

## EFFECTIVE PHONE COMMUNICATION

Per comunicare al telefono in modo adeguato 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.

### Saying who you are

- Good morning, this is Ms Daniela Mattei.
- Hallo, this is Roberta Bianchi speaking. I'm calling from Milan in Italy.

### Giving the reason for your call

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

### Taking a call

- Good morning. Kate Smith speaking.
- Good afternoon, "Sparkle Hair Salon". How can I help you?
- May I ask who's calling, please?
- Good morning, Mr Shields. 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 Rachel Lopez.

### Problems when connecting

- 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 Marion Scott.
- 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 summarizing**

- OK, so we've agreed that...
- Can I just confirm what we've agreed on?
- Can I just summarize?
- 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.

