

Listen and Watch: Phone Etiquette for Answering Calls

Video length 1:11s

Obtain video and materials from:

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

Video source: http://www.ehow.com/video_4401593_phone-etiquette-answering-calls.html

Also in Youtube at:

http://www.youtube.com/watch?v=wYSrIRqavoM&feature=results_main&playnext=1&list=PLC4A16C6EA2A85309

Video autor: Tracy Goodwin

Materials by Beatriz Papaseit Fernández and María Zabala Peña

Materials:

To carry out this activity you need the following materials:

1. Video: Phone Etiquette for Answering Calls. Length: 01:11
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:

“Promptly” is synonym of quickly.

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.

From beginning to minute 0:17

Now, when you're receiving phone calls, there's a couple of things that you must do. First of all, you want to (wanna= want + to) answer that phone **promptly**. **1 Ring** one, ring two, ring three; hello, this is Tracy. **2a By three rings you should 1 pick up that phone,**

Document downloadable from:

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

From minute 0:17 to minute 0:47

and what you also want to (wanna= want + to) do is you want to have a smile in your voice. See, I can't see your face, so I want to (wanna= want + to) say, hey, this is Tracy, hello, all right? Or however you answer the phone. Because **2b a smile in your voice will present you as positive**, and helpful, and **2c what you want to do immediately is find out who you're calling**, and how you can help them. That is just essential things that you have to do when you **1 answer** the phone.

From minute 0:47 to end

Go back and think about tone, and all of those things. **2d You don't want to answer your phone after it's been ringing seven times**; this is Tracy. Okay, **2e what's my 1 customer going to** (gonna = going to) **think?** What's my call (sic) **2d my 1 caller's going to be afraid**, very afraid, so be positive, be professional, give a smile to that hello.

Document downloadable from:

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