

**Listen and Watch: Phone Etiquette. Pitch, Tone and Inflection**

Video length 1:48s

Obtain video and materials from:

<http://englishforofficeapplications.wordpress.com/>

Source: [http://www.ehow.com/video\\_4401587\\_phone-etiquette-pitch-tone-inflection.html](http://www.ehow.com/video_4401587_phone-etiquette-pitch-tone-inflection.html)

Also available from YouTube: <http://www.youtube.com/watch?v=TkSzFKy5q1k>

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**Materials:**

To carry out this activity you need the following materials:

1. Video: Phone Etiquette: Pitch, Tone & Inflection. Length: 01:49
2. Students handout.
3. Teacher's handout with answers.
4. The video script provided below.

**When to carry out this video exercise:**

You can carry out this activity at the end of section 1.2.

**Procedure:**

The handout contains a series of exercises to do while watching the video.

**Help for Teachers:**

- “Tip” is synonym of advice.
- A “set of things” means several things, a group of things.
- “Do you mean to be expressing a harsh tone?” can be paraphrased as “is it your intention to speak in a harsh tone?” Harsh= cruel, unpleasant
- Remember the adjective “mad” also means “very angry”.
- Note the difference between “overall” (=general) and “coverall” (=big piece of clothing used on top of others). Students tend to use “coverall” when they mean “overall” or “above all”.

**Video Script**

**Phone Etiquette for Answering Calls**

Note that:

- Answers to exercises are in blue.
- Words explained in the teacher's help section are in black bold.
- There are indications of the minutes throughout the script.

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<http://englishforcommunicationsandcustomercare.wordpress.com/>

**From beginning to minute 0:45**

Okay, the next two **tips** that I want to talk about are actually going to be dealing with your voice. And the first **set of things** that I want to talk about are pitch, tone and inflection. And what I'm talking about, uhm **2a what is it that you're doing with your voice to create the content of the conversation?** Now, remember, I can't get any clues from your face, or your body. **2b In real life, our pitch goes up and in real life, our pitch goes down**, depending on the emotional content of uhm, you know what it is that we're talking about. So use pitch, vary your pitch in your conversations.

**From minute 0:45 to 1:16**

The next thing I want to talk about is tone. Your tone of voice. Are you expressing a harsh tone? uhm **Do you mean to be expressing a harsh tone?** I can't read anything into your face, so I don't know if **you're mad**, so if you say, I need you here at five. Wit ah a tone like that, I'm going to think I'm in trouble. But I really might not be in trouble, it just might be the tone you're using. So be very aware of your tone of voice.

**From minute 1:16 to end**

And the last thing is inflection. What is it that you want to stress in your conversation? There's lots of different words that can be stressed in a sentence, so what's the most important part? I think we need to have a meeting. I think we need to have a meeting. **2c So choose different words to put stresses on, to give inflection**, and that helps me to understand your **overall** meaning.

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