

BUSINESS ENGLISH
PHONE MESSAGES 05 - UNDERSTANDING PHONE GREETING 01

IN CONTEXT 5-8 min

a. Complete the phrase



an operator	to dial	to reach
a tone	a representative	a main menu



1. _____ is to punch numbers on a phone to call someone.
2. _____ is to get connected to someone on the phone and talk to him/her.
3. _____ is an automated message telling you what number to dial to speak to a specific person or department in a business.
4. _____ is a person handling calls to direct them to the correct person in a company.
5. _____ is the sound you hear on the phone to signal that you are either punching numbers on your phone or the phone is busy or it is the signal to start recording a message on a voicemail.
6. _____ is an employee answering the phone in a company who can hold various types of responsibilities.

b. Read and complete with the words from the previous activity

an operator - to dial - to reach - a tone - a representative - a main menu



1. _____ message

Thank you for calling *Company Name*. Please select from the following options. For the Sales Department please 2. _____ one. 3. _____ the Accounting Department dial two. To speak with 4. _____ dial zero. Please make your selection now.

Accounting Department Message

Thank you for calling the accounting department. All

5. _____ are assisting other callers at the moment, but your call is very important to us. Please leave your name and telephone number after the 6. _____ and a representative will call you back as soon as possible. You can also visit us on the web at *www.YourWebSiteHere.com*. Thanks for calling.



Are these greetings automated or from an operator?

VOCABULARY 5-8 min

a. Match the synonyms:

- | | |
|-------------------|-----------------|
| 1. business hours | a a tone |
| 2. a directory | b busy |
| 3. to dial | c office hours |
| 4. unavailable | d press |
| 5. a beep | e the main menu |

b. Complete with the vocabulary in a.

Thank you for calling Money Now Corp. We are currently 1. _____ to take your call. Our 2. _____ are nine to five, Monday through Friday. If you know the extension number of the person you are trying to leave a message for, you may dial it now. 3. _____ one for sales. 4. _____ two for customer service. 5. _____ three for the billing department. 6. _____ nine for 7. _____, or hold on to leave a message for the operator. If this is an emergency, please enter 912 now to be connected with the after-hours support personnel.

LISTENING 5-6 min

a. Listen and complete

You'll hear the message five times.

The message you'll hear is in American English

<http://www.youtube.com/watch?v=2BVbyCZXc5s>

We're 1. _____. You have 2. _____ a number that has been 3. _____ or is no longer in 4. _____. If you feel you have reached this 5. _____ in error, please check the 6. _____ and try your call 7. _____.

What is the main purpose of this message?

- a. advice the caller to make the call again at a later time
- b. inform the caller that the number he/she is dialing is engaged
- c. advice the caller that he should have another number
- d. inform the caller he/she doesn't have the correct number

WATCH IT 8-10 min

a. Watch, listen and complete

<http://www.youtube.com/watch?v=id-LXeKi54c&feature=related>

(Beep- beep , beep)

Hello your 1. _____ can not 2. _____ completed at the 3. _____ .

So please, 4. _____ your 5. _____ after the 6. _____

(Beep)

Where can you more likely hear this message?

- a. on a private phone line
- b. on an office answering machine
- c. on a cell phone voicemail
- d. on a business recording

b. Watch, listen and complete

The message you'll hear is in British English

This is the 1. _____ for Richard Webster or Richard Webster Photography.
I'm 2. _____ Richard 3. _____ your call right now.

So, please 4. _____ your 5. _____ on a message and he will
6. _____ to you as 7. _____ as he can. Thank you for 8.
_____.

LANGUAGE: Understanding phone greetings 5 - 8 min

Read and match

to - return - serving - current - reached - can't - for - take - to - leave - tone - have - calling
- at - status - leave - us - previous - menu

Message 1

You _____ Jim at Independent Workers Inc. I _____ your call
at this moment but please don't hesitate _____ a message after the
_____. I will return your call as soon as I am able.

If you need immediate assistance, please call my secretary, Susan Smith, at extension 6338.
Thank you _____. Good bye.

Message 2

You have reached the Sales Department _____ Operations Tech, Inc. All of
our sales representatives are busy _____ other customers but we would like
_____ your call as soon as possible. For _____ pricing information or to
check the _____ of your order, please visit us on the web at
www.operationstech.about.com.

Otherwise, please _____ a message with your name and number after the tone.
If you would like to return to the _____, press the star key now.

WRITING 5-8 min

With the help of your instructor, prepare a message you would record for your phone extension at the office.

Message 1: Not available/Busy message

You work for a micro-business. Your supervisor asked you to record your own message informing colleagues, associates and clients that you are not available to answer the phone and will return the calls ASAP.

Message 2: Out of the office message

You will be on vacation from June 10th to June 25th.
Write a message to record on your phone extension to let your colleagues, associates and clients know you won't be available at these dates.

SPEAKING 5-8 min

Recording

Use the message you wrote from the previous exercise, practice pronunciation and pauses as if you would record yourself.

Optional:

Then record the message and play it.

How does it sound?

QUIZ 8-10 min

Read and match

Fill in the service descriptions a small business can possess.

an operator - to dial - to reach - a representative - a main menu - business hours - a directory -press

1. In our small business, we have one _____ in charge of handling phone calls and redirecting calls to the correct person.
2. We assure to our customers that a _____ will be available for technical support 24/7 (24 hours a day, seven days a week).
3. Our phone system can automatically _____ the extension number of your choice by voice command to _____ the person you want to speak with directly.
4. Our telephone system _____ include the reception, sales department, billing department as well as the customer service department.
5. For assistance, _____ zero to speak with one of our representative.
6. Please listen to our new _____ to reach the person you'd like to speak with.
7. Our _____ are from 8 am to 4 pm.

Reorder the sentences

Message 1

- _____ to assist you this afternoon.
- _____ please leave a detailed message and
- _____ Today is May 10th and
- _____ press "0" for assistance.
- _____ However, I will be pleased
- _____ To make sure I can return your call,
- _____ Hello,
- _____ I will get back to you as soon as possible.
- _____ If this is urgent,
- _____ I will be in meetings all morning.
- _____ this is Jane Jones.

Message 2

_____ including your phone number and the best time to call.
_____ return your call as soon as possible."
_____ Please tell me how I can assist you and if
_____ from ABC Incorporated.
_____ Leave a message after the tone,
_____ "Hello, this is John Meta
_____ before returning your call,
_____ make sure to include the details in your message.
_____ with another customer at the moment.
_____ Be reassured, I will
_____ I am in the office, but
_____ there is research I can do