

## Phone calls etiquette

The phones are ringing like crazy in your office. Every line is busy. And you can't put through any callers. Don't put a caller on hold or ask him or her to call back later. Many customers dislike being put on hold. So instead take a message! First ask for the caller's name and number. Always repeat the information back to the caller. That way, you can catch any mistakes. Next, ask the caller what the call is regarding. Carefully write this information down. Finally, find out what action the caller wants. Does he or she want someone else to return the call? Or is the caller simply passing on information?

Good phone etiquette is very important to a business. Sometimes you may feel stressed but don't let the caller know! You need to be courteous and professional at all times. You also need to be efficient when answering phone calls. It is most companies' policy to answer the call before the third ring. When transferring a call, always say the name of the person the caller is going to speak to. And don't forget to announce the caller's name before you connect them!



**Ex. 1 Without looking back to the text, do you remember which words are missing from it?**

The phones are ringing like crazy in your office. Every line is **b** \_ \_ \_ . And you can't put **t** \_ \_ \_ \_ \_ any callers. Don't put a caller on **h** \_ \_ \_ or ask him or her to **c** \_ \_ \_ **b** \_ \_ \_ later. Many customers dislike being put on hold. So instead **t** \_ \_ \_ a **m** \_ \_ \_ \_ \_ ! First ask for the caller's **n** \_ \_ \_ and **n** \_ \_ \_ \_ \_ . Always **r** \_ \_ \_ \_ \_ the information back to the caller. That way, you can catch any **m** \_ \_ \_ \_ \_ . Next, ask the caller what the call is regarding. Carefully **w** \_ \_ \_ \_ this information **d** \_ \_ \_ . Finally, **f** \_ \_ \_ **o** \_ \_ what action the caller wants. Does he or she want someone else to **r** \_ \_ \_ \_ \_ the call? Or is the caller simply passing on information?

**Ex. 2 Find in the second part of the text words which mean:**

1. zestresowany
2. uprzejmy
3. wydajny
4. przekazać
5. połączyć

**Ex. 3 Match the words in the two columns to form correct collocations:**

- |              |                  |
|--------------|------------------|
| 1. to put    | back later       |
| 2. to call   | down information |
| 3. to catch  | through a caller |
| 4. to write  | the call         |
| 5. to return | phone calls      |
| 6. to answer | mistakes         |

**Phrasals, phrasals...**

*This lesson's topic – phone etiquette – is particularly rich in phrasal verbs. Looking back in our text we can find such a list of them:*

- put through
- call back
- pass on
- write down
- find out

*Do you remember how to use each of them? Complete these sentences correctly:*

1. I always need to \_\_\_\_\_ the name of the caller, otherwise I won't remember it.
2. Can you tell her to \_\_\_\_\_ when she returns to the office?
3. Could you \_\_\_\_\_ what happened?
4. My job as a secretary is to \_\_\_\_\_ callers who want to speak to the manager.
5. I'd like you to \_\_\_\_\_ this information to Mr Smith.

**Grammar corner...**

*Let's study these examples from the reading text:*

- Don't put a caller on hold or ask him or her to call back later.
- Always repeat the information back to the caller.
- Carefully write this information down.

*The underlined verbs forms are those of imperative (tryb rozkazujący). As we can see it's a very easy grammar structure, which only has two forms: verb in infinitive (repeat, write) or it's negation (don't put).*

<b>GLOSSARY</b>	
<b>phone call</b>	rozmowa telefoniczna
<b>etiquette</b>	etykieta
<b>busy line</b>	zajęta linia
<b>to put through</b>	przełączyć, połączyć
<b>caller</b>	dzwoniący
<b>to put sb on hold</b>	kazać rozmówcy czekać na połączenie
<b>take a message</b>	przyjąć wiadomość
<b>to repeat (back)</b>	powtórzyć
<b>to catch</b>	wychwycić
<b>mistake</b>	błąd
<b>to regard sth</b>	dotyczyć czegoś
<b>to write sth down</b>	zannotować
<b>to find out</b>	dowiedzieć się
<b>to return the call</b>	oddzwonić
<b>to pass on</b>	przekaz(yw)ać
<b>stressed</b>	zestresowany
<b>courteous</b>	uprzejmy
<b>efficient</b>	wydajny
<b>to answer a phone call</b>	odebrać telefon
<b>policy</b>	polityka (firmy, rządu)
<b>ring</b>	dzwonek, sygnał telefonu
<b>to transfer</b>	przekazywać
<b>to announce</b>	oznajmić, ogłosić, tu: powiedzieć
<b>to connect</b>	połączyć

**ANSWER KEY:**

Ex.1

Check the missing words in the original text.

Ex. 2

1. stressed
2. courteous
3. efficient
4. to transfer
5. to connect

Ex. 3

1. to put through a caller
2. to call back later
3. to catch mistakes
4. to write down information
5. to return the call
6. to answer phone calls

Phrasals...

1. I always need to write down the name of the caller, otherwise I won't remember it.
2. Can you tell her to call back when she returns to the office?
3. Could you find out what happened?
4. My job as a secretary is to put through callers who want to speak to the manager.
5. I'd like you to pass on this information to Mr Smith.