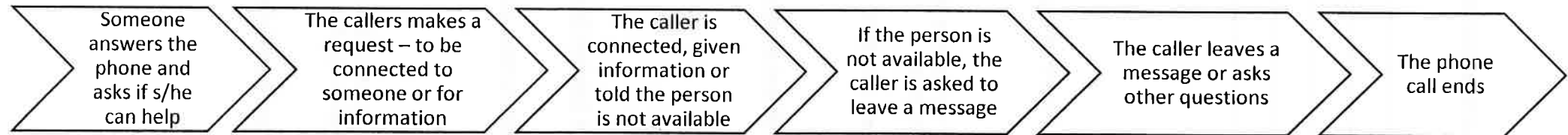# WEEK 2: HANDLING PHONE CALLS

INPUT:

1) Tips on handling calls   2) Patterns in telephone conversations   3) Appropriate telephone phrases

TIPS ON HANDLING CALLS:

• Answer calls promptly	• Be warm and welcoming	• Introduce yourself and your business/ company	• Speak clearly
• Avoid slangs and buzz words	• Ask before putting people on hold	• Avoid just putting call through	• Be prepared for your calls
• Take messages properly and professionally		• Summarise the call before it ends	

PATTERNS IN TELEPHONE CONVERSATIONS:

Someone answers the phone and asks if s/he can help → The callers makes a request – to be connected to someone or for information → The caller is connected, given information or told the person is not available → If the person is not available, the caller is asked to leave a message → The caller leaves a message or asks other questions → The phone call ends

APPROPRIATE TELEPHONE PHRASES

Introducing yourself	If the person is not available	Dealing with bad connection
• Good morning/afternoon/evening. This is Mike from (company name) • Mike from (department name). Could I speak to (person you're calling for)? • Mike from (department name). I'm calling about/because…	• Can I leave a message for him/her? • Could you tell him/her that I called, please? • Could you ask him/her to call me back, please? • Okay, thanks. I'll call back later.	• I think we have a bad connection. Can I call you back? • I'm sorry, we have a bad connection. • Could you speak a little louder, please? I'm sorry, could you repeat that please?
Answering the Phone	**Getting the name of the caller**	**Responding to a caller's request**
• UTMSPACE, this is Zayanee. How may I help you? • Good morning/afternoon, UTMSPACE. How may I help you? • UTMSPACE, Zayanee speaking.	• May I have your name please? • Who am I speaking with? • May I ask who's calling, please?	• Sure, let me check on that. • Let me see if she's available. • Sure, one moment please.
Asking the caller to wait on the line	**Taking a message**	**Before ending the call**
• Can I put you on hold for a minute? • Do you mind holding while I check on that? • Could you hold a minute while I check to see if he's available?	• He's/she's not available at the moment. Would you like to leave a message? • He's/she's out of the office right now. Can I take a message?	• Is there anything else I can help you with? Okay, thanks for calling. Have a great day. • Is there anything else I can do for you? Okay, have a good day.
Ending a call		
• Thank you very much. Have a good day. • Thanks for your help. Have a good day.		