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| Communication Skills: Telephoning |

*A. The Structure of a Phone Call*

Every phone call has three basic parts to it:

* The opening
* The reason for the call
* The closing

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| The Opening  Hello. My name is...  Hi. This is...  Hi. It’s .... | The reason for the call  Is this a good time to speak with you about...  I’m calling to...  I’m calling about...  I’d like to speak with...  Can I speak with...? | The closing  Thanks for your time.  Bye.  Take care.  Talk to you later. |

Answering a Phone Call

(name) speaking, may I help you?

This is (name). How may I help you?

(name).

Hello.

*B. Leaving Messages*

Leaving a message with a person

*A.* Can I speak with (name) please?

*B.* I’m sorry, (name) is not here at the moment. Can I take a message?

*A.* Can you tell (name)....

Can you ask (name)....

Leaving a message on a machine

*Voice Message:* You have reached the voice mail of (name). I’m sorry. I’m not available to take your call at the moment. Please leave your name, number and a detailed message and I will get back to you as soon as I can.

*A.* Hi (name). This is (your name). I’m calling about/to...... I can be reached at (phone number). Thanks very much.

*C. Work with a partner to brainstorm telephone language for you the function the instructor assigns you.*

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| Thanking | Inviting |
| Accepting an Invitation | Turning Down an Invitation |
| Arranging a Meeting Time | Canceling or Rescheduling a Meeting |
| Catching Up | Providing Information |