



Exercise 11.1 Testing your prior knowledge on telephone etiquette

1. Each situation below has three possible replies. Circle the letter that corresponds to the most appropriate.

Situation 1

Caller: Hi, this is Jeff. Is Marise Emmanuelle there? I'd like to speak to her.

- a. Yeah.
- b. Yes, wait a second.
- c. Yes, one moment, please, and I'll get her.

Situation 2

Caller: Good morning, this is William Smith. Is the vet in?

- a. Sorry, he's out.
- b. I'm sorry, he's not in at the moment. May I take a message?
- c. Nope.

Situation 3

Caller: Hello, this is Lindsey Macgregor. May I speak to Stella Wendell, please?

- a. She's on another line right now. Would you like to hold?
- b. She's busy right now, what do you want?
- c. She's on another line. You'll have to hold.



Exercise 11.2 Recognizing vocabulary for handling calls

Below is a list of basic phone interactions. In the space provided in parenthesis next to the English term, write the letter that corresponds to the equivalent French term.

- | | |
|---|---------------------------------------|
| 1. Greeting the caller (<i>c</i>) | a. Prendre un message |
| 2. Identifying the caller (<i>e</i>) | b. Transférer des appels |
| 3. Finding out the purpose of the call (<i>g</i>) | c. Saluer l'appelant |
| 4. Asking the caller to wait (<i>h</i>) | d. Gérer un mauvais numéro |
| 5. Putting the caller on hold (<i>f</i>) | e. Identifier l'appelant |
| 6. Forwarding calls (<i>i</i>) | f. Mettre l'appelant en attente |
| 7. Transferring calls (<i>b</i>) | g. Connaitre la raison de l'appel |
| 8. Ending a call (<i>j</i>) | h. Demander à l'appelant de patienter |
| 9. Dealing with a wrong number (<i>d</i>) | i. Acheminer des appels |
| 10. Taking a message (<i>a</i>) | j. Mettre fin à l'appel |



Exercise 11.3 Choosing the appropriate greeting

1. For each scenario below, write the appropriate greetings and read them out loud. To make sure the wording is right, record your voice and listen to the recording.

- a. Your name is Dotty Parson. You work at MicroTech. The front desk has redirected a call to your extension at Research and Development.

Good morning, Research and Development. Dotty Parson speaking. May I help you?

- b. Your name is Lina Pinina. You work at Fisheries and Oceans. A call has been redirected to your extension in the laboratory.

Good morning, Lina Pinina speaking. May I help you?

- c. Your name is Marise Emmanuelle. You are the assistant director at I.L.S. Marjo has forwarded a call to your office.

Good morning, Marise Emmanuelle speaking.

- d. You work as a switchboard operator at Fisheries and Oceans.

Good morning, Fisheries and Oceans. May I help you?

- e. You work at the reception desk at the University of Windsor.

Good morning, University of Windsor. How may I help you?

- f. Your name is Leona Souci. You work at the Julie Art Conservatory of Dancing. You receive a call in Studio B.

Good morning, Studio B, Leona Souci speaking. May I help you?

- g. Your name is Tony Dietz. You are the secretary of the Osteopathy Department at Horton and Dobson Physiotherapy. The receptionist has forwarded a call to your office.

Good morning, Tony Dietz speaking.

- h. You work at the reception desk at the Ritz Palace.

Good morning, The Ritz Palace. May I help you?



Exercise 11.4 Identifying the caller using the NATO phonetic alphabet

1. Read the reminder below, listen to the audio, then complete the dialogues according to the scenarios.



Audio 11F

- a. You are a secretary at Tra-La-La imports. The phone rings.

Secretary: Good morning Tra-La-La Imports. How may I help you?

Caller: Hello, I'd like to speak to Stella Wendell, please.

Secretary: May I have your name, please?

Caller: Yes, it's Ray Kowalski.

Secretary: Could you spell your last name, please?

Caller: Yes, that's K-O-W-A-L-S-K-I.

- b. You are a secretary at Physio Horton & Dobson. The phone rings.

Secretary: Good morning, Horton & Dobson Physiotherapy. May I help you?

Caller: Yes, could I speak to Carl Dipietro, please?

Secretary: May I ask who is calling?

Caller: Yes, it's Kaylee Hughes.

Secretary: Could you spell your last name, please?

Caller: Yes, that's H-U-G-H-E-S.

2. Complete the dialogue below, writing the words from the NATO phonetic alphabet.

- a. You are a receptionist at XylophonePro. The phone rings.

Secretary: Good morning XylophonePro. May I help you?

Caller: Hi, I'd like to send my resume to your Human Resources department. Could you give me the proper email address, please?

Secretary: Certainly. It is cvhr@xyloproinc.net.

Caller: Could you spell that, please?

Secretary: That would be c as in Charlie, v as in Victor, h as in hotel, and r as in Romeo @ x as in x-ray, y as in Yankee, l as in Lima, o as in Oscar, p as in Papa, r as in Romeo, o as in Oscar, i as in India, n as in November, c as in Charlie, dot, n as in November, e as in echo, and t as in tango.

Caller: Got it. Thank you.



Exercise 11.5 Identifying the most appropriate answer

1. Circle the letter that corresponds to most appropriate answer according to telephone etiquette.

- You:
- a. Hello, I.D.M. (*your name*) speaking.
 - b. Good morning, I.D.M. May I help you?
 - c. Good morning. This is (*your name*). Can I help you?

Caller: Yes. May I speak to Phillip Damon, please?

- You:
- a. Yes. What's your name?
 - b. Certainly. Who are you?
 - c. May I have your name, please?

Caller: My name is Charley Uru.

- You:
- a. I'm sorry, I didn't quite catch your last name.
 - b. I'm sorry. What's that?
 - c. Say that again, please?

Caller: That's Uru. Charley Uru.

- You:
- a. I'm sorry. I didn't understand.
 - b. What?
 - c. Could you spell that please?

Caller: U – R – U

- You:
- a. U as in Uniform?
 - b. U like in Uniform?
 - c. U like Uniform?

Caller: Yes. That's right.

- You:
- a. All right, Mr. Uru. Now what do you want?
 - b. Thank you, Mr. Uru. May I know the purpose of your call?
 - c. Thank you, Mr. Uru. Why are you calling?



Exercise 11.6 Forwarding a call

1. Write the appropriate formulation for forwarding a call.

- a. You are a secretary at I.D.M. G-G has finally returned from the darkroom and is now in his studio. Mr. Moore is still on hold. What would you say to Mr. Moore?

Secretary's response:

One moment, please and I'll transfer your call.

- b. You work at Tra-La-La Imports as a secretary for Keith Bolster in Administration. You have received a call from Paula Campbell. She wants to speak to Alex Harris in Sales. The receptionist has mistakenly dialled the wrong extension. How will you handle Paula Campbell's call?

Secretary's response:

One moment, please and I'll connect you with Sales.

- c. You are still at Tra-La-La. But when you try to transfer Paula Campbell to the Sales Department, Alex Harris' line is busy. You presume his line will be busy for a while. How would you explain this to Paula Campbell?

Secretary's response:

I'm sorry, but the line is busy. Would you like to wait?

- d. You are the receptionist at Horton & Dobson Physiotherapy. Peter Delaney, who is a patient of Nancy Horton, has called to say that he has been doing his exercises and he wants to know when he can start using the Therabands. Ms. Horton is in the therapy room. How would you handle Peter Delaney's request?

Secretary's response:

Please hold and I'll transfer your call to the Therapy Room.

- e. You work at Sake International. Mark from the head office in Toronto wishes to speak to Valérie Dupont. He has an urgent message for her, but Ms. Dupont's line is busy. However, though Mark is not able to hold, he may be interested in leaving his message on her voicemail.

Secretary's response:

One moment, please and I'll transfer you to her voicemail.



Exercise 11.7 Putting the caller on hold

1. Read the scenarios below, then write what your answer would be as an assistant. Use the telephone etiquette you have learned so far.

Suggested answers

- a. You work at I.D.M. Your boss, Phillip Damon, is presently on another line with Charley Uru. Bernard St-Onge calls and asks to speak to Mr. Damon.

I'm sorry, but the line is busy. Would you like to wait?

- b. Jack Burke phones. He wants the name and phone number of the translator who worked on last year's contract. In order to obtain this information for him, you will need to pull out Mr. Burke's file.

One moment please, and I'll check.

- c. Phillip Damon is still busy talking to Charley Uru. Mr. St-Onge has been on hold for almost two minutes.

The line is still busy. Do you still wish to wait?

- d. You receive a long-distance call. It is Oscar Moore, a fashion designer from London. He wants to speak to G-G. At the moment, G-G is developing a roll of film in the darkroom and cannot come to the phone. But he will be finished in a couple of minutes.

I'm sorry, G-G is unable to answer the phone at the moment. Would you like to hold?

- e. Two minutes have passed. G-G is still in the darkroom. You know this is a costly overseas call.

I'm sorry, G-G is still unable to come to the phone. Do you want to hold a little longer or would you prefer he call you back?



Exercise 11.8 Justifying the absence of the person requested

1. Read the scenarios below and complete the corresponding dialogues by using the vocabulary you have learned so far. There may be more than one answer.



Suggested answers

- a. You work at Safety-Max Moving & Storage. Clarence McCrumb calls. He wants to speak to Wally Clark. But Mr. Clark is not back from his lunch break. In fact, he is 15 minutes late.

Secretary: Good morning, Safety-Max Moving and Storage. May I help you?

Caller: Could I speak to Wally Clark, please?

Secretary: I'm sorry, Mr. Clark is not in his office at the moment.

- b. You work for Peters & Gilbert Architect. Curtis Dickson calls. He wants to speak to Andy Peters. Mr. Peters is in Florida. He's expected back on May 2.

Secretary: Good morning, Peters & Gilbert Architects. May I help you?

Caller: I'd like to speak to Mr. Peters, please.

Secretary: I'm sorry, Mr. Peters is out of town this week. He will be back on May 2.

- c. You work at Sterling Jewellery. Marc Larson calls. He wants to speak to Jennifer Sterling. Mrs. Sterling is away on a business trip. She will be back tomorrow morning.

Secretary: Good morning, Sterling Jewellery. May I help you?

Caller: Is Mrs. Sterling available?

Secretary: I'm sorry, Mrs. Sterling is out for the day. She'll be back tomorrow morning.

- d. You work at Unimix Realty. Jack Armstrong calls. He wants to speak to Linda Rollins. Ms. Rollins has gone to the bank. She will only be gone for 15 to 20 minutes.

Secretary: Good morning, Unimix Realty. May I help you?

Caller: Is Linda in?

Secretary: I'm sorry, Ms. Rollins is not here right now. She should be back in 20 minutes.

**Exercise 11.9****Writing a message using a phone message form**

1. Below is a conversation between Marjo and Audrey Archer. In the message form below, fill in the missing information.

Message	
Date: <u>March 11</u>	Time: <u>9:30 a.m.</u>
To: <u>Jeff Griffin</u>	
From: <u>Audrey Archer</u>	
<u>I.L.S. Rimouski</u>	
Tel. #: <u>418-627-4431</u>	# <u>3434</u>
<input checked="" type="checkbox"/> Please call	
<input checked="" type="checkbox"/> Urgent	
<input type="checkbox"/> Will call back	
<input type="checkbox"/> Other	
Message: <u>They have run out of grammar books</u>	
<u>for advanced students. Need extra copies.</u>	
Message taken by: <u>MC</u>	

2. Read the dialogue below and fill in the message form provided on the next page. The call was received on December 3 at 10:45 a.m. (*Challenge: Complete this exercise by listening to the audio rather than by reading the transcription provided.*)

Message	
Date: <u>Dec 3</u>	Time: <u>10:45 a.m.</u>
To: <u>Isabelle Giroux</u>	
From: <u>Denis Dolan</u>	
<u></u>	
Tel. #: <u>514-626-5115</u>	# <u></u>
<input checked="" type="checkbox"/> Please call	
<input type="checkbox"/> Urgent	
<input type="checkbox"/> Will call back	
<input type="checkbox"/> Other	
Message: <u>Can't come to class this week. needs</u>	
<u>to know which exercises to do in book 7.</u>	
Message taken by: <u>MC</u>	

 **Exercise 11.10 Writing a message using a phone message form**

1. Listen to the audio and write down the necessary information in the phone message form provided below. This audio is from a call received on June 19 at 9:05 a.m.



Message

Date: June 19 Time: 9:05 a.m.

To: Jeff Griffin

From: Janet Washington

Tel. #: 506-488-1109 #

Please call
 Urgent
 Will call back
 Other

Message: Your books have arrived, but the
2 copies of Roget's Thesaurus won't be available
for 2 weeks.

Message taken by: Your name

 **Exercise 11.11 Writing a message using a phone message form**

1. Read the conversation between Helen Stein and the secretary from Tra-La-La Imports to write down the necessary information in the phone message form provided on the next page. This call was taken on February 12, at 8:20 a.m.

Message

Date: Feb 12 Time: 8:20 a.m.

To: Bill Salter

From: Helen Stein

Tel. #: 506-664-2122 #

Please call
 Urgent
 Will call back
 Other

Message: She was overcharged for curtains.

Message taken by: MC

2. Listen to the audio and write down the necessary information in the phone message form provided below.



It is 1:35 p.m., on Wednesday, June 7.

Message	
Date: <u>June 7</u>	Time: <u>1:35 p.m.</u>
To: <u>Rosy Dusseault</u>	
From: <u>Eric Martin</u>	
Tel. #: <u>514-985-2223</u> # <u>209</u>	
<input checked="" type="checkbox"/>	Please call
<input type="checkbox"/>	Urgent
<input type="checkbox"/>	Will call back
<input type="checkbox"/>	Other
Message: <u>Muscles sore after yesterday's massage.</u>	
<u>Wants to know if this is normal.</u>	
Message taken by: <u>MC</u>	

Exercise 11.12 Creating a message

1. For each of the scenarios below, write a simple message, using the vocabulary previously studied. Begin by using the messages' key words, then finalize the text.

Suggested answers

Scenario 1

Today is Monday the 21st of January, at 8:30 a.m. You just arrived at the office and must prepare your message for the day. You will not be absent from the office for long periods at a time, but you do not want to miss any of your calls.

You have reached I.L.S. Today is Monday the 21st. This is (your name). I am at the office but
cannot answer your call at the moment. Please leave your name and number and a short
message. I will return your call as soon as possible. Thank you.

Scenario 2

It is now 11:15 a.m. You have to go to the bank to deposit some business cheques for Jeff Griffin. You should be back before noon.

You have reached I.L.S. This is (your name). I am temporarily absent from my desk but will be back before noon. Please leave your name and number and I will get back to you promptly.

Scenario 3

It is now 1:30 p.m. The accountant is here to go through the books and you will be assisting him for part of the afternoon. This activity will take place in Jeff Griffin's office. The extension number there is 101.

You have reached I.L.S. This is (your name). I am not at my desk at the moment. I will be in Jeff Griffin's office part of the afternoon. You can reach me at extension 101.



Exercise 11.13 Transcribing messages from your voicemail

1. Below are some messages recorded on an answering machine. First listen to the audio messages without reading the transcriptions. Pick out the key words and jot them down. Then compare your notes with the transcriptions below.



Audio 11U

Message 1

Hi, this is Gerald Higgins. I'm gonna be a little late for my ten o'clock class with Mr. Provost. I'm stuck at the garage. I should be back around 10:15. Please tell Mr. Provost to wait. Thank you.

Gerald Higgins – late for Mr. Provost's 10 o'clock class.

He's stuck at the garage; Will be about 15 minutes late; Asks Mr. Provost to wait.

Message 2

Hello, it's Steve Foley speaking. Could you ask Pat or Marise to phone me back at 514-688-7844, extension 359. I'll be here until 3:30 this afternoon. It's about the semi-private contract with Yvan and Johanne. Thanks.

Steve Foley called; Pat or Marise phone him at 514-688-7844 ext. 359.

Will be there until 3:30 p.m.

Regarding contract with Yvan and Johanne.

Message 3

Hi, this is Rolland Bryatt. I have to cancel my 1 o'clock Spanish lesson with Mr. Valdez on Tuesday the 25th. I have to go out of town. I would be available Wednesday morning if he is free. I can be reached at 514 528-1534. Thank you.

Rolland Bryatt called; Is cancelling his 1 o'clock Spanish lesson with Mr. Valdez on Tuesday 25th.

Out of town; Available Wednesday morning; Phone at 514 528-1534.

Message No. 4

Hello, this is Warren Trent. I'm from Alberta and I'll be staying in Quebec City for a few months. I'm here to do some research for my thesis at Laval, but I'd like to take the opportunity to learn some French. Could you call me back at 514-656-4000, extension 3028? I need to know your rates.

Warren Trent from Alberta; Is in Quebec City for research purposes.

Wants French lessons while he's here (provide rates). Call back at 514-656-4000 ext. 3028.

Exercise 11.14 Transcribing messages from your voicemail

1. Listen to the messages carefully and write down the key words in the spaces provided below. Replay the messages to make sure that you understood everything correctly, and write down information that you might have missed the first time.



Message 1

Joan Barkley calling for H  l  ne C  t  ; Has had pain in her shoulder since her treatment 2 days ago; Trouble sleeping; Wants to know if she should stop doing exercises.

Call back at 514-679-7172.

Message 2

Danny Mac has shoulder injury; His doctor put his arm in a sling but did not recommend physiotherapy. Wants to know if he would heal faster with physiotherapy treatments.

Phone number is 514-642-6609.

Message 3

Dorothy Randal called; She's 70 years old; Has trouble walking; Recently hurt her hip.

Wants physiotherapy. Asks if we offer home care.

Phone number is 514-766-1102.



Exercise 11.15 Transcribing messages from your voicemail

1. Listen to the messages carefully and write down the key words in the spaces provided below. Replay the messages to make sure that you understood everything correctly, and note information that you might have missed the first time.



Message 1

Regina Wilkins from Corey & Atkins Consolidations called for Jerry Jenkins.

Wants information about land for sale off Highway 20, near Drummondville.

Can be reached on her cell phone after 4 p.m. at 514 923-0661.

Message 2

Jay Canfield, Director of Canfield Constructions, called for Jacqueline Rousseau.

Will fax contract agreed upon; Initial and sign at bottom of p. 9 and return by mail or fax before November 7; Fax number: 514 626-5678.

Message 3

Jacques from Hamel Muffler called for Josie King. She can pick up her car after 2 p.m.

Cost will be \$220.

For any questions, contact Jacques at 514 626-5626.

 **Exercise 11.16 Writing down key information from a voicemail with accuracy**

1. Read the messages below, which were left on Horton & Dobson Physiotherapy's voicemail. Underline the information that you consider as necessary.



Good morning, this is Joan Barkley. This message is for H  l  ne C  t  . I had a treatment for my shoulder two days ago. I seem to be having more pain and I've had trouble sleeping the past two nights. What should I do? Should I stop my exercises or keep doing them? Could you call me back as soon as possible, please? My number is 514 679-7172. Thank you.

Hi, this is Danny Mac. I hurt my shoulder playing football. When I went to see my doctor, he put my arm in a sling, but he never advised physiotherapy. I want to know if I could benefit from treatment. Would my arm heal faster? You can reach me at home anytime of the day. My number is 514 642-6609. Thanks.



Hello. This is Dorothy Randal. I'm seventy years old and I have trouble walking because I hurt my hip recently. I'd like to have some physiotherapy. Do you offer home care? Please call me back at 514 766-1102. Thank you.

2. Read the messages below, which were left on Unimix Realty's voicemail. Underline the information that you consider as necessary.



Hello, this is Regina Wilkins from Corey & Atkins Consolidations. This message is for Jerry Jenkins. I'd like some information pertaining to some undeveloped land you have for sale off Highway 20 near Drummondville. I can be reached on my cell phone any time after 4 p.m. at 514 923-0661.

Hello. This message is for Jacqueline Rousseau. I'm Jay Canfield, Director of Canfield Constructions. I'll be faxing you the contract we'd agreed upon. Please initial each page and sign at the bottom of page 9. Also, please return it by mail or by fax before November 7. My fax number is 514 234-5678. Thank you.



Hi, this is Jacques from Hamel Muffler. I'm calling to tell Josie King that she can come and pick up her car any time after 2 o'clock this afternoon. It's going to cost \$220. If she has any questions, she can call me at 450 626-5626. Goodbye.

 Summary exercise

1. You begin your day, February 3. In your first hour of work, you will need to perform various operations. Each situation is explained to you in detail below and on the next page. Use the two phone message forms to take messages, if necessary.

Message

Date: Feb 3 Time: 8:00 a.m.
To: _____
From: Jennifer Hayward
Tel: 450-679-9951 # _____

please call
 urgent
 will call back
 other

Message: Cancel Justine's appointment for Dec. 12 at 11 o'clock. Wants to reschedule Friday after school.

Message taken by: Your name

Message

Date: Feb 3 Time: 8:45 a.m.
To: Rosy
From: Penny Yarwood
Tel. #: 450-863-0011 # 607

please call
 urgent
 will call back
 other

Message: Ms. Yarwood has stiff neck, wants message tomorrow at the latest.

Message taken by: Your name

8:00 The first thing you do in the morning is check your messages. Listen to the message Jennifer Hayward left on your voicemail this morning. Fill in a message pad.



8:10 While you are attending the clinic's general meeting from 9 to 10 o'clock this morning, you will be unable to take calls. You must prepare a message to put on your voicemail for that hour. Yesterday, you wrote out three possible versions of this message. Read them and choose the most appropriate one.

#1 Hi! I can't answer your call right now. I'm in a meeting. Please leave a message. Thanks.

#2 Hello, you have reached the offices of Horton & Dobson Physiotherapy. This is (your name) speaking. Today is February 3. I will be in a meeting from 9 to 10 o'clock this morning. Please leave your name and phone number and I will return your call as soon as possible.

#3 Good morning, Horton & Dobson Physiotherapy. This is (your name). Today is February 3. I am not available to take your call now. Please call back. Have a nice day.

8:21

The telephone rings.

- a. How do you greet the caller?

Good morning, Horton & Dobson Physiotherapy. May I help you?

- b. He introduces himself as Shaun Patterson. What expression do you use to find out why he is calling?

May I know the purpose of your call?

- c. You have to check to see if there is a physiotherapist who is available to see this new patient today. How do you put the caller on hold?

One moment, please and I'll check to see who is available.

- d. You learn that Alan Gouge can see Mr. Patterson tomorrow morning at 9 a.m. How do you relay this information to Mr. Patterson?

Mr. Patterson, Alan Gouge would be able to see you tomorrow at 9 a.m. Will that be convenient for you?

- e. Mr. Patterson accepts the appointment. How do you end the call in a friendly way?

Fine. We'll expect you tomorrow morning at 9. Goodbye, Mr. Patterson.

8:45

The telephone rings. It is Penny Yarwood, a regular client of the massage therapist. She would like to speak to Rosy, but today is Rosy's day off. Ms. Yarwood's office number is 450-863-0011, extension 607.

- a. Explain to Ms. Yarwood that Rosy is absent today and offer to take a message.

I'm sorry but Rosy isn't working today. May I take a message?

- b. The message is that Ms. Yarwood has a stiff neck and would like a massage tomorrow at the very latest. Fill in a message pad.

- c. Reassure her that Rosy will call her back.

Fine, Ms. Yarwood. I'll have her call you back.

8:53

The telephone rings. Fill in the appropriate expressions for forwarding a call.

Suggested answers

You: Good morning, Horton & Dobson Physiotherapy. May I help you?

Caller: Yes, this is Paul Frost. I'd like to speak to the director of the clinic, please.

You: That would be Nancy Horton. One moment please, and I'll transfer your call to Ms. Horton.

Her line is busy.

You: I'm sorry, Mr. Frost, the line is busy.

You offer to transfer his call to Nancy Horton's voicemail.

Caller: Yes, please.

You: One moment, and I'll transfer you to her voicemail.
