



Conversation I`m returning his call

Secretary: Hello, Canon Corporation . May I help you?

Caller: Yes, this is Hana Aneko from Osaka Office Supplies.
May I speak to Akiko Yuki, please?

Secretary: I'm sorry, but she's not in right now.

Caller: Okay, do you know when she'll be back?

Secretary: Uh, yes, she should be here later on this afternoon maybe about 4:30. May I take a message?

Caller: Yes. Ms. Yuki sent me a brochure detailing your newest line of printer with a description of other software products, but there wasn't any information about after-sales service.

Secretary: Oh, I'm sorry. Would you like me to fax that to you?

Caller: Yes, but our fax is being repaired at the moment, and it won't be working until around 2:30. Hum . . . could you try sending that information around 3:30? That's should give me time to look over the material before I call Ms. Yuki, say, around 5:00.

Secretary: Sure. Could I have your name, telephone number, and fax number, please?

Caller: Yes Hana Aneko and the phone number is 560-1287. And the fax number is 560-1288.

Secretary: Okay. Hana Aneko . Is your name spelled A-n-e-c-o?

Caller: No. It's Aneko with a "K". A-n-e-k-o."

Secretary: All right, Ms. Aneko . And your phone number is 560-1287, and the fax number is 560-1288. Is that correct?

Caller: Yes it is.

Secretary: All right. I'll be sure to send you the fax this afternoon.

Caller: Okay, bye.

TIPS ON MAKING THE CALL

Making the call

When making a business call, be sure to first identify yourself and your company. If you're routed to a receptionist or operator, also include the name of the person you're trying to reach. A simple, "Hello, this is Mary Robert from Off the Wall Productions. May I please speak with Mark Grand?" will do. Be prepared with a one or two sentence explanation of the purpose for your call. When you are connected with the person, state the purpose of your call and then be sure to ask if you are calling at a convenient time.

Answering the phone

Identify yourself and your company when receiving an incoming call. While it's not impolite to say: "Off the Wall Productions, Mary Robert speaking," it might be easier on the listener to say: "Thank you for calling Off the Wall Productions. This is Mary Robert. How may I help you?" It may also help to include your department or section name: "This is Mary Robert, accounts receivable. How may I help you?"

Hold, please

If you must put someone on hold, ask first and - most importantly - wait for their answer. If someone expresses reservation about being put on hold, calmly explain why it is necessary. Perhaps the person they are calling for stepped out of the office and needs to be tracked down, or is on another call. Callers like an explanation for their inconveniences, but don't give away too much information. If Bill from distributing is in the restroom, just tell the caller he is away from his desk. Remember to keep the person on hold updated on the status of his or her call every 30 seconds. A simple "She's on another call" or "His meeting is running a little late" is sufficient. It's okay to hang up after three minutes on hold. Call back and ask to leave a message instead.

Voice mail and messages

If you have to leave a message or voice mail for someone, make it short and to the point. Speak clearly and slowly and leave your name, phone number, and a brief message. Say your name and number at the beginning and again at the end of the message, especially if you don't know the person you're calling.