



### Reading and vocabulary

**6** With a partner, decide what to do in these telephone situations.

- 1 You're not sure what you are going to say to your customer during the call.
- 2 You have to wait several minutes before speaking to your customer.
- 3 You're not sure what to say when your customer answers.
- 4 Your customer is not at their desk.
- 5 Your customer wants something you don't have.
- 6 You're not sure how to finish the conversation.

**7** Read the article and compare your answers to Exercise 6.

## HOW TO TALK TO customers BY telephone

- 1 Prepare. Think about what you want to say before you **pick up the phone**. Make a checklist of the important points you want to cover with the customer.
- 2 Be friendly to the person who can **transfer** you. They could be your next customer! If they **put you on hold**, keep smiling while you wait so that you are ready when you **talk to** the customer.
- 3 Greet the customer warmly. When customers **pick up the phone**, they want to speak to a human being, not a machine.
- 4 If the customer is out of the office, or on voicemail, always **leave a message**. Say your name clearly (names can be difficult in another language) and give the reason you are calling. Offer to **call back** later, or invite the customer to **return your call**.
- 5 Speak clearly, listen carefully and don't interrupt. Use different words to show you understand your customer's needs. Be positive and avoid negative expressions like 'It isn't possible' or 'I don't know'. If you don't have the information your customer needs, promise to **get back to** them, and give a specific time.
- 6 Before you say goodbye and **hang up**, tell them the next step. Thank your customer and make sure they feel special!

**8** Match the words in bold in the article in Exercise 7 with the definitions below.

- 1 put you in contact with another person \_\_\_\_\_
- 2 press the right keys to contact someone by telephone \_\_\_\_\_
- 3 agree to speak on the telephone \_\_\_\_\_
- 4 reach the person you want to speak to \_\_\_\_\_
- 5 contact someone again with more information \_\_\_\_\_
- 6 respond to a message from someone who wants to speak to you \_\_\_\_\_
- 7 finish a telephone call \_\_\_\_\_
- 8 try again to reach the person you want to speak to \_\_\_\_\_
- 9 record details of what your call is about \_\_\_\_\_
- 10 make someone wait and listen to music \_\_\_\_\_

### Listening

**9**  1:31-1:36 Listen to six situations related to telephone calls. What do you do next?