

Telephone Essentials 1

Friendly, Efficient and Professional Telephone Manners

When answering a call, it is unlikely you will know that the caller is foreign and therefore you can answer the call as below:

You: 안녕하세요십니까? 민병철어학원입니다.
Caller: Errr could I speak with Mr Song please?
You: Just one moment sir / madam I will see if he / she is available. May I take your name please?....
Caller: My name is Mr Smith
You: Thank you, just one moment Mr Smith

Do not panic if the caller speaks English. Remain calm and relaxed and use the script above.

After finding the right person you can follow the scripts below ...

You: Hello, Mr Smith?
Caller: Yes?
You: I'm just putting you through to Mr Song now
Caller: Thank you
You: You're welcome

You: Hello, Mr Smith?
Caller: Yes?
You: I am sorry, Mr Song is not available right now. Can I take your number and get him to call you back as soon as he is available?
Caller: Yes, my number is 44 113 225 1489
You: Let me just check I have written that down correctly. Your number is 44 113 225 1489.
Caller: Yes, that's right.
You: Ok Mr Smith I will pass your number to Mr Song. Thank you for calling. Goodbye
Caller: Goodbye