

22. Telephone Skills



At the end of this lesson, you shall be able to:

- identify phrases related to the use of telephones
- recognize the three phases of a telephone call
- role play and practise making telephone calls.



Basics of Telephone Call

Let us try and learn the different situations that might arise during a call.

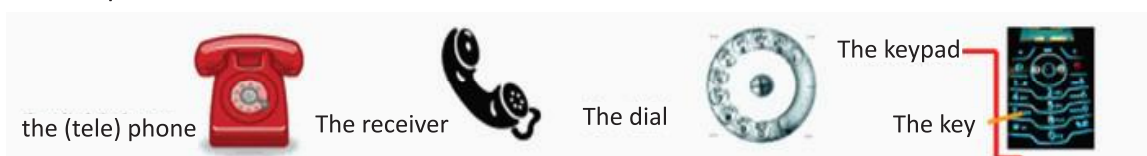
<p>Caller – person who makes a call</p> 	<p>On hold – phone is kept in waiting with a purpose</p> 	<p>Engaged/busy – person you are trying to call is speaking to someone else</p> 
<p>Receiver – person who receives a call</p> 	<p>Hang up – end a telephone call</p> 	<p>Hang up – end a telephone call</p> 



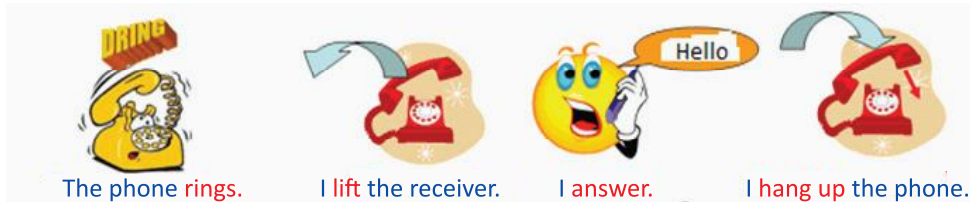
What I already Know	What I Want to find out	What I Learned



a. Parts of the phone



b. Receiving a call



The phone rings.

I lift the receiver.

I answer.

I hang up the phone.

c. Making a call






I pick up the phone.

I dial the phone.

I talk.

I hang up the phone.

d. Receiving a call involves greeting the caller and finding out the purpose of the call.

Answering the telephone	
	<p>Pick the phone in three rings. Greet the caller "hello, Good Morning". Speak clearly. Answer by mentioning who you are. Listen actively. Keep a pen and paper handy.</p>
Taking a call	
	<p>How can I help you? May I know where you are calling from? May I know your name please? Note down the information.</p>
	<p>Thank the caller for calling. Say goodbye.</p>






e. Three phases of telephone call

Phases	Step	What you should do	Example
Beginning	1	Greet the person.	Good morning Sir/Madam.
	2	Introduce yourself.	I am Rahim from ITI, Guindy. I am trainee in the electrician trade.
Middle	3	Say why you are calling.	I am calling to find out if I may come for internship.
	4	Discuss what should be done.	If there is a chance, please let me know. My contact number is 9999922222.
End	5	Thank the person.	Thank you Sir/Madam. Have a nice day.
	6	Say goodbye.	Goodbye, Sir/Madam.

Speak politely. Use short sentences. Address the person using "Sir/Madam" in formal situations.







1. Read the following statements and write your responses in one or more words in the blanks. The clue to the responses is in the pictures given. The first one is done for you.

When you have to pass on a message to someone immediately, what do you do?		Tell (speak) the message to him/her.
What will you do if the person is far away?		Tell the message over the _____ (caller, receiver, telephone)
The person who makes the call is called _____		(caller, receiver, telephone)
The person who receives the call is called _____		(caller, receiver, telephone)
Trainees can contact the ITI over the _____		(caller, receiver, telephone)

2. identify the appropriate word from the given words and match them. The pictures given may help you identify the meanings. You may get the help of your instructor, if necessary.

on hold, dial, disconnect, engaged

			
Press the numbers on the phone to call someone.	End a phone call.	Caller waits for information while on the phone.	The phone number that was called is busy.




3. Read the following expressions from telephone conversations. Try to break them into different parts like "greetings, identifying self and purpose of the call". Fill them in the appropriate box. The first one is done for you.

- Hello! My name is Ramesh. I would like to speak to Anju, please.
- Good afternoon! This is Shanthy. May I speak to Arti?
- Hi! I'm Ajith. Is Anu at home?
- Hello! My name is Rajesh and I'm calling from HSBC. I would like to speak to Mr. Chetan from the marketing division.
- Good morning! I am calling from Harsha Trading Company. Could you connect me to your accountant?
- Good evening! Rakesh Sharma here. I would like to speak to Ms. Rekha.






Sl. No.	Greeting	Identifying Self	Purpose of Call
1.	Hello!	My name is Ramesh.	I would like to speak to Anju, please.
2.			
3.			
4.			
5.			
6.			

4. The pipe in your kitchen is leaking. Call the plumber. Tell him what needs to be done.

Step	What you should do
1	Greet the person.
2	Introduce yourself.
3	Say why you are calling.
4	Discuss what should be done.
5	Thank the person.
6	Say goodbye.

5. There is no electricity supply in your ITI workshop. Call the electricity board. There is electricity in the buildings near the ITI. Tell them what needs to be done.

Step	What you should do
1	Greet the person.
2	Introduce yourself.
3	Say why you are calling.
4	Discuss what should be done.
5	Thank the person.
6	Say goodbye.



6. Your construction site needs to erect scaffolds for working at heights. Call the empaneled fabrication company. Tell them that you need scaffolds installed. Give them the site location.



Step	What you should do	
1	Greet the person.	
2	Introduce yourself.	
3	Say why you are calling.	
4	Discuss what should be done.	
5	Thank the person.	
6	Say goodbye.	

7. Your garment unit makes reflective jackets. The reflective jackets are ready. They need to be packed and sent to the distributor in Lucknow. Call the cargo company. Tell them what needs to be done.



Step	What you should do	
1	Greet the person.	
2	Introduce yourself.	
3	Say why you are calling.	
4	Discuss what should be done.	
5	Thank the person.	
6	Say goodbye.	

8. Your instructor has called you over the phone. You do not have his/her number. Tick the correct manner to answer the call from the given options. The first one is done for you.

1	Answer the call in the first ring.	✓
2	Answer the call after ten rings.	
3	Greet by saying "Hi, how are you?"	
4	Tell the caller your name.	
5	Speak while the caller is saying something without listening.	
6	Speak very fast and make noises.	
7	Be ready to note down what the caller has to say.	
8	Ask politely what the caller has to say.	
9	May I know your name please?	



10	Who is this?	
11	What do you want?	
12	May I know what the matter is?	
13	Call me later. I am watching a movie.	
14	It is a holiday. Give me the details on Monday.	
15	How did you get my number?	

9. When you make a call and introduce yourself, which of the following should you do? Tick always, sometimes or never as applicable.

Dos for Caller	Always	Sometimes	Never
Give your name.			
Greet.			
Give your telephone number.			
Say why you are calling.			
Give your address.			
Give the name of your company.			
Explain your relationship to the person you are calling.			

10. Which of these ways would you use to answer the phone at work? Tick the appropriate column.

Answer with 'Hello'.	
Answer with your number.	
Answer with your name.	
Answer with the name of your company.	
Answer with the name of your department.	



Complete the What I learned column in the KWL chart.



- Telephone calls have three phases: beginning, middle and end.
- Making a call involves greeting, introducing oneself, describing the purpose of the call, discussion and thanking before ending the call.
- Some common telephone call expressions include “to hang up”, “to hold”, “line busy”, “line engaged”, “dialling” and “disconnect”.



Make a list of situations in which you will use the telephone to communicate.

<https://www.youtube.com/watch?v=6tfFRD0enV0>

23. Telephone Skills – Role Plays



At the end of this lesson, you shall be able to:

- identify expressions to make calls politely
- practise to role play telephone conversations in given real-life situations
- note down messages left by the caller to be passed on.



Courtesy in Telephone Communication



Courtesy is an important aspect of telephone communication. Courtesy is the politeness, concern and respect shown to the person spoken to. Expressions that show respect and being sensitive to gender are important.



What I already Know	What I Want to find out	What I Learned





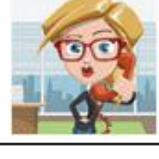



a. Unacceptable and acceptable expressions

 Unacceptable expressions	 Acceptable expressions
'You will have to wait.'	'Thank you, I'll check, or I'll see.'
'Yeah.'	'Yes Madam/Sir.'
'I do not know.'	'One moment please, I'll find out.'
'No, we can't.'	'Yes, you may.'



b. Expressions to use

When requesting for something on the phone, use polite expressions like “may” or “could”.	Could you please give me your number?	
	May I take your number?	
When someone is not available, inform the caller politely. Request for a message. Note down the message.	I am sorry. Mr Richard is not available. Shall I take a message?	
	Would you like to leave a message? Mr Richard is not in office now.	
Ask for clarifications, when you are not sure about what they are saying.	Could you repeat that, please?	
	Could you speak a little more slowly, please?	
If you cannot hear very well, you need to ask them to be louder very politely.	Could you please speak a bit louder?	
	Would you mind increasing the volume of your voice, please?	
Be polite when you ask them to wait.	Could you wait for a moment please?	
	Hold the line for a moment please.	
When giving negative information, be polite.	I am afraid, Mr Ramesh has left office.	
	I am sorry. Mr Ramesh is on leave.	



1. Match the following with the correct expressions to be used.

Sl. No.	Situations	Expressions	Answers
a.	You are not able to hear properly.	Just a moment please. Let me get ready to take notes.	
b.	The person the caller wants is not available.	I am afraid that the person you want is in a meeting now.	
c.	You want to take a pen and paper to note down the message.	Could you please tell me your name and where you are calling from?	
d.	You want to note down the details of the caller.	Would you like to leave a message?	
e.	You have not understood what the caller is saying.	I am, sorry. He/She is not available now.	
f.	You want to know if the caller wants to leave a message.	Would you mind speaking louder?	
g.	The person the caller wants is in a meeting.	Could you repeat what you just said, please?	



2. You are answering a call. Note the situations and expressions given in the following table. What will you tell the caller in the following situations? Identify the correct expressions. Write the expressions in the space provided. You may use an expression more than once.

a.	The person is on another call.	
b.	The person is on leave.	
c.	The person is busy at the moment.	
d.	The person is not in his seat.	
e.	The person is in a meeting and will be free at 4.	
f.	The person is available.	

I'm afraid he/ she is busy at the moment.
 I'm afraid he/ she is away/ not in at the moment/ in a meeting.
 I'm sorry he/ she is not available.
 I'll put you through. Hold the line, please.

3. Fill in the blanks with the correct expressions to be used while answering telephone calls. You may use the words/phrases given: (transfer, hold, louder, section, who, hold, may, calling).



Don't Say	Say
Hang on ...	May I put you on -----?
Hold on ...	----- I put your call on -----?
Who is calling?	May I know ----- is -----?
I can't hear you.	Could you speak -----? I am unable to hear you.
I can't help you.	I need to ----- your call to the ----- so that they can answer your question, May I do so?

4. Read the following details about Manish and Rinki. Choose a partner. One of you play the role of Manish. Let the second person play the role of Rinki. Role play the telephone conversation.

Rinki is a COPA trainee. She wants to apply for internship in ABC manufacturing company. She calls Manish, the recruiting officer.		Manish is the recruiting officer in ABC manufacturing company. He is receiving a call from Rinki. Rinki wants to do internship training in ABC manufacturing company.	
Hello, am I talking to Mr Manish?		Hello, yes this is Manish speaking.	
I am Rinki, COPA trainee from ITI, Suratkal.		Nice to know. May I know what I can do for you?	
I wish to apply for internship in your company.		I am sorry. We are currently not enrolling candidates for internships.	
Could you tell when I may approach you again?		Sure. Please make a note of it.	
Just a moment please. Let me take a pen and paper to note down.		Our normal internships offer are from January to March every year.	
Thank you for the information. May I know the process for application?		Sure. You need to apply through your ITI. The application should reach the company by December.	
Thank you, Mr Manish. I shall apply through my ITI in December. Good bye.		You are welcome. Good bye.	



5. Read the following details about Shorab and Mathew. Choose a partner. One of you play the role of Shorab. Let the second person play the role of Mathew. Role play the telephone conversation.

<p>Shorab is a welder trainee. He wants to apply for apprenticeship training. He calls Mathew his instructor for advice.</p> 	<p>Mathew is a retired ITI instructor. He has been helping trainees for apprenticeship training. Shorab, an ITI trainee calls him seeking advice.</p> 
<p>Hello, am I talking to Mr Mathew?</p>	<p>Hello, yes this is Mathew speaking.</p>
<p>I am Shorab, trainee in welder trade from ITI, Trichy.</p>	<p>Nice to know. May I know how I can help you?</p>
<p>I wish to apply for apprenticeship training. Could you guide me, please?</p>	<p>That's good. Where did you complete your trade training?</p>
<p>I completed my training from ITI, Trichy.</p>	<p>Okay. Have you approached BHEL which is near your ITI?</p>
<p>No, sir. Could you please tell me what I need to do?</p>	<p>Sure. Please make a note of the following steps.</p>
<p>Just a moment please. Let me take a pen and paper to note down.</p>	<p>Register in the government of India apprenticeship portal. Choose BHEL Trichy under Establishment menu.</p>
<p>It is enough if I register and choose BHEL, Trichy?</p>	<p>No. That is the first step. You need to apply online in the BHEL online portal after registering in the government portal.</p>
<p>Okay, sir. Is that all?</p>	<p>No. You must take a printout of the online application. It must be submitted during verification.</p>
<p>Thank you, sir. Could you tell me if there any other way to apply?</p>	<p>Yes. BHEL notifies the employment exchange to publicize the information.</p>
<p>Could you tell me if it is open to all candidates across the country?</p>	<p>Preference is for candidates who can speak Tamil.</p>
<p>Thank you, sir for the valuable information and guidance. Goodbye.</p>	<p>Best wishes and Goodbye.</p>

6. Read the following details about Anne and Sindhu. Choose a partner. One of you play the role of Anne. Let the second person play the role of Sindhu. Role play the telephone conversation.

<p>Anu is a secretarial practice trainee. She wants to know job opportunities. She calls Sindhu, a career counsellor for advice.</p>	<p>Sindhu is a career counsellor. She has been helping candidates identify job opportunities. Anu, a secretarial practice ITI trainee calls her seeking advice.</p>
<p>Hello, am I talking to Ms Sindhu?</p>	<p>Hello, yes this is Sindhu speaking.</p>
<p>I am Anu, secretarial practice trainee from Government ITI for Women, Firozpur.</p>	<p>Nice to know. May I know how I can help you?</p>
<p>I wish to know the job opportunities for me. Could you guide me, please?</p>	<p>Do you know what the job role expects from you?</p>
<p>I am expected to maintain files and handle human resources efficiently.</p>	<p>You are right. You also need to have the ability to plan and coordinate functions in the office.</p>
<p>Okay, I got it. Could you please tell me the kind of jobs that I may apply for?</p>	<p>Sure. Please make a note of it.</p>
<p>Just a moment please. Let me take a pen and paper to note down.</p>	<p>You may look for jobs as personal assistant, personal secretary in multinational companies, private offices, banks and other institutions.</p>
<p>Where do I find the job advertisements other than in newspapers?</p>	<p>You may find it in naukri.com, freshworld.com, timesjobs.com and other related sites.</p>



Okay, madam. Is that all?	No. Please do google search typing “secretarial practice” to get the latest job offers.
I shall do it. May I call you again while applying for jobs, please.	Yes, you may please.
Thank you, madam for the valuable information and guidance. Goodbye.	All the best and Goodbye.

7. Ms. Seema of ICF, Chennai wants to talk to Ms. Durgadevi. The Receptionist who attends your call wants to tell you that Ms.Durgadevi is not available right now. Practise this conversation with a partner. Take turns to play each role.

Ms. Seema	Receptionist
Answer the phone with a company name.	
	Check the company name.
Repeat the company name.	
	Introduce yourself and ask for someone.
Respond and check B’s name.	
	Clarify who you are.
Ask B to wait.	

8. Mr. Sandeep wants to talk to Mr. Venkat. Mr. Venkat’s phone was attended by the Receptionist in the office. The Receptionist wants to know whether Mr. Sandeep wants to leave behind a message for Mr. Venkat. Practise this conversation with a partner. Take turns to play each role.

Receptionist	Sandeep
Answer Venkat’s phone.	
	Ask to speak to Venkat.
Apologise and say why Venkat isn’t available. Offer to take a message.	
	Case 1: Accept the offer. Case 2: Say ‘No’ and that you will call later.
Case 1: Ask for time to prepare. Check B’s Name	



Complete the What I learned column in the KWL chart.



- Positive and polite words are to be used while speaking on the telephone.
- Practise on the identification and use of polite expressions is important.
- While answering phone calls, sometimes, messages are to be noted down and passed on.



Prepare a list of polite phrases used in telephone communication which you had observed and found to be interesting and useful.

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

<https://www.youtube.com/watch?v=Tw2r9DkL5co>

<https://www.youtube.com/watch?v=zNpmtVZFXSO>