

How to make a business phone call in English?

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Phone = Call = Ring = Give somebody a ring =
Give somebody a bell

**Jane is phoning his friend Simon.
She wants to invite him to the cinema.**



C = Caller, the person who is phoning (Jane)

R = Receiver, the person who answers the call (Simon)

Informal phone calls

R. Hello?

C. Is that.....?

(SIMON ANSWERS THE PHONE)

R. Yes, it is. Who's calling / that ?

C. It's me, Jane. How are you doing? I was wondering if you felt like going to the cinema tonight- there's a really good film on.



Formal phone calls

Now you want to speak to Andrea, who works in an Estate Agent's:

R. Riches Estate Agents. Can I help you?

C. Could I speak to please?



Now, Match the Receivers answer with the definitions below:

1. Hold on, please- I'll put you through.
2. Speaking!
3. I'm afraid she's out – Would you like to leave a message?
4. I'm afraid she's off – Would you like me to give her a message?
5. I'm afraid she's away – Shall I leave her a message from you?

A – It's Andrea. In an informal call, she would say 'It's me!'

B – She's on a trip today, probably travelling for business reasons.

C- It's not Andrea- she's in the other office next door.

D- She's not working today- maybe she's sick, or on holiday...

E- Andrea's having a coffee or has gone out for half an hour.

ANSWERS:
(1c 2A 3E 4D 5B)

How to make a business phone call in English?

Most of the people find it difficult to make business phone calls in a foreign language. Therefore, in order to make an effective phone call, you must prepare ahead. This will save you time and frustration. Remember that your voice at the end of the line will be the first impression of you. Thus, you need to conduct yourself in a professional manner when making business phone calls.



Preparing for the business call:

Gather all the information and suppliers you might need for the call:

- The number and the full name of the person you need to speak to.
- Have a calendar, pen and paper at hand.
- Have your personal information at hand: phone number and address to reach you at.



Make sure you are in a quiet and comfortable environment. This means to turn off the TV, music devices and any other distractions; children and babies should be out of the room when you are making a business call.



Think about what you need to accomplish with this call.
Use notes ('talking points') to guide you through the facts and details you want to mention.

This may be your only chance to get your point across.



Making the business call:
A business call has three main stages: introduction,
middle bulk,
an ending summary of the call.



Introduce yourself or/and remind the person you are calling of your identity at the beginning of the call.

Express gratitude.

Always thank the potential client for allowing you a few moments in his/her busy day.

**“I want to thank you for taking my call.
This will only involve a moment of your time
so you can get back to your busy schedule”.**



Make sure that the person you are calling is fully available to talk.

If not, try to schedule an appointment for you to call back again.



State the purpose of your call.

Be clear and to the point. Do not allow the conversation to go into meaningless chatter.

It is important to ask the other person to repeat what you are saying. In this way you will make sure that he/she fully understands what the conversation is about.

Summarise the important points of the conversation and stress on each other's responsibilities.

End the call in a pleasant manner. Thank once again the other person for his/her time. Set an appointment for another call if it is needed, and wish him/her a good day.



Telephone phrases in English:

Making a call

Hello/Good morning/Good afternoon

Can I speak to (name), please?

May I speak to (name), please?

I would like to speak to (name) please.

I am trying to contact (name)

This is (your name) from (your company's name) ...

I am calling on behalf of Mr/Mrs/Ms (name)

Can I have extension 629, please? (extension is an internal number at the company)

Example:

Hello, this is John Blare from Lingoking. Can I speak to Mrs Brighten, please?

Answering a call

- (your name) speaking
- (company name)(your name) speaking
- (your name) speaking, how can I help you?
- (company name)(your name) speaking, can I help you?

Example:

Lingoking John Blare speaking, how can I help you?

Asking for more

Excuse me, who is calling?

Information

I am sorry, who is speaking?

Where are you calling from?

Are you sure you have the right number?

Can you please tell me (question)?

Ask the speaker to wait

Just a moment, please.

Could you wait for a moment, please?

Could hold on a second, please?

Can you hold the line, please?

Connecting someone

Thank you for holding.

I'll put you through now.

The line is free now. I'll put you through.

I'll connect you now/I'm connecting you now.

Telephone problems

- **The line is very bad. Could you speak up, please?**
- **Could you repeat that, please?**
- **I'm afraid I can't hear you.**
- **I am sorry, I didn't catch that. Could you repeat that again, please?**

How to reply when someone is not available.

- **I'm afraid (name) is not available at the moment.**
- **I'm afraid the line is engaged. Could you call back later?**
- **I'm afraid he/she is in a meeting at the moment.**
- **Mr (name) isn't in. (the office)**
- **Mrs (name) is out at the moment.**
- **I'm sorry, Mr/Mrs (name) is out of the office today.**

Take a message

- **Would you like to leave a message?**
- **Could I take a message?**
- **Would like him/her to call you back?**
- **Should I tell (name) who is calling?**
- **Could you give me your name, please?**
- **What is your number, please?**

Checking information

Could you spell that for me, please?

Can I just check that again, please?

Could you repeat that, please?

Leave a message

- **Can I leave a message, please?**
- **Could you give him/her a message, please?**
- **Can you tell him/her that I called?**
- **Could you ask him/her to call me back, please?**

Things you must keep in mind when making a business call in English:

It is important to use the right level of formality.

If you are too formal, then the person might find it difficult to feel comfortable when she/he talks to you.

Then again, if you are too informal, the person could think that you are rude.

It is important to show politeness. Always use **please** and **thank you** or **thanks very much** whenever you ask for, or receive, help or information.

Use words like **would, could, may, please**, etc. to show politeness. It is alright to use more informal English, such as **okay, bye, no problem**, as long as the overall tone of the conversation is polite.

If you call native speakers in English, you might find it difficult to understand them. The business people tend to speak very quickly on the phone so you will probably need to slow them down:

- Immediately ask the person to speak slowly.
- Repeat each piece of information, such name or telephone number or any important data, as the person speaks. Then you automatically slow the speaker down.
- Do not say you have understood the person if you have not. Ask him/her to repeat until you have understood.
Also you can ask the speaker to rephrase it or you can simply say: *“I am sorry, do you mean....(what you have understood)”*

Remember that it is not only important what you say, but how you say it. You must speak in a professional and friendly manner and at an appropriate pace.



Spelling Names on the Phone

When it's necessary to spell names or difficult words on the telephone, speakers use widely known names and words to illustrate the letters in the words that they spell. Military and aviation personnel use a different list of words to illustrate the letters of the words that they spell. The table below shows the traditional list of names, other typical variants, and the list used by the military and in aviation.

Когда нужно продиктовать по телефону имена или трудные слова по буквам, говорящие используют широко известные имена и слова для пояснения букв в словах, которые они диктуют по буквам. Военный и авиационный персонал используют другой список слов для пояснения букв в словах, которые они диктуют по буквам.

В таблице следующего слайда приведены традиционный список имен, другие типичные варианты, и список, который используется военными и в авиации.

Letter	Traditional List	Variants	Military and Aviation List
A	Alice	Adams, Adam, Anna	Alpha
B	Bertha	Boston, Boy	Bravo
C	Charles	Chicago, Charlie	Charlie
D	David	Denver, Dog, Dixie	Delta
E	Edward	Easy	Echo
F	Frank	Freddie, Fox	Foxtrot
G	George	George	Golf
H	Henry	Harry, How	Hotel
I	Ida	Ida	India
J	James	John	Juliet
K	Kate	King	Kilo
L	Lewis	Lincoln, Love	Lima
M	Mary	Mother	Mike
N	Nellie	New York, Nick, Nora	November
O	Oliver	Ocean, Orange	Oscar
P	Peter	Peter	Papa
Q	Quaker	Queen	Quebec
R	Robert	Roger, Richard, Radio	Romeo
S	Samuel	Sugar, Sam	Sierra
T	Thomas	Tom, Tommy	Tango
U	Utah	Union, Uncle	Uniform
V	Victor	Vic	Victor
W	William	William	Whisky
X	X-ray	X-ray	X-ray
Y	Young	Young, Yoke	Yankee
Z	Zebra	Zero	Zulu

Examples

I. _ My name is Alexey Tumanov.

+ How do you spell your last name, please?

_ That's T as in Thomas, U as in Utah, M as in Mary, A as in Alice, N as in Nellie, O as in Oscar, V as in Victor. That's Tumanov.

+ How do you spell your first name, please?

_ That's A as in Alice, L as in Lewis, E as in Edward, X as in X-ray, E as in Edward, Y as in Young. That's Alexey.

II. _ My name is Anastasia Roschina.

+ How do you spell your name, please?

_ That's R as in Robert, O as in Oliver, S as in Samuel, C as in Charles, H as in Henry, I as in Ida, N as in Nellie, A as in Alice. That's Roschina.

- III. _ My last name is Krossman, with a K and double S.
+ Can you spell the name of your company, please?
_ It's Muzfond. That's M-U-Z-F-O-N-D. [em-yu:-zi:-ef-ou-en-di:]
+ Can you spell it again, please?
_ That's Mary-Union-Zero-Frank-Oliver-Nick-David. Muzfond.

- IV. _ What is the name of your company again?
+ It's Tekhmir. That's T as in Tom, E as in Edward, K as in Kate,
H as in Harry, M as in Mike, I as in India, R as in Robert.

**T h a n k y o
u**

