

# Phone Talk

1. The following are possible responses to a telephone call. Which ones are acceptable when you're at work?

*(more than one answer may be correct)*

- a) \_\_\_ Hi.
- b) \_\_\_ Hello. This is Jane Marshall. Who's calling?
- c) \_\_\_ Tredwell Chemicals. How may I direct your call?
- d) \_\_\_ Hello. Who do you want to talk to?
- e) \_\_\_ Tredwell Chemicals. Jane Marshall speaking.
- f) \_\_\_ Mailroom. Jane speaking.
- g) \_\_\_ Mailroom. Jane Marshall speaking.
- h) \_\_\_ Hi. What can I do for you?
- i) \_\_\_ Hi. If you've got a problem, you've come to the right place.

2. A caller asks for someone you don't know. How do you respond?

*(more than one answer may be correct)*

- a) \_\_\_ I never heard of Joe Sargeant.
- b) \_\_\_ Mr. Sargeant may work in another department. I'll transfer you to our operator.
- c) \_\_\_ Nobody's here to ask. You'd better call back tomorrow.
- d) \_\_\_ Are you sure you want the mailroom?
- e) \_\_\_ You probably dialed the wrong number.
- f) \_\_\_ S-a-r-g-e-a-n-t? Let me check our company directory for you.

3. A caller asks for your boss who is out sick. What do you say?

*(more than one answer may be correct)*

- a) \_\_\_ Tell him/her to call your boss at home.
- b) \_\_\_ Offer to take a message.
- c) \_\_\_ Get the name of the caller and number where your boss can call him/her back. Write it down.
- d) \_\_\_ Suggest that the caller call back at another time.
- e) \_\_\_ Tell the caller what's wrong—or what you think is wrong—with your boss' health.
- f) \_\_\_ Tell the caller what a zoo the place is without your boss.
- g) \_\_\_ Find out what the caller wants and ask if you can refer her/him to someone else in the company.

4. A caller needs to have some information on one of your company's products immediately. What do you do?

*(more than one answer may be correct)*

- a) \_\_\_ Explain you don't know, but offer to transfer the caller to someone who might.
- b) \_\_\_ Discuss the problem and give a good guess about the answer.
- c) \_\_\_ Tell the caller they're out of luck and to call back the next day.
- d) \_\_\_ Ask why the caller needs the information right away.
- e) \_\_\_ Offer to transfer the caller to the manufacturing division.
- f) \_\_\_ Say your boss might know but is out right now, and offer to take a message.

5. **A caller is very angry about a delivery that's incorrect. What do you do?** *(more than one answer may be correct)*
- a) \_\_\_ Tell the caller they've reached the wrong person.
  - b) \_\_\_ Try to get the caller to calm down; tell him/her it doesn't help to scream. Threaten to hang up if they don't stop.
  - c) \_\_\_ Explain that nothing can be done because your boss is away.
  - d) \_\_\_ Offer to take down all the details and have your boss call back as soon as possible.
  - e) \_\_\_ Tell the caller that getting a perfect delivery is very hard and it's not unusual when things get screwed up.
  - f) \_\_\_ Apologize for the error and say you know the company will correct it as soon as possible.
6. **A boyfriend/girlfriend calls you at work. What do you do?** *(more than one answer may be correct)*
- a) \_\_\_ Talk very softly so no one will realize to whom you're talking.
  - b) \_\_\_ Keep talking as long as your boss isn't looking or listening.
  - c) \_\_\_ Tell your friend to call you at home that night.
  - d) \_\_\_ Ask your friend to call back when the boss is out to lunch.
  - e) \_\_\_ Tell your friend to tell you quickly what the call is about and hang up immediately after.
  - f) \_\_\_ Tell your friend you can't take personal calls at work.

Answers:

- 1) c, e, f, g
- 2) b, f
- 3) b, c, g
- 4) a, e, f
- 5) d, f
- 6) c, e, f