

# Lesson 6

## Telephone: Receiving Calls

### 1. Vocabulary

- |                |             |
|----------------|-------------|
| 1. incoming    | 4. transfer |
| 2. speaking    | 5. hang up  |
| 3. on the line | 6. spelling |

### 2. Lesson: Receiving Calls



#### **Susan Hoff**

Telephone Operator  
Victoria Industries

Susan entertains all incoming calls for Victoria Industries.

#### Conversation 1

Susan : Victoria Industries, Susan speaking. How may I help you?

Caller : Yes! May I speak to Ana Green please?

Susan : May I know who's on the line, please?

Caller : It's Bob Woods of World Trading Company.

Susan : Good morning, Mr. Woods. I will transfer your call now, please don't hang up.

Caller : Thank you very much Susan. I'll wait, then.

## Conversation 2

Susan : Hello, you're calling Victoria Industries. How may I help you?

Caller : Hi. This is Jason Knight. I'd like to speak with George.

Susan : Good morning Mr. Knight. George is out now. He'll be back by five o'clock. Would you like to leave a message?

Caller : Just tell him I called, please.

Susan : Sure Mr. Knight. And would you tell me the spelling of your name?

Caller : It's K-N-I-G-H-T.

Susan : All right. I'll tell George, you called.

## 3. Telephone Expressions

### Receiving a Phone Call:

- \* (Company name), how may I help you?
- \* You're calling (Company name), how may I help you?
- \* How may I serve you?

### Asking for the caller's name:

- \* May I have your name, please?
- \* May I know who's on the line, please?
- \* Would you tell me the spelling of your name?
- \* How can I spell your name?

### Asking the caller to wait:

- \* Hold on please, Mr./Ms...
- \* Hold on a second, Mr./Ms...
- \* I'll transfer your call now, Mr. /Ms...  
Please don't hang up.

## 4. Practice

### Roleplay

Imagine, you work for iMobile Company. You will entertain incoming calls in this practice.

Use the key expressions learned in the previous exercise.



### Practice 1

A : Receive the call.

B : Hi. I'd like to speak with Mr. Brad please.

A : Ask for the caller's name.

B : Yes, John Saunders of Supertek Inc.

A : Ask the caller to wait.

B : Thanks.

A : Respond.

### Practice 2

A : Receive the call.

B : Hi. This is John Saunders of Supertek Inc. May I speak with Mr. Brad?

A : Tell the caller Mr. Brad is in a meeting and ask for a message.

B : Please tell him to call me back as soon as he arrives.

A : Respond and confirm name spelling.

B : Its S-A-U-N-D-E-R-S.

A : Respond.