

English at Work
Episode 15: Seb Lime
More about telephone manner



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- Anna:** *(answering the phone)* Yes?
- Denise:** Stop! That's all wrong. I'm going to call you again. This time...
- Narrator:** Hello. Here we are in the middle of a telephone training session with Denise and Anna. What fun!
- Denise:** ...this time, you don't say 'yes' when you answer, it's rude. Call me and I'll show you how it's done.
- (sound of 4-digit dialling, then phone rings)*
- Hello? Tip Top Trading.
- Anna:** Wow, that's good.
- Denise:** And, you can say your name. Hello? Tip Top Trading. Denise speaking. Try it.
- (dialling, then ring)*
- Anna:** Hello? Tip Top Trading. Denise speaking.
- Denise:** No!
- Anna:** What?
- Denise:** Say: "Anna speaking!"
- Anna:** Oh, sorry, I'm so stressed by all this. Hello Anna speaking.
- Denise:** You sound like you're sitting on a pineapple. Listen to my voice: Hello? Denise speaking.
- Anna:** Hello? Anna speaking.
- Denise:** Good. Now, when the person has introduced themselves – this is Mrs Smith or whatever, say: Hello Mrs Smith, how can I help you? Or, if you know them already, you might say: Hello Mrs Smith, how are you?
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Anna: Okay, what if Mrs Smith wants to speak to Tom but he's not there?

Denise: You say: "I'm really sorry, he's not available at the moment. Can I take a message?" Or: "I'm afraid he's busy, shall I ask him to call you back?"

Anna: Okay.

Denise: And, to end a conversation, you can say: "Thank you for calling, goodbye."
Let's do another practice!

(phone rings)

Anna: Hello? Tip Top Trading.

Denise: Hello, this is Mrs Smith.

Anna: Hello Mrs Smith, how can I help you?

Denise: I'd like to speak to Tom please.

Anna: I'm really sorry, he's not available at the moment. Can I take a message?

Denise: That's okay, I'll try again later.

Anna: Okay. Thank you for calling, goodbye.

Denise: Excellent!

(*phone rings*)

Oh!

Anna: How did you call me without dialling?

Denise: I didn't, that's a real call!

Anna: Oh no, I'm all nervous now. Hello? Tip Top Trading. This is Anna speaking.

Mr Lime: Hello Anna, this is Seb Lime.

Anna: Sublime?

Mr Lime: Mr Lime from Citrus Ventures. But I think we should be on first name terms now, so call me Seb.

Anna: Okay, er, Seb. How can I help you?

Mr Lime: I just wanted to say again that your Imperial Lemon is fantastic... and I was wondering if you'd like to do lunch with me sometime?

Anna: Lunch? Er...

Narrator: I knew it! Mr Lime is interested in more than just your lemons!

Anna: Would you like to discuss the Imperial Lemon?

Mr Lime: Forget the lemons Anna! The reason I want to see you is more of a personal nature.

Anna: Personnel? Er... Can I call you back? I'm afraid I'm a bit busy at the moment...

Mr Lime: ...bbbut...

Denise: Well Anna! Mr Lime eh?

Anna: Oh dear Denise, I think I need a bit more help from you. He wants to talk about personnel...people, staffing...

Denise: Are you sure? I think he means a personal nature, not personnel! That Mr Lime!

Anna: Oh!

Narrator: Mr Lime indeed. Anyway, Anna had an excellent phone manner. Let's hear those phrases again:

Hello? Tip Top Trading. This is Anna speaking.
Hello? Anna speaking.
Hello Mrs Smith, how can I help you?
Hello Mrs Smith, how are you?
I'm really sorry, he's not available at the moment. Can I take a message?
I'm afraid he's busy – shall I ask him to call you back?
Thank you for calling, goodbye.

But how is Anna going to handle Mr Lime's request? I can't wait till next time! Bye!

- **Listening Challenge**

What does Seb Lime want Anna to do?
 (Answer: To go for lunch with him)