

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

By Xandra

### 1. Dialogue

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

Mayumi works for Wayne Enterprises. She's making sure that her boss is available to take the phone call from Richard.

Mayumi: Thank you for calling Wayne Enterprises. This is Mayumi speaking.

Richard: Hello, Mayumi. It's Richard Reed. How are you today?

Mayumi: Hello, Mr. Reed. I'm doing great, thank you. To whom may I direct your call?

Richard: I'd like to speak to Bruce, please.

Mayumi: Can I put you on hold, sir? I'm not sure if he's available at the moment.

Richard: No problem.

(After a while)

Mayumi: Thank you for waiting, sir. I'll be connecting your call to the conference room. Please stay on the line. He'll be with you **before long**.

Richard: Is he busy? I can call another time.

Mayumi: His meeting has just ended. He told me to put you through.

Richard: Great! Thanks, Mayumi.

### 2. Today's Phrase

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

1. Alex is growing up fast. He will be a grown up **before long**.

2. A: When will you finish the project? B: It'll be done **before long**.

3. A: I can't wait for Friday. B: Don't worry. It'll be the weekend **before long**.

\* **before long** / 間もなく、やがて

### 3. Your Task

You've just answered a phone call that needs to be transferred to the Accounting Department, but the line's busy. You tell the caller (=your tutor) about it, and ask her to try to call again later. The caller replies that she has tried calling twice already. Apologize to the caller and tell her that you'll try to connect her call to the Accounting Department one more time.

### 4. Let's Talk

Do you like being put on hold on the phone? Explain your answer. How do the Japanese conduct business calls? Talk about good telephone etiquette with your tutor.

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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