

Comunicare efficacemente al telefono

(How to communicate successfully on the phone)

Per comunicare al telefono in modo efficace è necessaria molta pratica.

Una telefonata di lavoro deve essere semplice ed efficace per garantire la comprensione e la veloce risoluzione di un eventuale problema. Di seguito sono riportate alcune semplici espressioni utili per la gestione di una comunicazione telefonica.

Calling: saying who you are

- Good morning, this is Ms Maria Rossi.
- Hallo, this is Federica Bianchi speaking. I'm calling from Rome in Italy.

Calling: giving the reason for your call

- I'm calling about...
- The reason I'm calling is...
- I'd like to speak to Ms Smith, please.
- I'm returning her call.
- Could I have customer service department, please?

Taking a call

- Good morning. Wanda Mendez speaking.
- Good afternoon, "Aladin's lamp salon". How can I help you?
- May I ask who's calling, please?
- Good morning, Mr Brook. What can I do for you?
- May I ask what it's about?
- Could you tell me your name, please?
- Thank you for calling back.

Trying to connect the caller

- One moment, please. I'll try to connect you to this department.
- Just a moment, please. I'll put you through to Caroline Wiener.

Problems connecting a call

- I'm sorry, there's no answer.
- Sorry to keep you waiting.
- I'm sorry, the line's engaged/busy.
- I'm afraid she's on another line at the moment.
- Would you like to hold?
- One moment, I'll put you on hold.
- Would you like to call back later?
- Can I ask her to call you back?
- Would you like to speak to someone else?

Saying someone isn't there

- I'm afraid she's not in the office today.
- I'm sorry, she's not available just now.

Taking a message

- May I take a message?
- Can I give her a message?
- Does she have your number?
- Could I take your number, please?
- If it's urgent, I can get a message to her.

Leaving a message

- I'd like to leave a message for...
- Could you give Elena a message for me, please?
- Could you ask her to call me back, please? I think she has my number, but I'll give it to you just in case.

Asking for an appointment or meeting

- Can I fix an appointment for manicure?
- Can we schedule a meeting for next week?
- Could we fix a quick meeting for Monday morning?

Finding a good time

- Is Monday convenient?
- How about Tuesday at 10 a.m.?
- Does next Thursday suit you?
- What about the week after next?
- When would it be good for you?
- Let me just check the organizer.

Agreeing on a time

- Yes, Thursday's fine by me.
- Yes, I'll be free at around 11.30 a.m.
- Good. Shall we pencil in Friday morning at 9 o'clock?

Suggesting alternatives

- Actually, I'd prefer the afternoon, if you don't mind.
- Could you possibly make it an hour earlier?
- How about Thursday instead?
- Would you mind meeting on Friday?

Confirming

- OK, so that's 10.30 next Friday at my salon.
- Great. Let me give you my mobile number in case there's any problem.

Checking spelling

- Bernardi? Could you spell that for me, please?
- Was that I for India or E for Echo?
- Is that D as Door?
- May I repeat that?

Confirming and summarising

- OK, so we've agreed that...
- Can I just confirm what've agreed on?
- Can I just summarise?
- Can I just sum up where we've got to?

Ending the call

- I think that was all.
- Thank you for your call.
- I look forward to hearing from you soon.
- Hope to see you soon.
- Thank you. Bye.
- You're welcome. Bye.