

STUDENT'S HANDOUT (Teacher Version):

1.  Look at the words in the text box. Watch the video and tick the words you hear:

◇Receiver	◇Caller ✓	◇Pick up ✓	◇Put on hold	◇Busy /'bɪzi/ line	◇Customer
◇Hang up	◇Answer ✓	◇Ring ✓	◇Transfer	◇Wire /'waɪə(r)/	

2.  Listen again and match the sentences in the left column with their corresponding endings on the right:

a. by three rings 2	1. after it's been ringing seven times
b. a smile in your voice 3	2. you should pick up that phone
c. what you want to do immediately 5	3. will present you as positive, and helpful
d. you don't want to answer your phone 1	4. my caller's going to be afraid
e. what's my customer going to think? 4	5. is find out who you're calling

3. What is the advice you have been given in the video? Summarize it in two lines.

You need to pick up the phone promptly before the fourth ring, and you need to smile when talking to the person at the other end of the line.

Document downloadable from:
<http://englishforcommunicationsandcustomercare.wordpress.com/>