

Lesson 9: Whose phone is ringing

Lesson Objective

By the end of this lesson, you will be able to:

- ✓ Compare and contrast different kinds of phone
- ✓ Use common text abbreviations over the phone
- ✓ Useful expressions when on the phone
- ✓ Strategies for commonly mispronounced words

In everyday life we do not only communicate directly but also communicate via telephone. At a glance, phone communication is similar to direct communication but in fact phone communication poses bigger challenges. Why? Because we cannot use body language to clarify what we are trying to convey. Therefore, in communicating via telephone we must be able to speak clearly and precisely so that listeners can understand well.

There are two kinds of expression on the phone; formal and informal expression. Informal expressions are mostly for family and friends. On the other hand, formal expressions are mostly for business and official calls. Here are some useful expressions when on the phone.

	Informal	Formal
Making Call	<ul style="list-style-type: none"> • Hi, it's Jenny 	<ul style="list-style-type: none"> • Hello, this is Jenny speaking • Good morning, I'm Paul from...
Taking Call	<ul style="list-style-type: none"> • Hi, Jen... What's up? • Hello, who is it? 	<ul style="list-style-type: none"> • Hello. Marina speaking. Who's calling please? • <i>Good morning. Cleo Hotel. How may I help you?</i>
Asking to speak to someone else	<ul style="list-style-type: none"> • Is Nina there? • Is Nina free now? • Can you put Nina on? • Can I talk to Nina? 	<ul style="list-style-type: none"> • I'd like to speak to Mrs. Nora • May I speak to Mrs. Nora, please? • Could I speak to Mrs. Nora in the accounting department, please?
Putting someone on hold	<ul style="list-style-type: none"> • Hold on a second. • Just a minute. • Just a moment. 	<ul style="list-style-type: none"> • Would you mind holding for just a moment? • If it is ok with you, I'm going to put you on hold for a moment. I will see if she is available.
Asking for repetition and other requests	<ul style="list-style-type: none"> • I couldn't hear you clearly. Can you repeat? • Do you mind repeating your words? • Can you spell that? 	<ul style="list-style-type: none"> • I'm sorry. I didn't catch that. Could you please repeat yourself? • Would you mind speaking a little more slowly? • Would you mind spelling that for me? • <i>Could you put me through to extension number ____ please?</i>

	Informal	Formal
Taking message	<ul style="list-style-type: none"> • Sorry, she isn't here. Do you want to leave a message? • She is out at the moment. Can you call back later? • I'll let her know that you called. 	<ul style="list-style-type: none"> • I'm sorry, she's not here today. Can I take a message? • I'm sorry. She's not available at the moment. Can I take a message? • She is in a meeting now. Would you like to leave a message? Or would you mind calling back in an hour?
Leaving message	<ul style="list-style-type: none"> • Yeah. Tell her that Lea called. • Tell him to call me back as soon as he's home. 	<ul style="list-style-type: none"> • <i>I'd like to leave him a message. Please let him know that tomorrow's lunch meeting is cancelled.</i> • <i>Yes. Thank you. Please tell her that Sophia from Dee Travel called about Mrs. Nora's planning for vacation.</i>
Ending call	<ul style="list-style-type: none"> • I'll talk to you again soon. Bye • It was great to chat. Bye. • I need to let you go. 	<ul style="list-style-type: none"> • Thanks for calling. Have a nice day. • Thank you for calling. Have a great day. • Thank you for your time/help.

Tips:

- ✓ In formal situation you had better use "hello" than "hi".
- ✓ In order to make the expression of calling more formal, you can use modals in past form:
 - **Could** I ...?
 - **Would** you ...?
 - **Should** I ...?
- ✓ Add the word "please" and "sorry" make the conversation in the phone more polite.

As mentioned before, the big challenge when talking on the phone is that we rely only on our voice and cannot use body language to make clear what we are trying to convey. Consequently, we have to pronounce every word in English correctly. To anticipate mispronunciation of communicating over the phone, here is lists of common mispronounce words in English:

Word	How to say	Word	How to say
aisle	/aɪl/	jewelry	/'dʒu: . ə l.rɪ/
ask	/ɑ:sk/	library	/'laɪ.brər.i/
business	/'bɪz.nɪs/	mayonnaise	/.meɪ.ə'neɪz/
cache	/kæʃ/	menu	/'men.ju:/
candidate	/'kæn.dɪ.dət/	miniature	/'mɪn.i.tʃə r /
congrats	/kən'græts/	mischievous	/'mɪs.tʃɪ.vəs/
cupboard	/'kʌb.əd/	nuclear	/'nju:.klɪə r /
debut	/'deɪ.bju/	often	/'ɑ:f-/
escape	/ɪ'skeɪp/	parliament	/'pɑ: .lɪ.mənt/
genre	/'ʒɑ: .rə/	prescription	/prɪ'skrɪp.ʃ ə n/
height	/haɪt/	probably	/'prɒb.ə.bli/
high	/haɪ/	pronounce	/prə'naʊn t s/
hierarchy	/'haɪə.rɑ: .ki/	salmon	/'sæm.ən/
honour	/'ɒn.ə r /	suite	/swi:t/
hour	/aʊə r /	yolk	/jəʊk/

Another challenge in communication is the use of the abbreviation and acronym. An abbreviation is a shortened form of a word or phrase to represent the complete form. An acronym is a pronounceable word formed mostly (but not always) from the initial letters of a descriptive name or title.

In general, the use of the abbreviation and acronym is often found in text communication. The following is a list of the abbreviations and acronyms that are often used in daily life.

Abbrev.	Meaning	Abbrev.	Meaning
AFAIK	As far as I know	LOL	Laughing out loud
AKA	Also known as	NRN	No reply necessary
ASAP	As soon as possible	OMG	Oh my God
BTW	By the way	OOO	Out of office
C&P	Copy and Paste	OOTD	Outfit of the day
CU	See you	Ppl	People
DIY	Do it yourself	ROTFL	Rolling on the floor laughing
DM	Direct message	RSVP	Repondez s'il vous plait (French: Please reply)
EOD	End of day	TBC	To be continued / confirmed
FAQ	Frequently asked question	TIA	Thanks in advance
FYI	For your information	TGIF	Thanks God it's Friday
IDK	I don't know	Thx	Thanks
IMHO	In my humble opinion	TTYL	Talk to you later
IMO	In my opinion	WRT	With regard to
IRL	In real life	YMMD	You made my day

Exercise

Receptionist : Sleepy Hotel. Good afternoon. _____ 1)

- (A) How can you help me?
- (B) How may I assist you?
- (C) Can I have a help, please?
- (D) Could you tell me your name?

Customer : Good afternoon. _____ 2)

- (A) My name is Ika.
- (B) Can I speak to Mr. Mellow?
- (C) I'm calling to whether Mrs. Swan is available today.
- (D) I'd like to make a reservation for 1st July

Receptionist : Sure. We have many rooms available on that date.

_____ 3)

- (A) How long will you be staying?
- (B) When will you stay at our hotel?
- (C) How many nights have you stayed in?
- (D) With whom will you be staying?

Customer : Two nights. Do you have a room with a sea view?

Receptionist : Of course, mam. _____ 4)

Customer : Ika

- (A) Who willing to pay for the reservation?
- (B) What name will the reservation be listed under?
- (C) How will you pay for the reservation?
- (D) How many rooms will you need for the reservation?

Receptionist : _____ 5)

Customer : Sure. I for India, K for kilo, A for Alfa.

- (A) How can I call you, please?
- (B) Do you have any name?
- (C) Could you spell your name, please?
- (D) Would you mind spell your name?

Receptionist : Alright Ms. Ika, your reservation has been made for 1st July for a room with view of the sea. Check in is at 1 o'clock. If you have any other questions, _____ 6)

- (A) do not call us
- (B) do not hesitate to call us
- (C) please be patient
- (D) please do not contact us

Customer : Very good. Thank you.

Receptionist : My pleasure. _____ 7)

- (A) I'll call you back
- (B) Nice to meet you, Ms. Ika
- (C) Please call me back later, Ms. Ika
- (D) Have a nice day, Ms. Ika

Caller : _____ 8)

- (A) Good morning.
- (B) Good morning. What can I help you?
- (C) Hello, Marisa Office. How may I help you?
- (D) Hello, is this Cubic office?

Operator: Yes, sir. What can I do for you?

Caller : _____ 9) Mr. Simon from Human Resource Department, please?

- (A) May I speak to
- (B) Can you chat
- (C) Could I spell
- (D) Would you mind speak to

Operator: Well, _____ 10) I will see if he is available.

Caller : Sure.

- (A) could you waiting for a second, sir?
- (B) do you mind to wait for a moment, sir?
- (C) would you like to wait for a while, sir?
- (D) would you like waiting for a while, sir?