

Name: Bernardiea Albright

Block: 2nd

Date: 08/12

Phone Communication Handout 1

97 Awsome job. you have a good understanding of how to properly answer a company telephone

# 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.