

Chapter 8	Handling Phone Calls	/
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The telephone is an important communication tool in today's society.

It is often used in business activities from simple administrative communication to important business negotiations.

Communication by telephone is sometimes difficult because you cannot read the facial expression of the other person. With the spread of mobile devices, such as cell phones, it is reasonable to say that your first communication can leave a lasting impression and influence how others perceive your company. Assume you are talking to somebody on the phone, repeat practicing telephone conversation with a smile on your face. If you try to communicate with your best intentions, you can build credibility. Exercise your business manner skills.



1. How to receive and make a telephone call

Let's learn basic movements and conversation about an everyday phone call.

♪ work ♪

<Receiving a phone call>

▼Points on telephone manners

▼Obtaining information

▼Repeating what someone says

♪ work ♪

<Making a phone call>

▼Preparation before a call

▼Asking if it is a convenient time for the other person to talk on the phone

▼Talking briefly to end the conversation in a reasonable timeframe

▼Be sure to express thanks

♪ work ♪

▼Let's consider cell phone manners.

Q 1 : What are the correct cell phone manners when using public transport?



Q 2 : What would you do if you received a call from a client company about an estimation while you were in a crowded place?

Q 3 : What would you do if you received an urgent call from a client company while you were in a drinking spot?

2. Basic telephone conversation

Let's look at basic business expressions. Memorize phrase by phrase and try to use them when the need arises.

➤ Receiving a call

'Good morning. This is ○○Company.'

'Thank you for waiting. This is sales department of ○○Company.'

'○○ Company. Thank you for your business. This is ×× of the Sales Department.'



➤ When the other person identifies himself/herself

'Mr./Ms. ○○. Thank you for your business with us.'

➤ When you cannot hear the other person's voice clearly

'Excuse me. I'm afraid I can't hear you well.'

➤ When a person requested is not at the office

'I'm sorry, ○○ is not at the desk at the moment.'

'○○ is in a meeting at the moment. He/She will be back by ○. Shall I have him/her call you back as soon as he/she is available?'

'○○ is not returning to the office today. Could I help you if it's alright with you?'

'I'll have him/her call you back as soon as he/she is back.'

➤ When you need to transfer the call

'Would you hold the line for a moment? I'll put you through to the person in charge.'

➤ When you take a message

'This is ○○ of the ○○ Department. I will certainly deliver your message.'

'This is ○○. I received your message.'

➤ Closing the conversation

'Thank you for your phone call. Goodbye.'

3. Taking notes

There will be many occasions when you have to write a telephone message. As you take notes by hand, you should write the necessary items according to 6W3H in a careful manner. There are telephone message pads on which necessary items are already printed so that you can fill them in quickly.

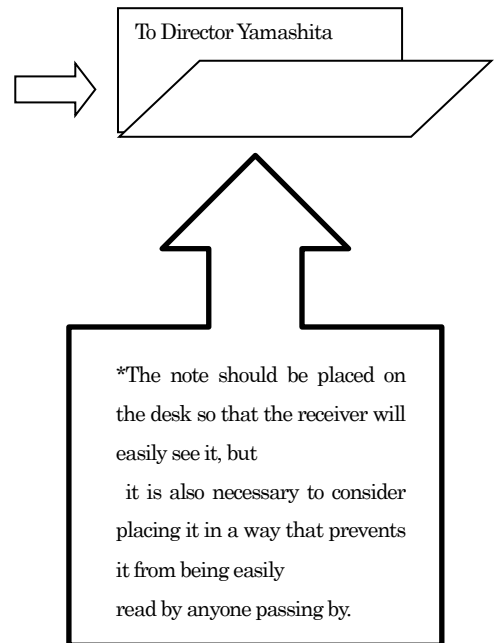
▼Message pad example ①: Handwrite all the messages.

To Director Yamashita

There was a phone call at 3:00 p.m. from Mr. Kijima of Osaka Corporation.
He wanted to change the schedule (visiting at 9:00 a.m., July 2) with you.
Please call Mr. Kijima on his cell phone (090-888-8765) tomorrow morning.
For your reference, Mr. Kijima's office number is 075-555-1110 (ext.222), Osaka Corporation.

Received at 3:15p.m., 6/26

Nakamura



▼Message pad example ②: Fill in the ready-made pad.

Messages/ Visitors Pad

Received at : (a.m. p.m.), / / 20××

To _____

Mr./ Ms. _____
of _____

☐ wants you to return his/her call.
☐ wants to let you know that he/ she phoned.
☐ will phone you again later.
☐ visited you.
☐ delivered something for you.
☐ Other

(_____)

【Post-learning task】

- ◆Practice a telephone roll-play repeatedly. Then, list up keep points (that you understood), problem points (that you should improve) and try points (that you should try) in the columns below.

Write in a polite and careful manner with a black fountain pen or ballpoint pen.

Do not use a friction ballpoint pen or erasable ballpoint pen (in business, erasable writing tools are not allowed to be used in official writing).

▼KPT*

*KPT is a framework that accelerates work and project improvement through "retrospectives"

keep points •	try points •
problem points	

*Focus on creating an excellent and well-organized document.

[Pre-learning task]

◆ Fill out the ‘How to take care of guests’ worksheet ①.

Case 1: When a requested person is not in the office/without an appointment

You are A of Nippon Shoji Company.

Mr. B of Osaka Corporation visited to see Director Yamashita, but Mr. Yamashita is at a meeting (scheduled to end in an hour).

Speaker	Content of conversation
A (Nippon Shoji)	
B (Osaka Corporation)	
A	
B	
A	
B	
A	
B	
A	
B	