

“TELEPHONE CONVERSATION: TELEPHONE ETIQUETTE”

(конспект уроку «Телефонна розмова: телефонний етикет» з іноземної (англійської) мови за професійним спрямуванням)

Ольга Майборода,

викладач I категорії,

викладач іноземної мови,

Анжеліка Щелкунова,

викладач-методист.

викладач іноземної мови,

Технологіко-економічний коледж

Білоцерківського НАУ.

Телефонна розмова є невід’ємною частиною ділового спілкування. Вона дає можливість розширити ділові контакти та оперативно обмінюватись необхідною інформацією. Ділові люди надають великого значення телефонній розмові. І це не випадково. Як показує практика, вміння ділової людини говорити по телефону підвищує її авторитет, а також авторитет підприємства, в якому вона працює.

Отже, поглибити знання студентів та показати значення вмінь вести розмову по телефону є важливим завданням при вивченні іноземної мови за професійним спрямуванням.

Topic: *“Telephone conversation: telephone etiquette.”*

Aim: developing students’ knowledge about telephone etiquette and culture styles;

introducing the cultural habits of business telephoning in different countries to students;

emphasizing the importance of telephone rules and its significance in business.

Materials: 3 videos – *AbadMA answer the phone, When the phoner rings..., Answering the telephone...*; textbook; grammar test worksheets.

Procedure

1. Lead-in.

1.1 ***Greetings.*** Hello, dear students. How are you today? How is the weather?

1.2 ***Introducing the topic.*** So, it's time to start our class. Today we are going to speak about the communication over the telephone and telephone etiquette. (The topic is presented on the board.) I guess you agree with me that modern people can't imagine their lives without telephone. We use it every minute to speak to our friends and relatives, to get necessary information, to listen to music and even to watch films. Moreover the telephone is an important part of business communication. It simplifies and quickens a lot of processes. And of course you know that running any business you should follow different rules to make it effective. One of these rules is skills of communication. The telephone communication isn't an exception. That's why today we try to determine the rules of speaking over the telephone and their importance for our lives and work. But first, let's remember what means of communication exist.

1.3 Warming-up.

1. Answer the following questions.

- How can we communicate with people from different countries?
Ss: We can call, speak over the skype, write letters, etc,
- What do you think about these devices? (modern, fast, convenient, etc.)
Ss: I think telephone is modern, fast and convenient. You can easily find any person you need and it helps to get necessary information quickly.
- Which phrases do we usually use talking over the phone?
Ss: Hello, It's Tom, May I speak to...?, etc.

2. Main part.

2.1 *Introducing new vocabulary.* Guessing the meaning of the following words and word-combinations. Use the words from the next exercise.

T: to call back (I'm sorry but the line is busy, etc.)

Ss: передзвонити (На жаль, лінія занята, etc.)

2.2 *Reading the words with the translation.* One by one.

to call / to phone / to ring up	телефонувати
to phone later	телефонувати пізніше
to call back	передзвонювати
to talk / to speak to / with	говорити / розмовляти з
This is Mr. Morris speaking.	(Це) говорить Містер Моріс
Can I help you?	Чи я можу Вам допомогти?
What can I do for you?	Що я можу для Вас зробити?
Wait a minute, please.	Зачекайте хвилинку, будь ласка.
I'm sorry, but the line is busy.	На жаль (шкода), але лінія зайнята.
Unfortunately, Mr. Johnson is out.	На жаль, Містера Джонсона у себе немає.
Could I send him a message?	Можна я залишу йому повідомлення?
Sure. / Certainly.	Звичайно.
to check up / to consult	подивитись / перевірити
schedule	розклад, розпорядок дня
Does it (10 a.m. tomorrow) suit you?	Це (10-та година ранку, завтра) Вас влаштовує?
Can I have your name, please?	Скажіть, будь ласка, своє ім'я?
Can I have the purpose of your call?	З якою метою Ви дзвоните?

2.3 *Matching the words with their definitions.*

A

1. hang up
2. spell out
3. telephone number
4. line
5. operator
6. connect
7. apologize

B

- a) a telephone worker;
- b) to say sorry for a mistake;
- c) a series of numbers used to connect someone;
- d) to end a telephone conversation;
- e) to list the individual letters in a word;
- f) to let a caller communicate with someone else;
- g) a telephone connection;

2.4 Read and complete the dialogue with the most appropriate phrases from the previous tasks.

- A.** Armstrong Plumbing Company. _____?
- B.** Yes. There's something wrong with my kitchen sink. Can you send a plumber to fix it as soon as possible?
- A.** Where do you live?
- B.** 156 Grove Street in Centerville.
- A.** I can send a plumber tomorrow morning. _____?
- B.** Not really. I'm afraid I won't be home tomorrow morning. I'll be taking my son to the dentist.
- A.** _____?
- B.** Tomorrow afternoon? What time?
- A.** Between one and four.
- B.** _____. Somebody will be here then.
- A.** _____?
- B.** Helen Bradlye.
- A.** And what's the address again?

- B.** 156 Grove Street in Centerville.
A. And the phone number?
B. 237-9810.
A. Okay, We'll have someone there tomorrow afternoon.
B. Thank you.

2.5 Listen to the dialogues "Answering the telephone and transferring the call." and mark the sentences you have heard.

1. This is Multiplus Company. _____
How can I help you? _____
I'm sorry, but the line is busy. _____
Could I ask who is calling, please? _____
Can I have the purpose of your call? _____
Certainly. _____
Would you mind holding the line a moment? _____
You'll call her back late? _____
2. Unfortunately, but Mr. Smith is out. _____
I'm afraid Mr. Smith is too busy. _____
Can you ask him to call me back, please? _____
Could I send him a message? _____
Could I have your name, please? _____
Certainly. Can I have your number? _____
3. Can I speak to Mr. Smith, please? _____
What can I do for you? _____

Wait a minute, please. _____

Could I ask who is calling, please? _____

Can I have the purpose of your call? _____

I'm calling from Mr. Johnson's office. _____

Mr. Johnson would like to talk about the price
of your products. _____

2.6 What should you remember talking over the phone? Read and check.

Good telephoning manners

The techniques of telephoning are very much the same in all countries. Only remember your good telephoning manners.

1. When talking on the telephone — speak clearly. Do not shout.
2. Make sure that your conversation with a busy person is as brief as possible.
3. When calling a friend who does not recognize your voice — don't play "Guess who".
Announce yourself promptly.
4. When you get a wrong number don't ask "What number is this?" It is good manners to ask "Is this two-three-four-five-six?" If not — apologize.
5. If a wrong number call comes through don't lose your temper. Simply say: "Sorry, wrong number" — and hang up.
6. Always identify yourself when making a call, especially if you are calling on business, e.g.: "This is Mr. Petrenko of the Ukrainian Golden Telecom. Could I speak to Mr. Siemens..."
7. If you have a visitor, do not carry on a long chat while your visitor tries hard to avoid listening to your conversation. The best thing to do is to say

you are busy at the moment and ... May I call you back in a little while?"
But don't forget to do so.

2.7. Read a telephone conversation between a receptionist and a client. Then mark the following statements as true (T) or false (F).

1. The caller is calling the agency for the first time. T/F
2. The receptionist is out for lunch. T/F
3. The caller changed his mind about his destination. T/F

In the office

Receptionist: Thank you for calling Planet Travel. This is Jen.
How may I help you?

Client: I'd like to speak to Mr. Jameson, please.

Receptionist: I'm sorry, Mr. Jameson is away from his desk at the moment. Can I take a message?

Client: Yes.

Receptionist: May I ask who is calling?

Client: Yes. My name is Greg Allen.

Receptionist: Let me just make sure I spelled your name correctly.
Is this right: A-L-L-E-N?

Client: That's right.

Receptionist: Okay, Mr. Allen. What message did you want to leave for Mr. Jameson?

Client: I'm calling about the trip we talked about in our last conversation. Tell him I'd rather go to Australia instead.

Receptionist: Certainly. Is there anything else?

Client: Ask him to find the cheapest flight available.

Receptionist: Yes, sir. Do you have a telephone number where Mr. Jameson can reach you?

Client: Yes. It's 565-6822.

Receptionist: Okay. I'll have Mr. Jameson call you as soon as possible. Good-bye.

Client: Good-bye.

2.8 Read the given dialogue again and find all *the* polite phrases.

2.9 *Listening*. Watch the videos "A bad manager is answering the phone." and "When the phone rings." and decide whether they are polite or impolite. Prove your point of view.

2.10 *Speaking*. Read and dramatize the following dialogue.

(To the Office)

— Hello. Can I speak to Mr. Jackson?

— Who is speaking, please?

— It's Paul Dallas.

— Wait a minute.

— Hello. It's Mr. Jackson.

— Hello. It's Paul Dallas. I'm phoning about our Friday appointment. I'm afraid I can't make it that day. Can we change it to another day?

— I think we can. And when?

— What about Tuesday afternoon? Shall we say 3.00 p. m.?

— Tuesday doesn't suit me. What about Wednesday at the same time?

— Okay. That's fine. See you on Wednesday at 3.00 p.m.

— Good-bye and thank you for calling.



2.11 *Work in pairs*. Read the following dialogue and put the lines into *the right order*.

- Hold on, please. I'll ask his assistant.
- *10* Good-bye.
- I'm sorry. He is out. Can I take the message?
- Certainly. Could you repeat your name?
- Sorry, I kept you waiting. Mr. Johns is at lunch now. I think, he will be in the office in an hour.
- *1* Hello. It's Mr. Holmer calling from Coca Cola. Can I speak to Mr. Edison?
- Allan Holmer from Coca Cola.
- Sure. No thank you. Could you tell me when he is supposed to come back?
- Thank you. Could you ask Mr. Johns to call me when he gets back?
- I'll tell him. Good-bye.



2.12 With a partner act out the conversation.

Student A: You are a receptionist for Pet Clinic. You are going to take a message.

Ask the caller questions to find out:

- What the purpose of **the** call is;
- The caller's contact information;

Student B: You are an owner of a dog calling to arrange a meeting with a doctor.

4. Final part.

4.1 Summing-up.

4.2 Setting homework.

Література

1. Методика викладання іноземних мов у середніх навчальних закладах: Підручник. Вид. 2-е випр. і перероб. /Кол. Авторів під керівн. С. Ю. Ніколаєвої. – К.: Ленвіт, 2002. – 328с
2. New American Streamline / Bernard Hartley, Peter Viney. – Oxford University Press, 1995. – 125р.
3. Enterprise 3 / Virginia Evans, Jenny Dooley. – Express Publishing, 1997. – 142 р.
4. English for everyone: Навч. посібник / Н.М. Лендрик, А.О. Щелкунова. – Біла Церква, 2013. – 177с.
5. Exploring English / Tim Harris, Allan Rowe – NY: Adison-Wesley Publishing Company, Inc, 1995. – 162р.
6. <https://www.youtube.com/watch?v=LRYbvgytR8E>
7. <https://www.youtube.com/watch?v=6jSw6mij-EI>
8. <https://www.youtube.com/watch?v=uhdiY50It3o>