

Business English
Useful Expression
BAD09

TIPS ON MAKING THE CALL:



I`m returning his call.
 What did you say your name was?

Hiro reads the message and call Mr. Jones.

Secretary	Mr. Jones` office, How may I help you?
Hiro	Mr. Jones, please. I`m returning his call.
Secretary	What did you say your name was?
Hiro	Kobayashi. Hiro Kobayashi.
Secretary	I`ll connect you right away.
Mr.Jones	Frank Jones speaking.
Hiro	Mr. Jones, my name is Hiro Kobayashi for Yamamoto Computers. Mr. Morita gave me your name and your phone number.
Mr.Jones	Oh, yes. I was expecting your call. I talked to Ken the day before yesterday.
Hiro	I`d like to talk to you about our new laptop computer.
Mr.Jones	Yes, yes.. I`d like to and I`m very much interested.

TIPS ON MAKING THE CALL:

Making the call

When making a business call, be sure to first identify yourself and your company. If you're routed to a receptionist or operator, also include the name of the person you're trying to reach. A simple, "Hello, this is Mary Robert from Off the Wall Productions. May I please speak with Mark Grand?" will do.

Be prepared with a one or two sentence explanation of the purpose for your call. When you are connected with the person, state the purpose of your call and then be sure to ask if you are calling at a convenient time.

Answering the phone

Identify yourself and your company when receiving an incoming call.

While it's not impolite to say:

"Off the Wall Productions, Mary Robert speaking,"

It might be easier on the listener to say:

"Thank you for calling Off the Wall Productions. This is Mary Robert. How may I help you?"

It may also help to include your department or section name:

"This is Mary Robert, accounts receivable. How may I help you?"

Hold, please

If you must put someone on hold, ask first and - most importantly - wait for their answer. If someone expresses reservation about being put on hold, calmly explain why it is necessary. Perhaps the person they are calling for stepped out of the office and needs to be tracked down, or is on another call. Callers like an explanation for their inconveniences, but don't give away too much information. If Bill from distributing is in the restroom, just tell the caller he is away from his desk.

Remember to keep the person on hold updated on the status of his or her call every 30 seconds. A simple "She's on another call" or "His meeting is running a little late" is sufficient. It's okay to hang up after three minutes on hold. Call back and ask to leave a message instead.

Voice mail and messages

If you have to leave a message or voice mail for someone, make it short and to the point. Speak clearly and slowly and leave your name, phone number, and a brief message. Say your name and number at the beginning and again at the end of the message, especially if you don't know the person you're calling.

Role Playing

Product Information

Student A:

You need to purchase six new computers for your office. Call Yamamoto Computers and ask for the following information:

- Current special offers on computers
- Computer configuration (RAM, Hard Drive, CPU)
- Guaranty
- Possibility of discount for an order of six computers

Student B:

You work in at Yamamoto Computers answer student A's questions using the following information:

- Two special offers: Multimedia Monster - with latest Pentium CPU, 256 RAM, 40 GB Hard Drive, Monitor included - \$2,500 AND Office Taskmaster - cheaper CPU, 64 RAM, 10 GB Hard Drive, Monitor not included - \$1,200
- 1 Year guaranty on all computers
- Discount of 5% for orders of more than five computers