds Galore. Ms. Anderson tells Peter that there was a problem with the 4) ..... from France, but that the earrings should arrive tomorrow morning. Next, they 5) ..... a meeting between Ms. Anderson and Mr. Franks. Mr. Franks is not able to 6) ..... with Ms. Anderson on Thursday because he is 7) ..... They finally decide on Friday morning at 10 o'clock after a 8) ..... that Mr. Owen usually holds on Friday mornings.

### Telephone role-plays – Try – Activities

<p>1. You need to talk to your bank manager, Mr. Jones. You are not sure of the telephone number but think you have the right one.</p> <p><i>Telephone your bank. Ask to speak to Mr. Jones</i></p>	<p>1 a. You work in a special garage as a mechanic. Your job is to repair sports cars.</p> <p><i>Answer the telephone.</i></p>
<p>2. You work for United Engineering. You need to ask Express Delivery Services to collect a parcel from your office.</p> <p><i>Telephone Express Delivery Services and ask them to help you. Have your office address details ready to give them.</i></p>	<p>2 a. You work as a receptionist at Express Delivery Services.</p> <p><i>Answer the telephone. Connect the customer to the correct office (for collection of parcels they need to speak to Customer Services). Unfortunately there is no one in the Customer Services Office at the moment. Apologise and take a message. You need to find out what the parcel is and where the office of the customer is.</i></p>
<p>2. You need to telephone your partner at his or her office. You planned to be home early today so you could go out for dinner together but you have to stay at work until very late.</p> <p><i>Telephone your partner's office and tell him/her the bad news! Make sure you say sorry.</i></p>	<p>3 a. You work at Smith and Jones Publishing Limited, in an office with one other person. He or she is in an important meeting and you are taking messages if anyone telephones.</p> <p><i>Answer the telephone and take a message.</i></p>

## Self-Test Questions

### *Part 1*

1. What comes to mind when you hear the words “mobile telephone”?
2. What is a telephone?
3. How important is a mobile phone in your personal life?
4. What is a mobile phone etiquette?
5. What are the do's of business phone etiquette?
6. What are the don'ts of business phone etiquette?
7. Is it polite to answer the phone in the library or the church? Explain your point of view.
8. What are the basic rules of the telephone etiquette?
9. What does a good phone message include?
10. What do you have to do when placing out bound calls?
11. How do you have to conclude the conversation?
12. What are your favourite functions on mobile telephones?
13. Do young people use mobile phones too much? Explain your attitude to it.

### *Part 2. Reading comprehension*

#### **Business phone calls**

Even with today's overall focus on technology, **business phone calls**, or phone calls intended to discuss deals, agreements, and any other information of professional significance are important and often-utilized, as they allow experts from a number of different companies and organizations to completely understand one another. Like many other aspects of business, phone calls feature quite a few variables and elements that should be considered by those involved. Failing to consider these variables and elements can inhibit a business phone call's effects and negatively impact business relationships.

First and foremost, a caller dials and starts a business phone call, while a receiver answers a business phone call.

**Starting** a business phone call might appear to be as easy as dialing a phone number, but there's a bit more to the process than that. The **caller** should assure that the call is taking place at an appropriate time for the **receiver**, that there is well-defined subject matter to discuss, and that this subject matter is outlined. Well-defined **subject matter** could be anything from a potential deal to agreement specifics, and even an inquiry as to how a client is feeling and what he or she needs.

**Outlines of important discussion points**, or reminders of topics that should be talked about during conversations, help make business phone calls as meaningful and useful as possible. With that said, business phone calls can begin with some light-hearted small talk, or non-official talk that's intended to offer a break from official conversation, to build trust and emphasize a relationship, before proceeding into matters of professional concern.

**Receiving** a business phone call is similarly straightforward. If one is unable to talk at a given moment, the generally accepted practice is to answer a call and request that the caller phone back at a later time (or that he or she receive a return call at a later time). Other than that, one simply answers, remains courteous and attentive, and allows the caller to guide the conversation. It's recommended that one take notes during business phone calls.

**Exchanging information**, or providing contact details, pertinent figures or statistics, or other requested data is a common business phone call practice that can be started by the caller or the receiver. To exchange information, one simply asks the individual on the other end of the phone if he or she believes it would be **mutually beneficial** (or helpful for all parties involved) to swap specified information. If an agreement is made, the received information should be taken note of.

If something that a caller says isn't completely understood or isn't clear, one can politely **ask him or her to repeat what was said**. This request can be as simple as "Can you please repeat that?" or "Sorry, I didn't catch that."

**Ending** a business phone call, or the process of hanging up and bringing a conversation to a close, is usually automatic, and occurs when both callers feel that the dialogue's purposes have been fulfilled. If a business phone call has to be ended early (because something unforeseen has come up), the caller should ask if the dialogue can continue at a later time.

Question 1. What is a business phone call?

- a) A phone call between two friends
- b) A phone call about no particular subject
- c) A phone call intended to discuss deals, agreements, and any other information of professional significance
- d) None of the above

Question 2. Whose job is it to outline a business phone call's conversation topics?

- a) The receiver
- b) The company
- c) The caller
- d) Both the company and the receiver

Question 3. What is the purpose of small talk?

- a) To help business experts make deals
- b) To offer the caller and receiver a brief break and improve their relationship
- c) To waste company time and resources
- d) To see who can talk at a lower volume

Question 4. What type of information should be exchanged?

- a) Information that's unrelated to work
- b) Information that's agreed upon at the start of a conversation
- c) Any information
- d) Mutually beneficial information

Question 5. How should one ask a caller to repeat something?

- a) Politely and respectfully, to aid the conversation and the relationship
- b) Rudely, to punish him or her for not being clear
- c) One shouldn't ask a caller to repeat something
- d) Quickly, to save time

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