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Lesson 1

HOW DO YOU SOUND?



The way you answer the phone makes a difference. The person on the other end can feel either glad or sorry to have called. What you say when you answer the phone is called a *greeting*. Which of these greetings do you think would make someone feel most welcome? (Circle the one you choose.)

- "Yeah?"
- "Hello."

Most people say "hello" when they answer the phone. When they're home, they sometimes

say the name of the family who lives there. For example, Charley Cooper might say:

"Hello. Charley Cooper speaking."

The caller is greeted and Charley identifies himself and the house they have reached by giving his full name. Try a greeting giving your name.

Hello. _____ speaking.
(full name)

How you say the greeting is just as important as *what* you say. Try this. Say "hello" in these three different ways:

- cheerful
- bored
- angry

Do you hear the difference?

How do you think you *usually* sound when you answer the phone? (Tick one answer.)

- cheerful
- bored
- angry

Are you pleased with the way your greeting sounds? Do you think you sound pleasant? If not, you can practise your greeting. Try it with a partner or a tape recorder. A tape recorder is helpful because it lets you hear the way you sound to others.

INTRODUCTION



The telephone is one of the most useful inventions of the past 100 years. Think of it. With a phone you can

- keep in touch with friends and relatives
- order a pizza
- call the fire department to come put out a fire

What are some other things a phone can help you do?

Yes, a phone is a useful tool. It allows you to talk with people both nearby and far away. And, like any other tool, it can be used either well or poorly.

This book will show you how to use the phone well. It will help you learn the right things to say or do when making different kinds of calls. It will show you how to save money. It will teach you how to find the phone numbers and addresses you need. When you finish this book, you will score high in telephone skills.

After the Greeting

How do you think you sound *after* you have said your greeting? (Tick one answer after each question.)

1. Do you speak directly into the mouthpiece, so that you can be easily heard?
 Yes No Not sure
2. Do you speak loudly enough to be easily heard, without shouting so loudly that you hurt the listener's ears?
 Yes No Not sure
3. Do you speak clearly, so that each word can be easily understood?
 Yes No Not sure
4. Do you speak in a natural, friendly, polite way?
 Yes No Not sure

See if others agree with you. Arrange to call someone—a friend, a classmate, or a relative. Talk about anything that interests you both. Before hanging up, ask the other person the questions below. Tick the person's answers:

1. Did I speak loudly enough for you to hear me, but not too loudly?
 Yes No
2. Did I speak clearly enough for you to easily understand what I was saying?
 Yes No
3. Did I speak in a natural, friendly, polite way?
 Yes No

If you get any "no" answers, keep trying to improve how you sound on the phone. (You will also improve as you practise making the calls suggested in this book.)