



وزارة التعليم العالي والبحث العلمي

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عنوان المحاضرة: Making and taking calls successfully

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On the phone: Making and taking calls successfully

1. Introduction

Professional phone calls are a crucial component of professional communication. They are an excellent approach to develop client relationships, win trust, and communicate clearly. Initially making a few calls, however, it can be frightening. Nervousness can cause you to forget important details and favour hiding in emails in the future. You may get over these anxieties and ensure that your business phone calls are successful and fun by following a few simple tips.

The following five considerations can help you have successful phone calls at work.

- Make a Confident, Clear Greeting

Although it may seem apparent, it is imperative that you promptly and properly announce yourself whether you are placing or receiving the call. Say hello, identify yourself and your firm, and, if you are the caller, explain your reason for contacting. By doing this, you make the other person's life simpler and start the conversation off on the proper foot.

- Keep in mind that this is not an Email

In an email, it's best to keep it short and to the point. People can quickly and readily get information thanks to it. But doing the same thing over the phone can come out as hurried or impersonal. You don't want to give clients and coworkers this image. Remember to carry on the phone call like a normal discussion to prevent this. Instead of starting your task right away, strike up a conversation and inquire about the other person's well-being. By doing so, you'll be able to have a natural discussion that will help you develop a strong working relationship with the person on the other end.

- Speak up loudly

Throughout your phone call, be sure to talk slowly and clearly so that you are always audible. It's crucial to be as precise as you can, especially if you need to ask someone a question or provide a reference number. You may keep a clear speaking voice throughout the call by smiling and remembering to breathe frequently. It could be worthwhile to practise in front of a mirror or with a buddy if you discover that you tend to speak quickly or with a lot of ambiguity.

- Design your call

While it's crucial to be kind and courteous on the phone, keep the conversation on point. During a conversation, it is simple to become preoccupied and forget what you were saying. This might be a time-waster and make the person you are speaking to feel confused or irritated.

Think about your calling reason before you pick up the phone. What do you hope to gain from the call, and how do you plan to do it? Some businesses will have policies in place for how to handle this, especially if you work for a telemarketer. If not, make your own by writing down what you must say while speaking. Create a flowchart outlining the progression of the conversation and use it as a cue while speaking on the phone.

- Clearly state any follow-ups and provide a sign-off

Summarise what was discussed and make it clear if any follow-up actions, if any, have been identified at the conclusion of your conversation. This clarifies for all parties what will take place next. Writing down all action items as they are summarised during the talk will make it easier for you to remember them afterwards.

2. How to answer phone calls effectively

No of the size of your company, the experience you provide to your clients over the phone has the power to make or break it. A positive customer experience can mean the difference between obtaining, retaining, or losing a customer, especially when it is provided remotely and the customer must take time out of their day to contact your team.

This is why the success of your business depends heavily on your ability to answer the phone.

It's simple to overlook one of the most efficient methods of reaching out to others in a world where technology has transformed how we engage and communicate with one another—the good old-fashioned telephone call.

A first impression is permanent, yet certain things can be ruined in a matter of seconds. We've compiled a list of some of the most crucial things to keep in mind while answering an incoming call so you can make the most of this chance to engage with clients:

3. How to leave and take telephone messages

Even those who only occasionally make or receive calls in English may occasionally need to leave messages for the persons who the caller truly wants to speak to. It goes without saying that this presents a problem for the recipient, but it can also be challenging for the caller because they will have planned on having a very different conversation with the person they truly wanted to speak to. Fortunately, leaving messages for people who aren't present usually involves a discussion that follows a set pattern and only has a small number of words that you can prepare and learn to utilise. Both the caller and the recipient use. Additionally, there is some guidance on common errors to avoid.

Even when you already know that the person you wanted to speak to isn't present, the best method to leave a message is typically to begin by asking for them, using words like:

- **Caller:** “Hello. Can/ Could I speak to..., please?”

- **Caller:** “Good morning. Can/ Could you put me through to..., please?”

- **Caller:** “Good afternoon. Can/ Could you connect me to..., please?”

There are also more informal versions like “Is... there?” but “I want to speak to...” and “Please connect me/ put me through to...” are too pushy and therefore rude even in casual situations.

You don't need to say your name just yet. This is because saying your name now will need them to ask you to repeat it later because they will want to jot down your name when you leave a message. If you know the person who answered the phone well enough that some polite language and/or small talk is necessary before asking to speak to someone else, that may be the only situation in which you might want to reveal your name at this early stage. An example of this kind of exchange might be:

Receiver: “Good morning. ABC Limited. Harold Harris speaking. How can I help you?”

- **Caller:** “Hi Harry. This is Alex.”

- **Receiver:** “Hi Alex. How's it going?”

- **Caller:** “Pretty good, thanks. How about you? How was your big presentation?”

For more information you can see:

- <https://blog.viking-direct.co.uk/how-to-make-the-perfect-professional-phone-call>
- <https://www.usingenglish.com/teachers/articles/how-to-leave-take-telephone-messages.html>