What Is This Module About?

The telephone rings! You pick up the receiver and say, “Hello!” Then, what? Is it enough that you talk, say your piece, then put the telephone down? How about when a visitor arrives at your office? Or when you want to talk to a co-worker? Do you know the proper things to say?

In this module, you will learn how to use the telephone in a courteous and effective manner. You will also learn how to choose the right words for different situations in the workplace. All this knowledge will be very useful to people who use the telephone, especially at work or in the office.

This module has two lessons:

Lesson 1 – *Ring! Hello!*

Lesson 2 – *Correct Expressions in the Workplace*

What Will You Learn From This Module?

After studying this module, you should be able to:

♦ communicate clearly on the telephone to express some basic information; and

♦ use appropriate words/phrases in the workplace such as expressions for the following:
  – greetings,
  – leave-taking,
  – offering help, and
  – giving apology.
Let’s See What You Already Know

Before studying this module, answer the test below first to see how much you already know about this topic.

Below are statements that describe the way we choose words for a certain situation. Write True if the statement is correct and False if it is not. Write your answers in the spaces before each number.

__________ 1. Before calling someone over the phone, list down all the things or items to be discussed to avoid repeat calls and to save time.

__________ 2. Always smile while talking on the phone. Try to be as courteous, helpful and accommodating as possible.

__________ 3. The mouthpiece should not be more than 1/2 inch away from your lips so that you can be heard clearly.

__________ 4. Keep paper and pen handy to write down messages completely and correctly.

__________ 5. Don’t say “Thank you” and “Good-bye” when ending the conversation.

__________ 6. Greet your co-workers “Good morning” or “Good afternoon” as the case may be.

__________ 7. Offer help to your co-workers when they need it.

__________ 8. If you have said or done anything that hurt or offended any of your co-workers, sincerely apologize as soon as you can.

__________ 9. Speak clearly and briefly when talking with somebody, whether face-to-face or on the telephone.

__________ 10. Conversations should be loud so that those talking on the phone are not able to understand each other.

Well, how was it? Do you think you fared well? Compare your answers with those in the Answer Key on page 38 to find out.
If all your answers are correct, very good! This shows that you already know much about the topics in this module. You may still study the module to review what you already know. Who knows, you might learn a few more new things as well.

If you got a low score, don’t feel bad. This only goes to show that this module is for you. It will help you understand some important concepts that you can apply in your daily life. If you study this module carefully, you will learn the answers to all the items in the test and a lot more! Are you ready?

You may go now to the next page to begin Lesson 1.
LESSON 1

Ring! Hello!

Ring! Hello! Blah-blah-blah! Goodbye! Is that how you answer the telephone? I hope not, because there are rules to follow in using the telephone. In this lesson, you will learn about these rules and how to use the telephone properly.

After studying this lesson, you should be able to use the telephone to communicate and express your ideas properly and clearly.

Let’s Listen to This

Read the dialogue below. If you have an audio tape cassette player, you can also listen to the taped dialogue. If not, just read through the comic strip below.

Good morning, Loida!

Oh, good morning, Irene! I’m not late, am I?

No, you’re not. Is that the reason why you were in such a hurry when you came in?

Yes. My alarm clock did not sound. I woke up later than usual. It took me almost thirty minutes before I was able to get a ride. And to top it all, I had to get through a terrible traffic jam! If I had come in late, I wouldn’t know how to explain it to Dr. Calma!
Don’t worry. The boss is not here. He just came in and then hurried out again.

He did?

Yes. But he left a letter on your desk.

I’ll get it. Thanks for telling me.

Ah, here’s the letter.

Loïda reads the letter...

Loïda, I had to rush to my meeting at the hotel. I almost forgot about it.

Please call up the following members of the board of directors of the Quezon City Dance and Arts Academy, so that I can finalize the contract I am drafting for their school.
Dr. Alejandro Tan, Mrs. Bella Martinez, Mr. Carlo Magno, Professor Luz Maglalang... Set a meeting...

...with them on Friday, May 28 at 9:00 a.m. at our boardroom. Tell them that we have to finalize the contract, so that we can start the project Dr. Tan and I have been discussing.

I should start calling them now.

Here are some of the records you were looking for yesterday. I got them from the files.

Thank you, Irene. You... Excuse me.

Come in.

Hello. Dr. Calma’s office. May I help you?

Hello! Hello! Why do some people make phone calls if they don’t want to speak?

It’s probably a wrong number.
Dialing the wrong number is not a crime. All you have to do is say you’re sorry for having unintentionally bothered the person at the other end of the line. But dialing the wrong number and then refusing to speak when it is answered is just plain rudeness!

That is true. But some people don’t look at it that way.

Well, I’ve got to make some calls of my own.

Hello! Good morning.

I have to go back to my table.

Good morning. May I speak with Dr. Tan? This is Loida, Dr. Calma’s secretary from the Quezon City Educational Research Company.

I'm sorry. I think you've got the wrong number. There is no Dr. Tan here.

Oh! I must have dialed the wrong number. I'm very sorry!
That's okay, Good-bye!

Well, have you finished making your calls?

No! Not yet. I keep getting the wrong number.

I know I dialed the right number.

Sometimes that happens. Just dial the number again. You might get it this time. You can make your call here while I make you a cup of coffee. It's coffee break time already!

I guess you're right, Irene. I'll try again. May I use your phone to make my calls?

Of course! Go ahead.

Why are you using your pen to dial the numbers on the phone, Loida?

I use the pen so I won't ruin my nail polish. Why, is there something wrong with that?

Yes. Using a pen to dial will surely damage the phone. It may also be the reason you keep getting the wrong number. The pen or pencil might slip and hit another number.

You're right! I never thought of that. Thank you for calling my attention to that bad habit.
I’ll make my call now. This time I’ll do it the correct way.

Hello! Good morning. May I help you?

Good morning, sir. Is this 929-9375?

Yes, ma’am.

Sir, this is Loida Asuncion. I’m Dr. Leandro Calma’s secretary, from the Quezon City Educational Research Company. May I please speak with Dr. Alejandro Tan?

This is Dr. Tan. What can I do for you, Loida?

Sir, Dr. Calma is requesting a meeting with you and three of your colleagues to finalize the contract, so that our offices can start the project that you and Dr. Calma discussed about.

Sure! When will the meeting be?

Would it be convenient for you to come here on Friday, May 28 at 9:00 a.m.? The meeting will be held in our boardroom.

Let me see if I am free on that date.
Yes, that schedule is fine with me. I’ll be there on the 28th.

Thank you very much, sir. We’ll be expecting you.

Thank you too, Loida. Good-bye.

It is very nice to talk to a gentleman even just on the phone.

Yes. I know what you mean. Well, now that you have made your call, why don’t you take a break. Drink your coffee before it gets cold.

I’ll make one more call before I take a break. I’ll call Mrs. Bella Martinez. I wonder if her old number is still working?

If you can’t contact her on that number, you can try dialing the directory assistance service. The number is 114.
Hello. This is the Martinez residence. May I help you?

Hello, Good morning! This is Loida Asuncion of the Quezon City Educational Research Company. I am the secretary of Dr. Leandro Calma. May I please speak with Mrs. Bella Martinez?

I'm sorry, Mrs. Martinez left yesterday for Catanduanes.

Do you know when she is coming back?

I will try to call again on Monday. Will it be alright to leave a message for her, Miss...?

She is coming home on Monday, the 24th of May.

This is Marissa. I'll be glad to take your message.

Please tell Mrs. Martinez that Dr. Calma would like to meet with her and three of her colleagues about the contract he is drafting.

Please hold on for a second. I better write that down.
Have you read or listened to the dialogue? Did you like it? Now answer the questions on the next page.

It will be on Friday, the 28th of May at 9:00 a.m. The meeting will be held in our office at the Quezon City Educational Research Company. Were you able to write it all down?

Yes, I have it written down here. Is that all?

Yes, that is all. Thank you very much. I will call again when she gets back to confirm attendance for the meeting.

I'll give her the message as soon as she gets back. Goodbye!

Making phone calls can be difficult at times. But it can be enjoyable and very fruitful when you talk to well-mannered people.

That is true. It also helps a lot when people know how to use the telephone correctly.
Let’s Try This

1. What are some of the courteous words or phrases you picked up from the telephone conversations of Loida? Write them down.

________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

2. What other tips did you learn from the conversations of Loida about how to use the telephone properly?

________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

3. Have you ever used a telephone? If not, have you seen one used by others? You could have seen someone use it on television, at a store, or in the movies. Based on this experience, what other suggestions can you give on how to use the telephone properly? Write your ideas in the table below.

<table>
<thead>
<tr>
<th>Polite words to use when talking on the telephone</th>
<th>Words to avoid using when talking on the telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Finished? Compare your answers with those in the Answer Key on pages 38–39.
Let’s Learn

Have you ever placed a call to a company or residence, only to be treated rudely by the person on the other line? How did you feel about being treated that way? You probably got very irritated at the person who answered your call.

To be able to make the most out of your phone call, here are some tips to consider when placing a call:

List down the things or items you want to discuss so that repeat calls will not be needed and you will save time.

Be sure that the telephone number you have is the correct one before dialing. Look up the number in the latest telephone directory if you are not sure.

When dialing, use your forefinger. Do not use pencils, ballpens and other pointed objects.
Identify yourself as soon as someone answers your call.

If the person you want to talk to is not there, ask what time you may call again. You may also ask the person you want to speak with to return your call. Leave your name, telephone number and the time you want that person to return your call.

In case you dialed a wrong number, apologize to the person who answers the phone. Don’t just cut him/her off without saying you’re sorry.

In the office, don’t waste time talking on the phone about things that are not business-related. Limit your calls to official business matters. Make personal calls during office hours as brief as possible.
When talking to the person concerned, don’t forget these simple tips:

Speak directly and clearly on the mouthpiece. Do not chew anything or smoke when talking on the phone.

There are times when the one you are talking to speaks for a long time. Let them know that you are still on the line by saying expressions like,

“Yes, I understand.”

“Of course.”

“Certainly.”

“Yes, sir/ma’am.”

There are times when you have to put the caller on hold (you have to request him/her to wait). Tell him/her what you are going to do. If you think that the person will have to wait for long time, tell her/him to call back, or offer to return his/her call.
Use the professional title of the person you are calling. Examples of professional titles are Doctor, Attorney, Captain, Major and Professor.

When on the telephone, smile. Be as courteous, helpful and accommodating as you can.

Say “Thank you” or “Good-bye” when ending the conversation.

Let’s Try This

Answer the questions below based on what you have read.

1. As soon as the party you are calling answers the telephone, what do you say?

____________________________________________________
____________________________________________________
____________________________________________________
____________________________________________________
2. You made sure that the telephone number you have is correct. However, when you dialed the number, the person on the other end of the line told you that there is no such person there with that name. What will you say?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3. How do you address the caller or the person being called?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Compare your answers with those in the Answer Key on page 39.

Let’s Learn

You have studied how to make calls in the previous sections. Now, what if you were the one receiving a call? How should you answer? Below are some tips when receiving a call:

Do not wait for the telephone to ring so many times. Answer calls promptly and pleasantly.

After picking up the phone, identify yourself at once.
Know how to ask for the caller’s identity.

If you receive a call for someone else, you can respond in any of the following ways:

1. If you know the time when the person being asked for will return, advise the caller to call again at that time.

   Lita is coming back at 1:30 p.m. You can call again at that time.

2. If the caller wants his/her call to be returned, get his/her name and telephone number.

   May I ask who’s calling? Oh, Ray, may I know your number so he can return your call as soon as he comes back?
3. If the caller asks for information that you cannot give, refer him/her to someone in your company or house who can be of help.

Always have some papers and a pen ready beside the telephone. If you happen to answer a call meant for someone else, get the complete and correct message from the caller.

If you get a wrong number, don’t be rude. You can politely inform the caller that he/she dialled a wrong number.

Your mouth must not be more than 1/2 inch away from the mouthpiece.
When you leave the house or office, tell the people at home or your co-workers where you can be reached.

When someone is on the phone, conversations nearby should be toned down.

Don’t be noisy. No one should be giggling, laughing or shouting near the telephone.

Let’s See What You Have Learned

1. You are expecting a call but you have to leave your office for a while. What will you tell your co-workers?

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
2. What is the ideal distance between your mouth and the mouthpiece?

3. What are five (5) examples of courteous words and phrases you can use during a telephone conversation?

4. When someone is on the telephone, should you be loud or noisy? Why? Why not?

5. When you need to use the phone, what can you do to save time?

Compare your answers with those in the Answer Key on pages 39–40.

If you got all the answers right, that’s very good! You may now go to the next lesson. If you have some mistakes, just review the parts of the lesson that you did not understand.

Let’s Remember

In this lesson, you learned how to use a telephone properly, so that both you and the person you are calling will have a pleasant conversation. You learned that you don’t just use a telephone; you have to treat a telephone conversation as if it were a face-to-face conversation. You should respect those who are on the telephone, and be as helpful as you can to those who call. There is no room for rude manners in a telephone conversation. Using the telephone should be a pleasant experience for everyone.
Correct Expressions in the Workplace

Do you treat your workplace as your second home? Perhaps you do. Sometimes, you may spend more time in your workplace than you do at home. If this is the case, why don’t you make your office a pleasant place for you and your co-workers? Treat the people there well and you will find that they will treat you in the same manner. You can start by using some expressions that will certainly help build better relationships between you and your officemates. If you are tactful and respectful, you will find that they will have nothing bad to say about you.

After studying this lesson, you should be able to use appropriate words or phrases commonly used in the workplace such as expressions for the following:

♦ greetings,
♦ leave-taking,
♦ offering help, and
♦ giving apology.

Let’s Read

The comic strip below shows a situation in an office. Read it carefully.
Isn’t it that both of you work in the same department?

Yes.

He is very rude not only to us, but to our visitors and guests as well.

What did he do?

“Junior staff greet him when he comes to the office.”

Good morning, sir!

“But he does not greet them in return. He acts as if he hears and sees no one.”

“How long has he been acting that way?”

For as long as I can remember.

“Then when we have visitors who call on him, he doesn’t treat them with respect.”

I want you to bring me my orders on Monday. I don’t want any excuses, okay!

Yes, sir!
Do your big bosses know about this?

Yes!

What action did they take against him?

I don’t know, Just wait and see!

Tell us what your boss has to say, okay?

I don’t know but I heard that a meeting is being called for the staff in our department to attend.

What is your boss going to discuss with you?

In the meeting...

I called this meeting because we lost two very valuable clients because someone was inconsiderate and rude.

Does anyone know about this incident?

No, sir!

Last Tuesday, two of our clients arrived unnoticed. They asked one of our employees if they could have a meeting with me.
"This is what happened..."

Excuse me. Good morning! We are from St. Peter’s Realty. We want to meet with Mr. Mariano. Is he in?

I don’t know! Why don’t you just ask his secretary.

"They felt very insulted at how that employee reacted. They didn’t even bother to look for my secretary. They just walked away. When I called them days later, they told me that they decided to remove our company from the list of their service providers because of that incident."

Because of that incident, I am recommending that the employee concerned be terminated. Such an impolite attitude from him has no place in this company. How can our business prosper if we don’t take care of our clients?

Also because of what happened, I asked a friend to conduct a seminar for all of us.

She is an expert in communications. She’s here to tell us about courtesy in the workplace, especially about the right words or phrases to say in the workplace.

Everyone, please welcome Ms. Kathy Elias.

"This is what happened..."
**Let’s Study and Analyze**

Did you finish reading the comic strip? Now answer these questions about it.

1. What were the instances when Billy was rude, unfriendly or unaccommodating?

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

2. Why did the boss recommend that Billy be terminated?

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

3. Can you think of what Billy or any office worker should do or say when in the workplace to be pleasant and courteous to others?

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

Compare your answers with those in the *Answer Key* on page 40.

**Let’s Learn**

When you are in the office, you should do what you can to develop a pleasant atmosphere. You can do this by saying certain things or responding to certain situations in a certain way. In the comic strip below are some suggestions from Ms. Kathy Elias on how to make your co-workers, clients or visitors feel at ease.

Good afternoon! My name is Ms. Elias. You can call me Kathy. You have heard the unfortunate incident with your client. Hopefully, that will not happen again.

I want you to learn the fine art of communicating with your clients, your co-workers, and your family as well.
“No matter how many times you’ve seen your co-worker during your entire stay in the office, it would not hurt to greet her ‘Good morning’ or ‘Good afternoon’ or ‘How are you?’ when you see each other during the day.”

“Don’t forget to smile, too. Smiling helps to strengthen many relationships. Many relationships have been broken because people have forgotten how to smile.”

“Now, when clients come to your office, show them respect. Treat them with dignity. Always remember to greet them.”

If the person has something specific in mind, then show him/her where she can get that information. You can also ask the person to be seated first and get the information yourself.

Good morning, ma’am! I’m Ella Sison from the Training Group. Is there anything I can do to help you?

“Please be seated for a moment, sir. Would you care for some coffee?”

Yes, please!

Just a minute, sir.  

“You can tell him...”
Here’s something you can read while I get the information you need.

Thank you very much for seeking our services. We hope to be of service to you again.

Thank you also. I will definitely be seeking your services in the future. The people here make me feel at ease.

“There are times when your officemate or co-worker needs some help. If you see that he/she does, offer to help immediately.”

Sarah, let me carry some of those things for you. Thank you very much, Paolo.

See? That’s the way to do business! Make the person feel that he is respected and valued, and that he is not a burden to you.

Please excuse me for a moment. I’ll get the papers you need from Mr. Yamson’s office.

Manny, I’ve finished what I was doing. Is there anything I can do to help you?

Yes, yes! Thanks for your offer. I need to get some papers at the SSS. Could you please handle these records while I’m gone?
Sure! When do you need these?
I have to submit them on Friday.

Okay.
Thanks again, pare!

When you are offered help, you can accept it or turn it down. Whatever you do, don’t forget to thank the person who offered to help you.

Another thing that will help build relationships is the expression of apology when you have done something wrong.

“Sometimes you hurt people with or without your knowledge.”

Elma, do you remember what Sir said about this?

Wait, Sarah. Not now... I’ll never be able to finish this report.

Hu-hu-hu...
Sarah, why are you crying?

Hu-hu-hu. Because Elma was so rude to me.
You may have come at the wrong time.

Hmmm, maybe you had some miscommunication. Let me talk to Elma.

I didn’t know I hurt her with what I said. I’m sorry if I hurt her.

Well, she was crying earlier. I think you hurt her feelings.

Hey Elma, wait! Hi, Jane! How is everything?

What happened between you and Sarah?

Hey Elma, wait! Hi, Jane! How is everything?

Why do you ask?

Just apologize to her.

I’ll do that as soon as possible.

But I was just asking what Sir said about the proposal.

Hi, Jane! How is everything?
Hmmm. Sarah. Yes? What is it?

I would like to apologize if I seemed rude earlier. I’m sorry that I hurt you. My mind was so preoccupied with that report I was trying to finish because I was given a deadline.

But you could have said it in a nicer way. I would have understood.

You’re right! It won’t happen again.

If that’s the case, then I forgive you. I also apologize for misunderstanding you.

Thanks! I promise I’d change so I won’t hurt anyone again.

I’m glad that we understand each other now.

I am glad too!

Okay, I won’t keep you long. We both have a lot of things to do.

Okay! See you during merienda.
Let’s See What You Have Learned

1. What are some examples of polite expressions which should be used in the workplace? Write down some expressions you learned for the following situations.

   a. Greetings
      ------------------------------------------------------------------------
      ------------------------------------------------------------------------

   b. Leave-taking
      ------------------------------------------------------------------------
      ------------------------------------------------------------------------

   c. Offering help
      ------------------------------------------------------------------------
      ------------------------------------------------------------------------

   d. Apologizing
      ------------------------------------------------------------------------
      ------------------------------------------------------------------------

2. What other expressions commonly used in the workplace have you used besides those mentioned in the lesson?
   ------------------------------------------------------------------------
   ------------------------------------------------------------------------
   ------------------------------------------------------------------------
   ------------------------------------------------------------------------

So, those are some of the expressions commonly used in the workplace.

Are there any questions from the group?
3. Why is saying the correct expressions in the workplace important?

Have you answered all the questions? Compare your answers with those in the Answer Key on page 41.

If you were able to answer all the questions correctly, that is very good! That means you learned a lot in this lesson.

If you made some mistakes, don’t worry. Just review the parts of the lesson which you did not understand.

Let’s Remember

In this lesson, you learned about the different expressions used in the workplace to create a pleasant atmosphere. When we work with people, it is important that we maintain good relationships with them. We should also remember to treat nicely the people who visit the office. The way a company does business is reflected in the way they conduct their business and deal with their guests. If you show respect and extend as much help as you can to the clients and visitors, they will appreciate that very much. That means good business for your company.

Let’s Sum Up

In this module, you learned about the different kinds of expressions you can use in order to make your office a more pleasant place for working. You also learned how to use the telephone properly, using certain words or phrases to make the other party feel at ease.

When we interact with other people, we should learn to show them respect and be sensitive to their feelings. By offering help, giving information to a caller, greeting each other, we help develop our relationships and make our office a better place to work in.
What Have You Learned?

A. Choose the best answer from those given below. Write the letter of your answer in the spaces provided.

1. When placing a call, what do you do as soon as the called party answers?
   a. Identify yourself right away.
   b. Ask the person who answers the phone who he is.
   c. Tell him what you have to say right away.
   d. Determine if you recognize the person’s voice.

2. After dialing a wrong number, what will you do?
   a. Cut the caller off without any word of excuse.
   b. Make the person feel you are sorry for having disturbed him/her.
   c. Become irritated because you dialed the wrong number.
   d. Ask the person for the correct number.

3. How do you address someone you are calling?
   a. By his/her professional title.
   b. By his/her first name.
   c. By his/her surname.
   d. By calling him/her pare or mare.

4. When receiving calls, how should you answer them?
   a. By showing as little emotion as possible.
   b. Giving out all the information they need.
   c. Telling the caller immediately that she has called the right place.
   d. Promptly and pleasantly.
5. When a caller speaks for a long time, how would you let him/her know you are still on the line?
   a. By smiling and nodding your head.
   b. By saying things like “Yes, I understand,” or “Of course.”
   c. By explaining to the person that you have many things to do.
   d. By using expressions such as “Yes, I’m still here,” or “I’m waiting.”

6. What simple action can you do to build good relationships with your co-workers?
   a. Shake hands every time you see them.
   b. Always offer to pay for their lunch.
   c. Smiling as often as you can.
   d. Always giving them a big hug.

7. When leaving the workplace, what should you do?
   a. Say “Good-bye” to your co-workers.
   b. Leave without disturbing any of them.
   c. Stop and talk to your co-workers about the latest gossip.
   d. Inform them in a loud voice that you are leaving.

8. While walking in the corridor, you see that your co-worker can hardly carry all his things. What will you do?
   a. Tell him he can leave some of the things behind and come back for the rest later.
   b. Offer to carry some of his things.
   c. Don’t mind him.
   d. Warn him that he might get into an accident if he carries too many things at one time.
B. Why is it important for you to use the proper words when on the telephone?

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

C. Why is it important to use proper expressions when dealing with:

a. Your co-workers

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

b. Visitors and clients

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

How did you fare? Compare your answers with those in the Answer Key on pages 42–43.

If you got all the correct answers, that’s very good! That means you learned a lot on how to make your office a pleasant place to work in. You also learned a lot about how to be a courteous and pleasant co-worker. You can now move on to the next module.

If you made some mistakes, don’t worry. Just review the parts of the module that you did not understand very well.
A. Let’s See What You Already Know (page 2)

1. True
2. True
3. True
4. True
5. False. You should always say “Thank you” and “Good-bye” whenever you end a conversation.
6. True
7. True
8. True
9. True
10. False. When there are people talking on the phone, you should be considerate enough and keep your voices down.

B. Lesson 1

Let’s Try This (page 13)

1. Here are some of the polite words and phrases used during Loida’s telephone conversations. You might have identified other polite words and phrases not listed here.

   Good morning!  I’m sorry.
   Thank you.  May I help you?
   You’re welcome.  Will it be alright?
   Good-bye!  We will be expecting you then.
   Please.  You are very kind, sir.
   Would it be convenient for you . . .

2. a. Do not use pens or pencils for dialing the telephone.

b. Be sure you have the correct number before dialing.

c. Check the directory to be sure you have the right number.
d. Don’t be rude to callers who dial the wrong number.

e. When you are the one who dialed the wrong number, apologize to the person for having disturbed him/her.

f. Identify yourself and the person you wish to speak to.

g. Clearly and politely state the reason why you are calling.

3. **Polite words to use when talking on the telephone**

<table>
<thead>
<tr>
<th>Polite words to use when talking on the telephone</th>
<th>Words to avoid using when talking on the telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello!</td>
<td>Who is this?</td>
</tr>
<tr>
<td>Good Morning/Afternoon/Evening</td>
<td>She’s not here—call back later.</td>
</tr>
<tr>
<td>May I help you?</td>
<td>What do you want?</td>
</tr>
<tr>
<td>I would like to ask...</td>
<td>I don’t know what you’re talking about.</td>
</tr>
<tr>
<td>May I please speak with...</td>
<td>Please dial the right number next time!</td>
</tr>
<tr>
<td>I’m sorry but the person you are looking for has stepped out.</td>
<td></td>
</tr>
<tr>
<td>Just a minute, I will check if she is in.</td>
<td></td>
</tr>
<tr>
<td>May I ask who is calling?</td>
<td></td>
</tr>
</tbody>
</table>

You might have thought of some other words which are not written here. You can discuss your answers with your Instructional Manager for additional feedback.

*Let’s Try This (pages 17–18)*

1. Introduce yourself at once. For example, say, “I am Maria Martinez from Marawi Handicrafts. May I talk to Mr. Ignacio, please?”

2. Tell the other party that you’re sorry for having disturbed him/her. Then dial the number again. If you still get the wrong number, check the directory for the correct number.

3. You should address the person by his/her name or professional title.

*Let’s See What You Have Learned (pages 21–22)*

1. Tell your co-workers where you are going and when you will be back.

2. Your lips should not be more than 1/2 inch away from the mouthpiece.
3. Some courteous words and phrases to use during telephone conversations include:

   Good morning!  I’m sorry.
   Thank you.  May I help you?
   You’re welcome.  Will it be alright?
   Good-bye!  We will be expecting you then.
   Please.  You are very kind, sir.
   Of course.  My pleasure.

Would it be convenient for you . . .

   You might have identified some other words or phrases not included in this list. Discuss them with your Instructional Manager for additional feedback.

4. No, because the one using the telephone might not hear what the person on the other line is saying.

5. Write down all the things you need to say or ask to avoid repeating the call and to save time.

C. Lesson 2

   Let’s Study and Analyze (page 27)

   1. He ignored the junior staff who greeted him.

      He was very rude and unaccommodating to some visitors who turned out to be clients of the company.

   2. The boss recommended terminating Billy because there was no room in the company for his rude behavior.

   3. Here are some things that an office worker like Billy can do or say to be a courteous and pleasant employee:

      He/She should greet co-workers when he/she sees them.
      He/She should attend to visitors and help them in any way possible.
      He/She should try to help other co-workers when they need assistance.
      He/She should be courteous and respectful to any visitor.
Let’s See What You Have Learned (pages 33–34)

1. Here are some examples of polite expressions you can use in your workplace:

   a. Greetings:
      ♦ Hello!
      ♦ Good morning/afternoon.

   b. Leave-taking:
      ♦ Good-bye!
      ♦ I’ll see you tomorrow.

   c. Offering help:
      ♦ May I help you?
      ♦ How can I be of assistance?
      ♦ Let me take that.

   d. Expressing apology:
      ♦ Will you forgive me?
      ♦ I apologize.
      ♦ I’m very sorry.

2. Here are some examples of polite words you might be familiar with:

   How do you do?
   You’ll need to (state the things that the person needs to do...)
   Here’s how we can help with your problem...
   We’re glad you called.
   Thank you for calling.

3. Everyone wants to be treated with respect. If you are friendly and respectful, you will be treated back with the same respect and kindness.
D. What Have You Learned? (pages 35–37)

A.  

1. **(a)** When you place a call, you should first identify yourself to the party you are calling. This is necessary, so the other party will know right away to whom he/she is talking.

2. **(b)** When you dial a wrong number, you should apologize to the person for disturbing him/her.

3. **(a)** When you call someone, you should address the person by his/her professional title. This is one form of respect for the person you are calling.

4. **(d)** When you receive a call, you should answer the phone promptly and pleasantly, so that the other party will feel at ease.

5. **(b)** You should reassure the caller that you are still on the line by saying things like “Yes, I understand,” or “Of course.”

6. **(c)** Smiling is a simple but effective way to build good relationships with your co-workers. A smile always sets someone at ease.

7. **(a)** You should say good-bye to your co-workers without disturbing them. This is a common expression that shows friendliness and helps build relationships.

8. **(b)** You should offer to help any co-worker who needs assistance.

B. It is important for you to use proper words on the telephone in order to make the telephone conversation more pleasant for both you and the person on the other line. When people don’t practice proper telephone manners, it becomes very difficult to make a phone call, because we do not get treated with respect. Using proper words and phrases during telephone conversations will help make things pleasant for both parties.

C.  

a. It is important for you to use proper words and phrases when dealing with your co-workers because you should try to make the office a pleasant place to work in. You spend a lot of time with your co-workers, so you should develop good relationships with them.
b. It is important for you to use proper words and phrases when dealing with visitors and clients, because as your guests, they deserve your respect and assistance. Clients are very important to your company. It is because of clients that the company earns income. Given this, you should be as accommodating with them as possible.

**Glossary**

**Accommodating** Helpful; obliging

**Apologize** To say sorry; to admit an error and express regret for it

**Courteous** Showing respect and consideration for others

**Rude** Offensive in manner or action; impolite; discourteous

**Terminated** Discontinued the employment of a person; fired

**References**
