

Lesson 23: Answering Phone Calls 1 (Transferring Calls)

By Xandra

1. Dialogue

First, repeat after your tutor. Then, practice each role.

Mayumi works at Wayne Enterprises. She has just received a call for one of her bosses.

Mayumi: Good morning. This is Wayne Enterprises. How may I help you?

Richard: Hello. Can I speak to Alfred, please?

Mayumi: May I know who's calling?

Richard: This is Richard Grayson.

Mayumi: Hello, Mr. Grayson. Please **hold on**. I'll transfer your call.

Richard: Thank you.

2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. A: Can I speak with Jenny?

B: If you can **hold on** a minute, I'll go and find her.

2. The operator asked me to **hold on**.

3. Tell them to **hold on**. I'll be there in a minute.

* **hold on** / 待つ

3. Your Task

You work as an office receptionist and part of your job is to answer phone calls. Today's phone calls have to be transferred to 1- the sales department, 2- Mr. Wayne's office, 3- customer service. In your most professional way, respond to these callers (=your tutor).

4. Let's Talk

When you answer the phone at work, what do you say?

Do you like waiting for someone on the phone? Explain your answer.

Do you like answering the office phone? Why or why not?

5. Today's photo

Describe the photo in your words as precisely as possible.



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