

## Lesson 23: Answering Phone Calls 1 (Transferring Calls)

By Xandra

### 1. Dialogue

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

Mayumi works as an assistant for Stan Lee. She has to make sure that Stan Lee is available before connecting calls to his office.

Mayumi: Good morning. This is Stan Lee's office. How may I help you?

Richard: Hello. I'd like to speak to Mr. Lee.

Mayumi: May I know who's on the line?

Richard: I'm Richard Reed. I'm calling **on behalf of** Mr. Smith.

Mayumi: Let me check if Mr. Lee's available. Hold the line, please.

Richard: Okay.

(After a while)

Mayumi: Mr. Reed, I'm going to put you through now.

Richard: Thanks.

### 2. Today's Phrase

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

1. **On behalf of** the California Writers' Association, I present you with this award.
2. I'm here **on behalf of** my client, Mr. Tanaka. I'm sorry that he can't be here today.
3. John accepted the donation **on behalf of** the charity foundation.

\* **on behalf of** ~ / ~のために、~に代わって

### 3. Your Task

You work for the sales department. All day today you've been receiving calls that are supposed to be transferred to customer service. You've decided to talk to the office receptionist (=your tutor) and inform him/her of the matter.

Remind him/ her why it's important to transfer calls to the right department.

### 4. Let's Talk

Why is it important to be polite during business calls?

In the modern age of cellphones, do offices still need a telephone operator?

Explain your answer.

When the call is on hold, how long should a caller wait before hanging up?

Explain your answer.

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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