EASY ACCESS ENGLISH

RING,RING

Activity One - Write the number of correct definition in the right hand column.

Engaged tone	
Dial tone	
Ring	
Receiver	
Call waiting	
Caller	
To dial a number	
To pick up the phone	
To hang up on someone	
To hang up the phone	
A conference call	
Out of order	
To be cut off	

1. The part of the phone you put to your ear.
2. The person calling you.
3. The sound the phone makes before you key in the number.
4. The sound the phone makes when someone is calling you.
5. The sound the phone makes when someone else is speaking on it.
6. When a call ends suddenly in the middle of a conversation.
7. To key in a number into the telephone.
8. To put the phone down in the middle of a conversation.
9. The fact that another person is trying to call you when you are on a call.
10. To speak to several people on a call.
11. To end the call.
12. When a phone is not working or a line is not working.



Activity Two – Read the article and answer the questions, which follow.

Telephone Etiquette

Always be prepared to answer the phone, with a place to take down details and make notes and ready to show the smile in your voice as soon as the phone rings. You have three seconds to make a good impression when that phone does ring!

Pick up the phone in three rings, more than three rings signals chaos in your office or inattentiveness.

Greet the caller, good manners show respect.

Give your name, this personalizes the customer experience and shows that customer service is important to you.

Ask how you can help which gives an immediately good first impression as it shows that you feel it is your job to help them and to solve their problems or satisfy their needs.

Pay attention to your tone of voice. On the telephone your tone of voice is even more important than the words you use!

The caller will immediately form a mental picture of you, first impressions last.

Pitch
Inflection
Courtesy
Tone
Understanding
Rate
Enunciation

You should use open questions, repeat key words and provide non-verbal encouragement to get the caller to open up to you. You should clarify facts and ask for specific information to show that you are paying attention. You should summarize to show you have understood what they have said. Show empathy with the caller.

If you show that you have a sense of humour, are a good listener and are enthusiastic, you can make a great impression over the telephone.

Remember to speak clearly and enunciate or articulate clearly. So talk slowly, simply and calmly and really focus your attention on the caller.

If someone is calling to complain and is angry, the best thing to do is to listen and allow them to express themselves.

Always close any call with a concluding agreement for the next step, an appointment made, an agreement to follow up with a call or to send information.

1. What does the article advise you to do before the call?
2. Why should you answer after three rings?
3. Why is it good to give your name?
4. What's the third thing you should say to your client?
5. Why is it important to use open questions?
6. Why, and what, should you summarize?
7. What' the last thing you should say in the call, before you say goodbye and hang up?
8. Write some advice using the mnemonic PICTURE.

Activity Three – Read the expressions.

Telephone Expressions

Who should I say is calling?
Who's speaking please?
Please may I speak to…?
I'd like to speak to…?
Would it be possible to speak to…?
Hello I'm calling on behalf of….
Hello I'm calling about…
I'm calling to remind you about…
I'll put you through
Please hold the line
Could you hold please?
I'll just put you on hold.
The line is busy.
Could I take a message?

Checking you understand

I'm not sure if I understood properly.
Could I ask you to repeat that?
It's a bad line, I'm not sure if I heard everything.
Please could you repeat that?
Sorry, I didn't catch that.
I'm afraid I didn't hear everything.
Can I just check that I understood correctly?
If I understand correctly.
Could I just ask you to clarify?
I'm not sure if I really understand what you mean.
I'd just like to clarify.
Please could you repeat that?

Activity Four – Role Plays.

Play the following phone roles:

- Angry customer.
- Wrong number
- New client
- Ex boyfriend
- Girl you just met
- Regular client
- Mother in law
- National lottery



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Activity Five – Listen to the call and answer the questions:

http://www.liveleak.com/view?i=dad_1176152364

Prank phone call gone bad

1. Who is Mike?
2. What does he ask Lois first?
3. Why is it a bad time to fire Bob?
4. Why are they firing Bob?
5. Where is Bob now?
6. What does she say she is going to do?
7. What doesn't she feel so bad about now?
8. Why is it a special day for Lois?
9. What did Lois's husband 'put them up to'?
10. What do you think will happen next?



Activity Six – Survey. ***Ask and answer:***

1. Do you have a mobile phone?
2. How often do you change mobile phones?
3. How much time a day do you spend on the phone outside of work?
4. Do you like texting people?
5. How many different phones do you have at home?
6. Do you have an answer phone?
7. Do you sometimes leave the answer phone on when you are at home?
8. Do you stop answering the phone after as certain time in the evenings?
9. Do you work on the phones a lot?
10. Do you like talking on the phone?
11. Would you say you are good at telephone work, or telephone sales?
12. Have you ever worked in a call centre?
13. Do you often call customer services for things you have bought?
14. What do you think of the customer services department you last called?
15. Have you ever worked in telesales?

Activity Seven – **Song.** **Fill the gaps.** **Blondie - Hanging On The Telephone**

http://www.youtube.com/watch?v=uWhkbDMISl8

I'm in the phone booth, it's the one ……..
If you don't answer, I'll just ring it ……..
I know he's there, but I just had to ……..
Don't leave me hanging on the telephone
Don't leave me hanging on the telephone
I heard your mother now she's going ……
Did she go to work or just go to the ……
All those things she said, I told you to ……
Oh why can't we talk again
Oh why can't we talk again
Oh why can't we talk again
Don't leave me hanging on the telephone
Don't leave me hanging on the telephone

It's good to hear your voice, you know it's been ……
If I don't get your call then everything goes ……..
I want to tell you something you've known ……

Don't leave me hanging on the telephone

I had to interrupt and stop this
……
Your voice across the line gives me a strange sensation
I'd like to talk when I can show you my
…….
Oh I can't control myself
Oh I can't control myself
Oh I can't control myself
Don't leave me hanging on the telephone

Hang up and run to me
Whoah, hang up and run to me