



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.

Ring! Hello!

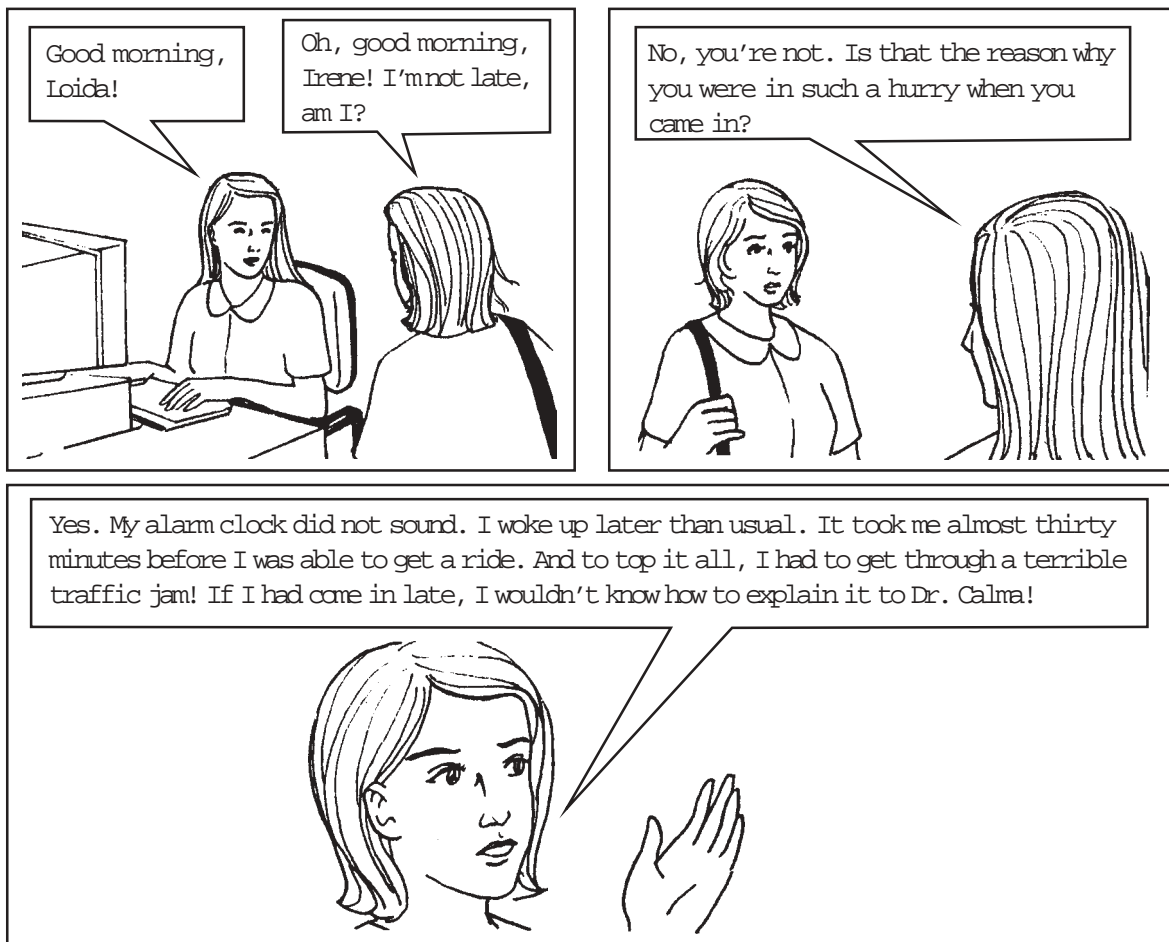
Ring! Hello! Blah-blah-blah! Goodbye! Is that how you answer the telephone? I hope not, because there are rules to follow in using the telephone. In this lesson, you will learn about these rules and how to use the telephone properly.

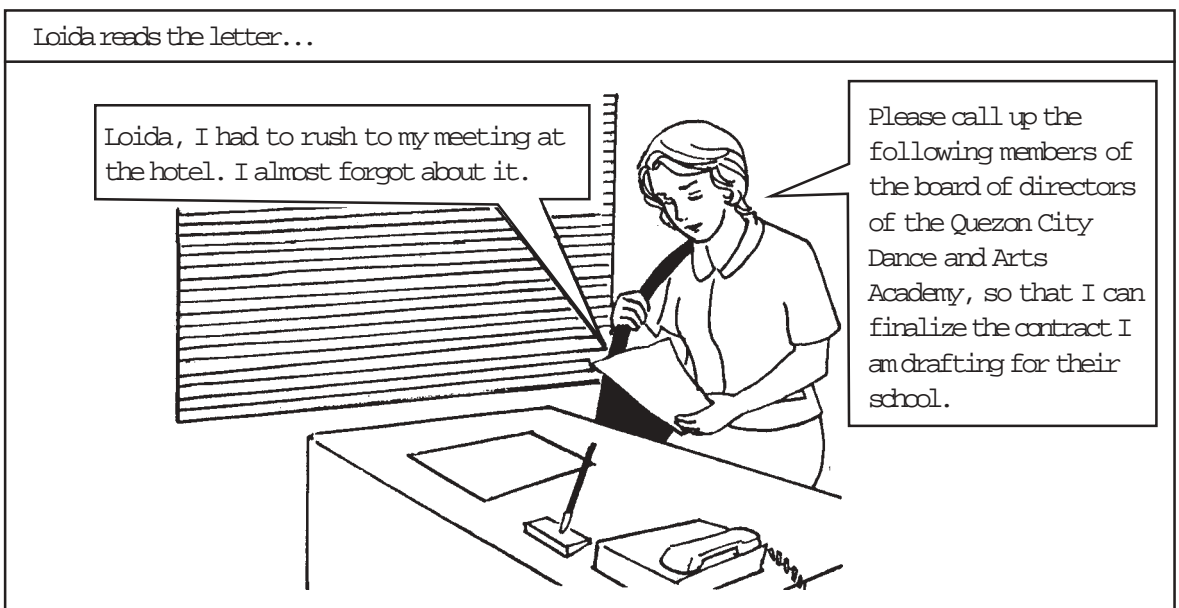
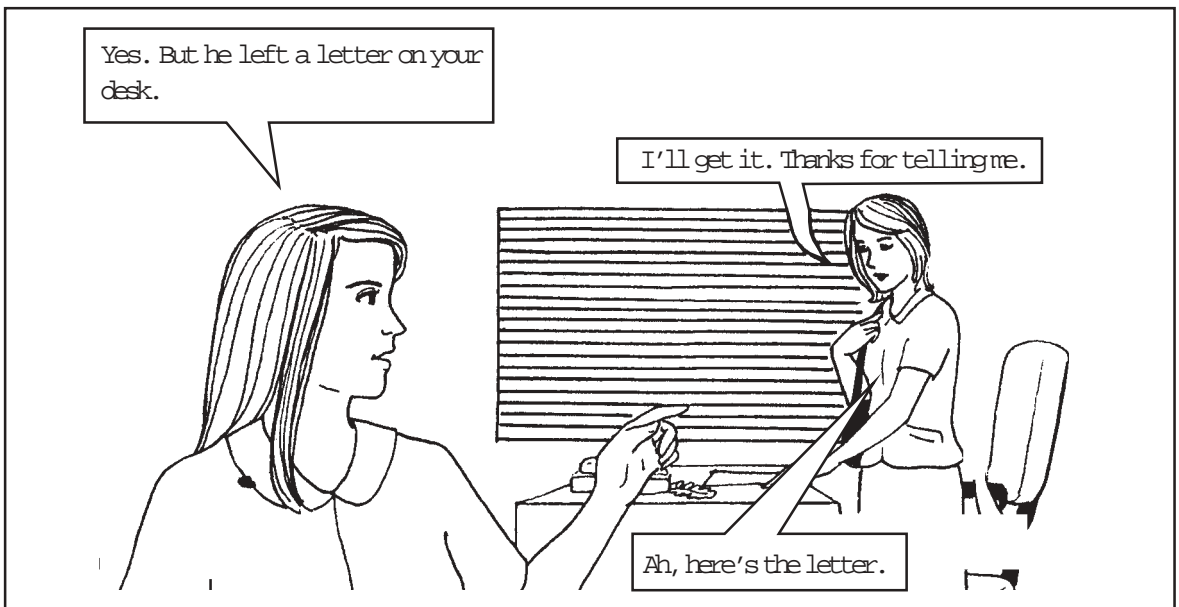
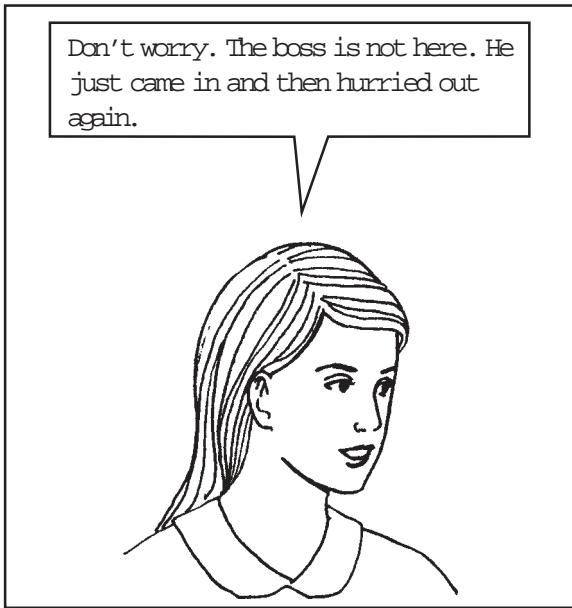
After studying this lesson, you should be able to use the telephone to communicate and express your ideas properly and clearly.

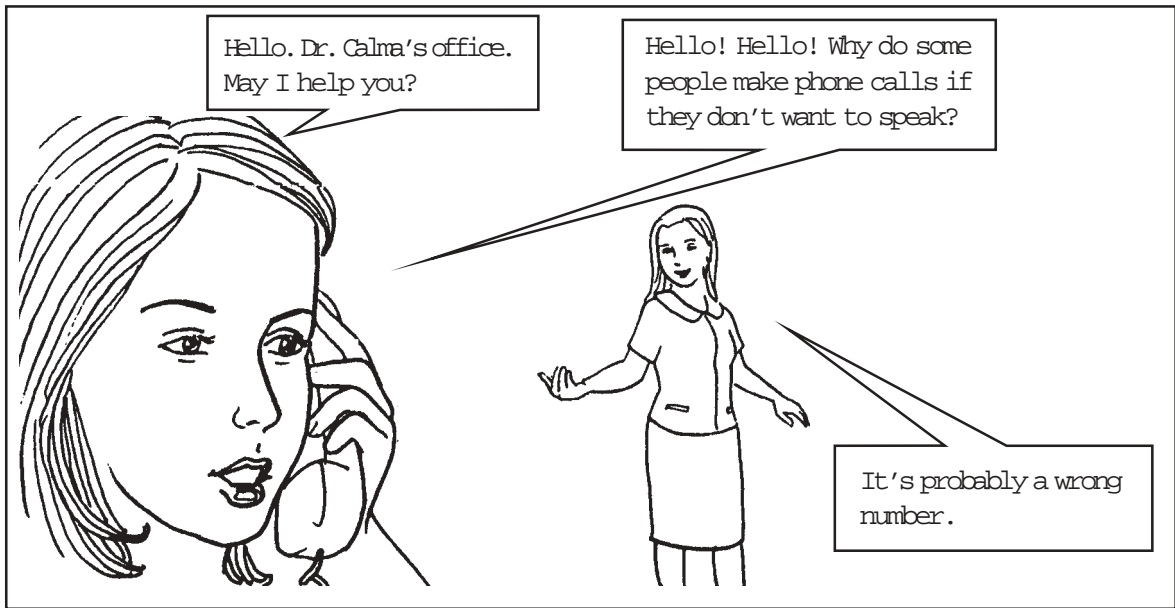
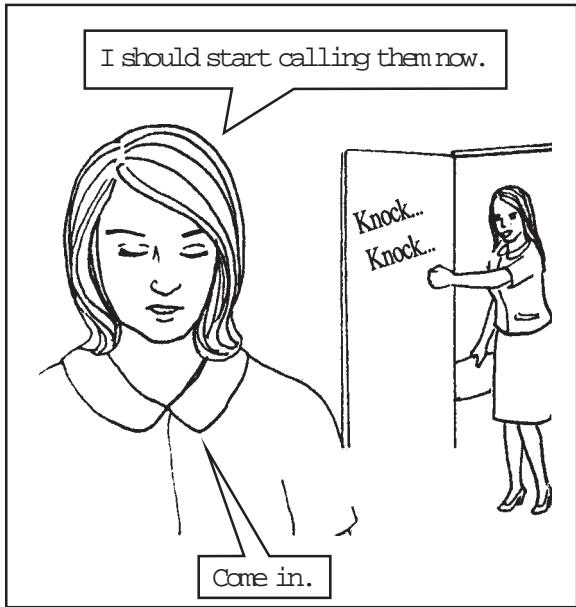
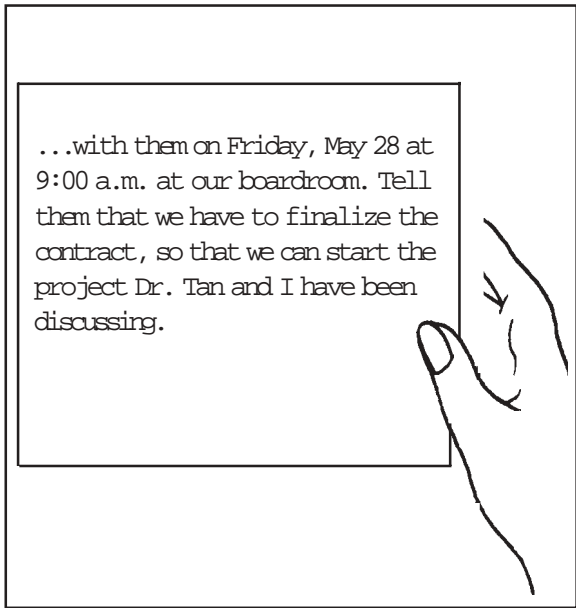
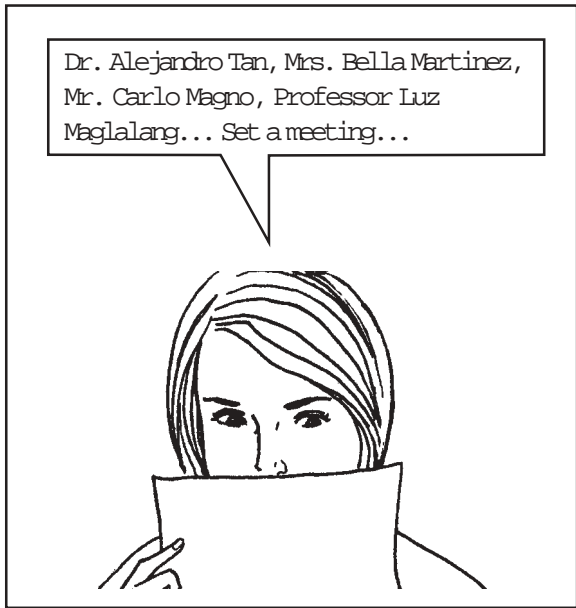


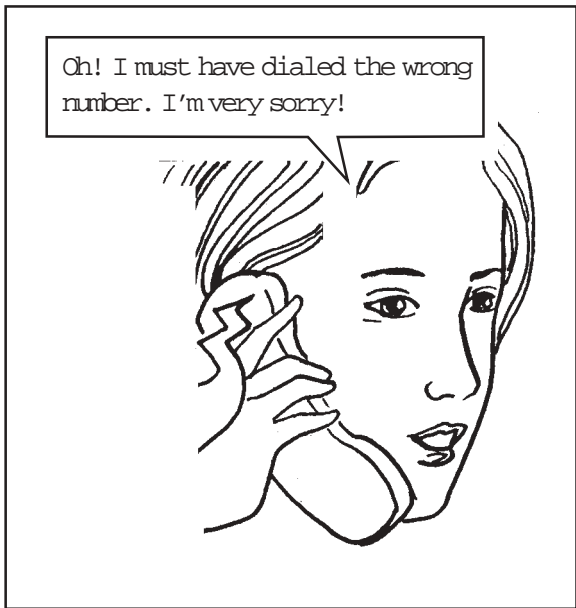
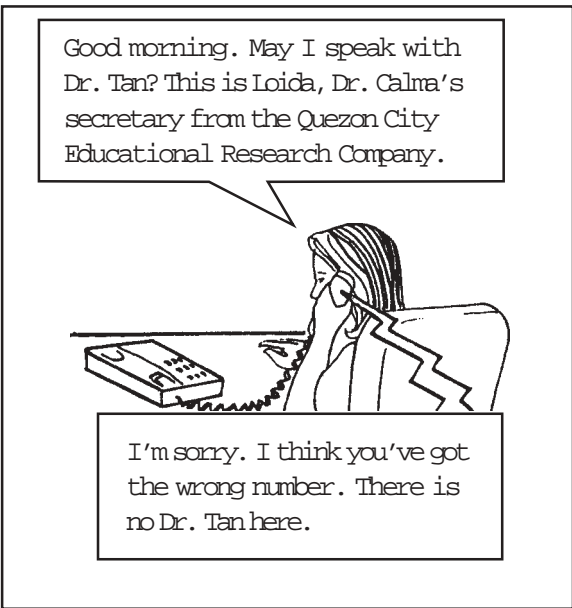
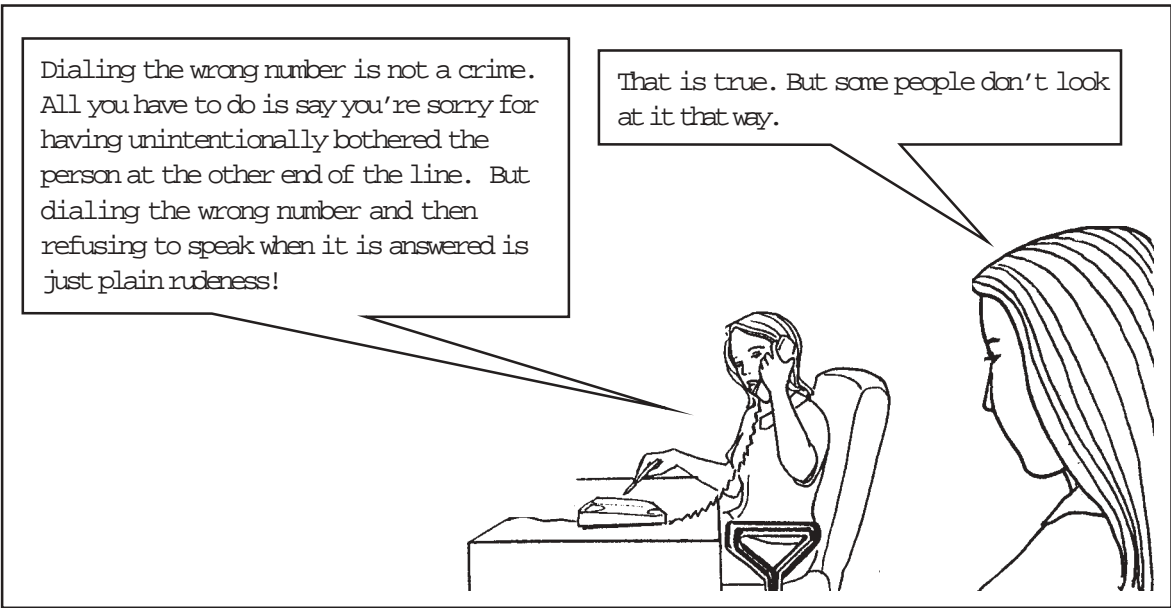
Let's Listen to This

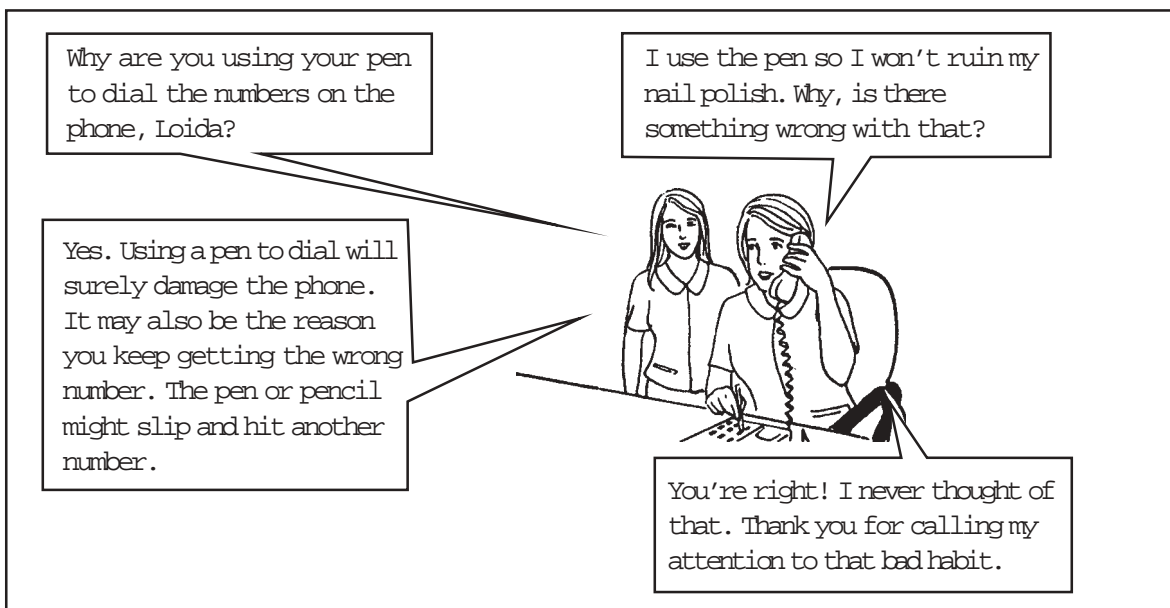
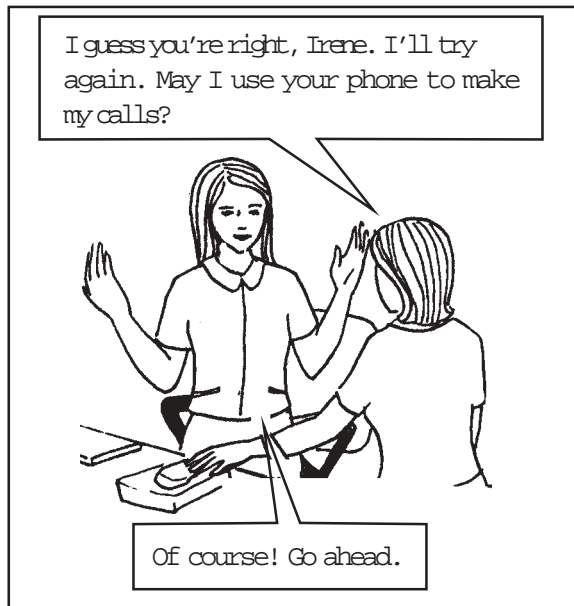
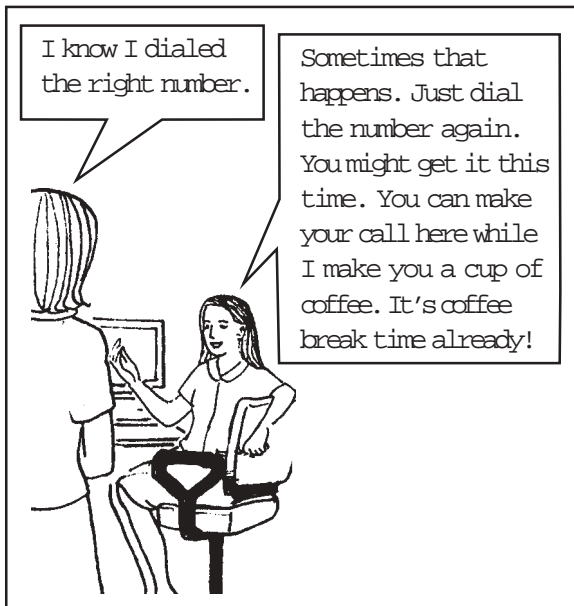
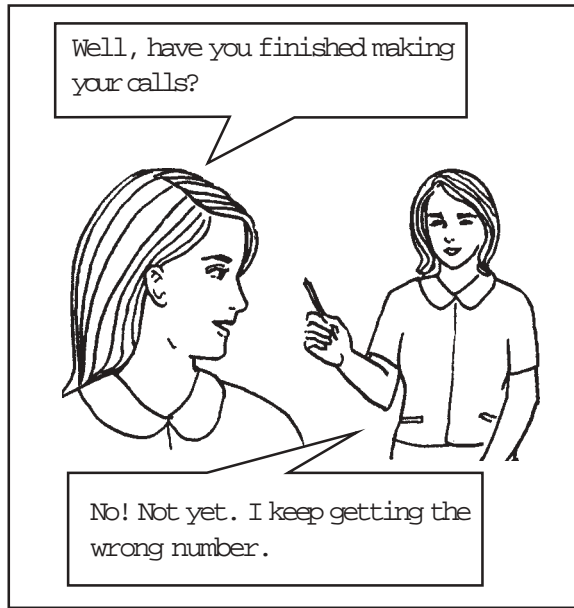
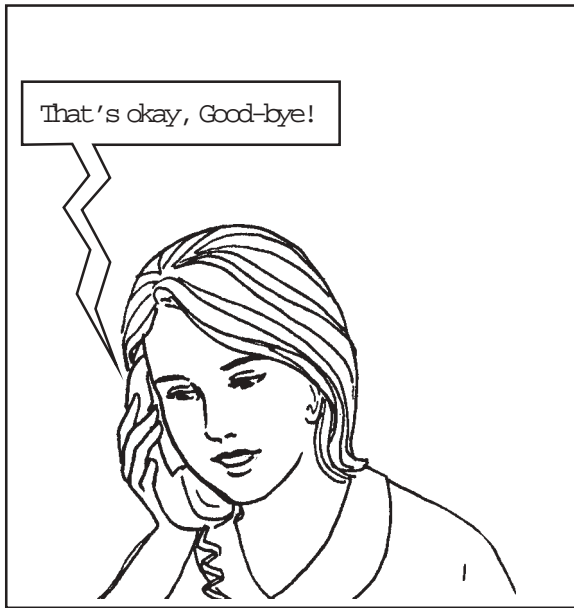
Read the dialogue below. If you have an audio tape cassette player, you can also listen to the taped dialogue. If not, just read through the comic strip below.

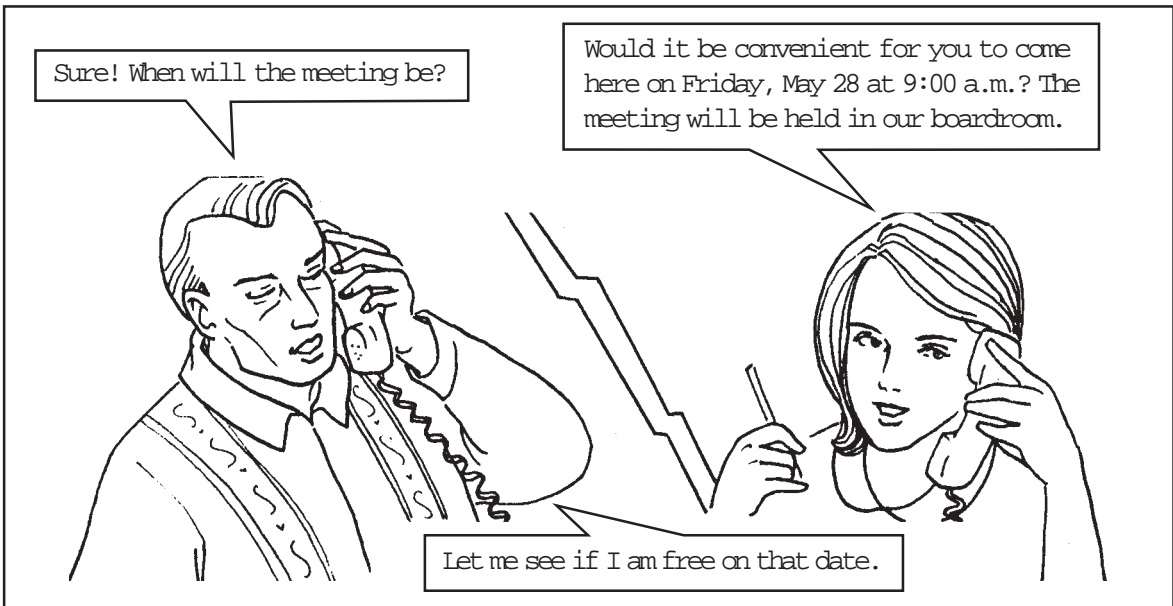
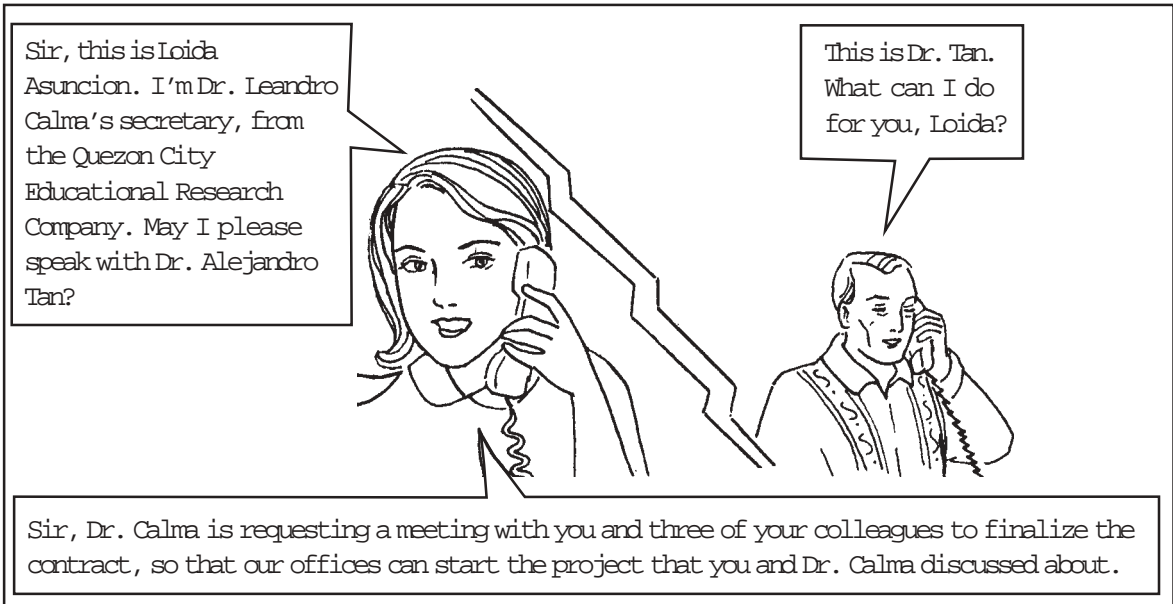
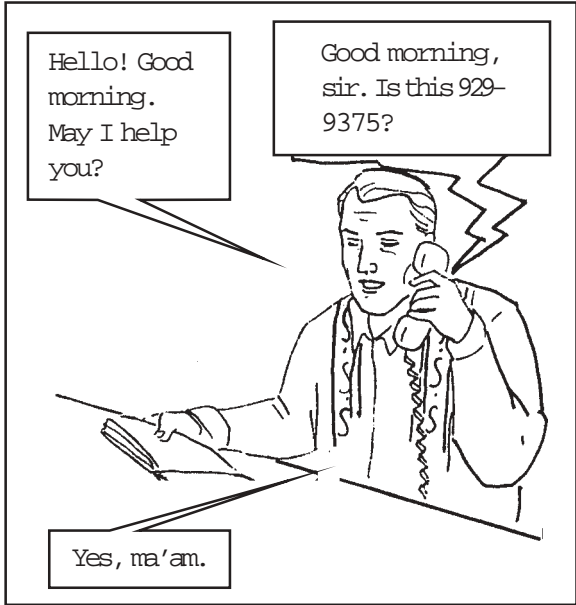


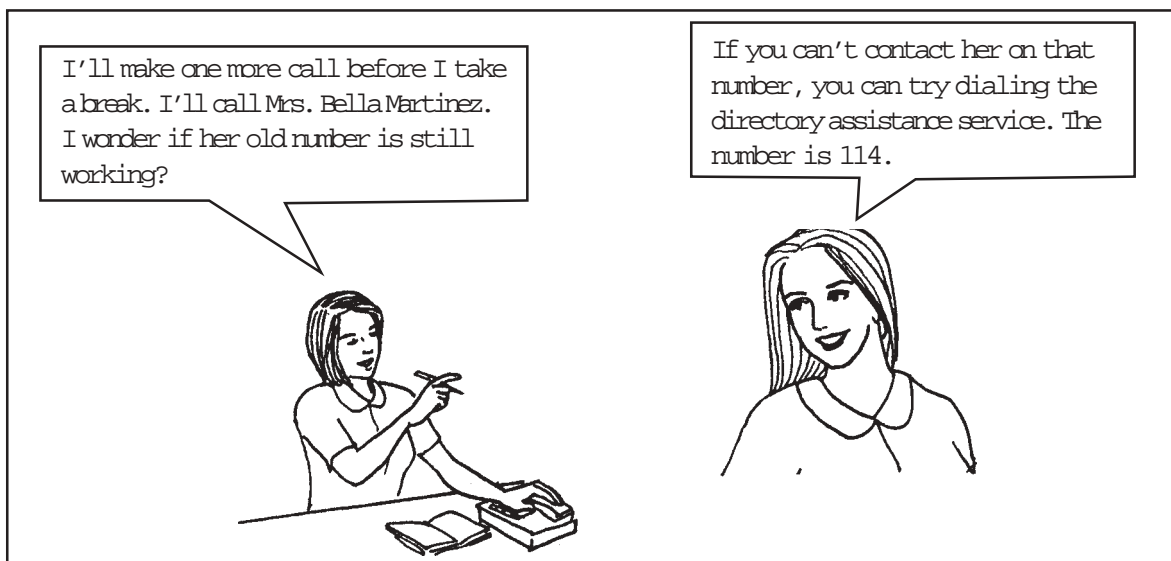
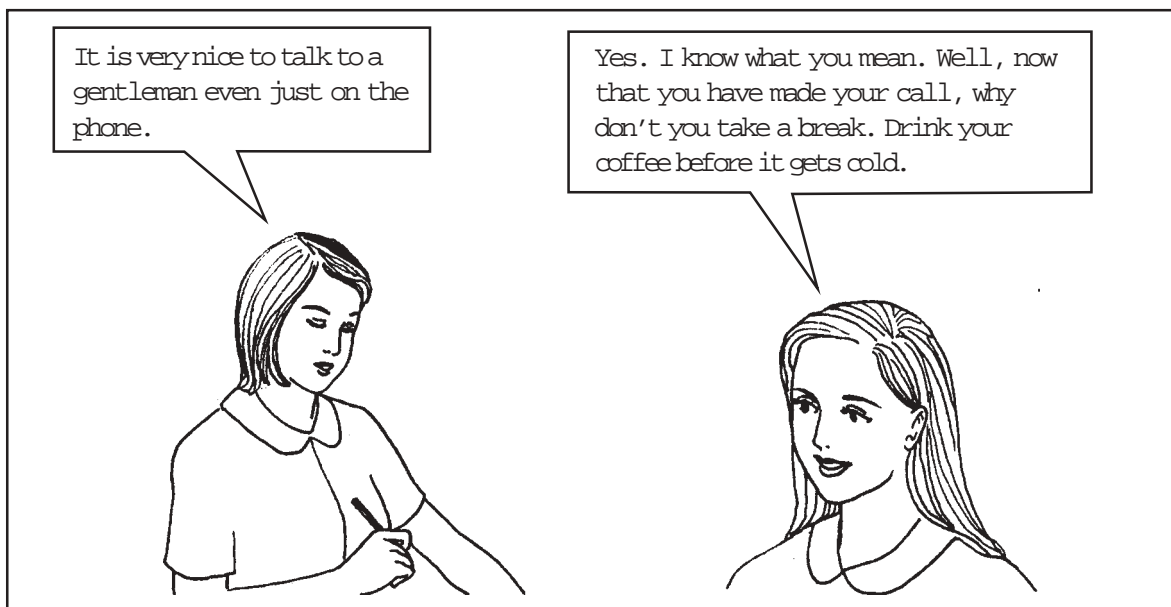
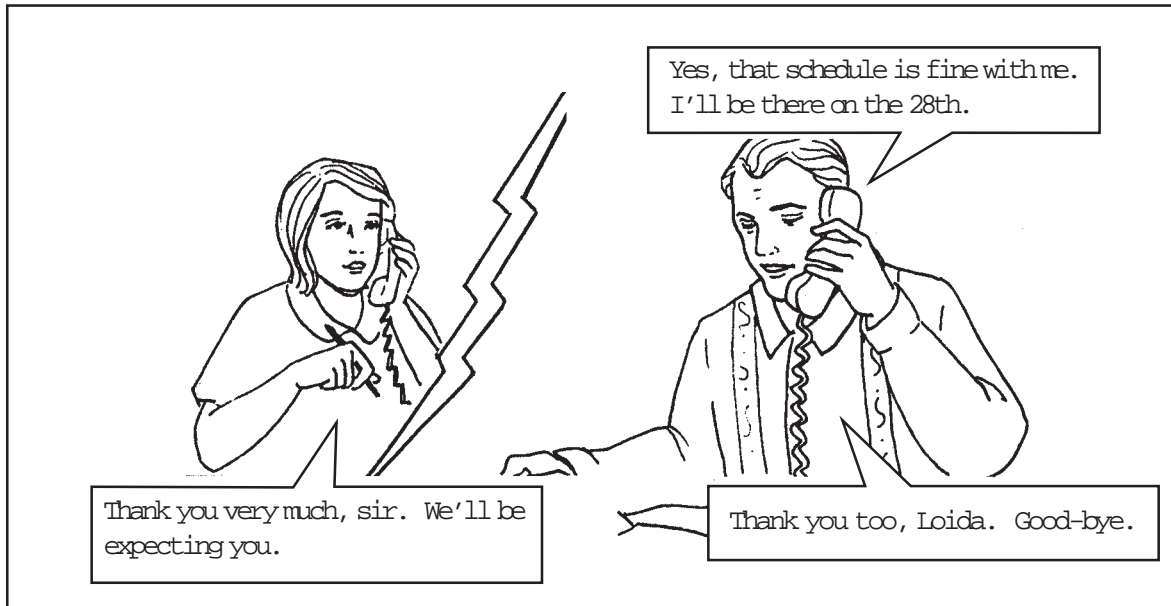












Hello. This is the Martinez residence. May I help you?

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?

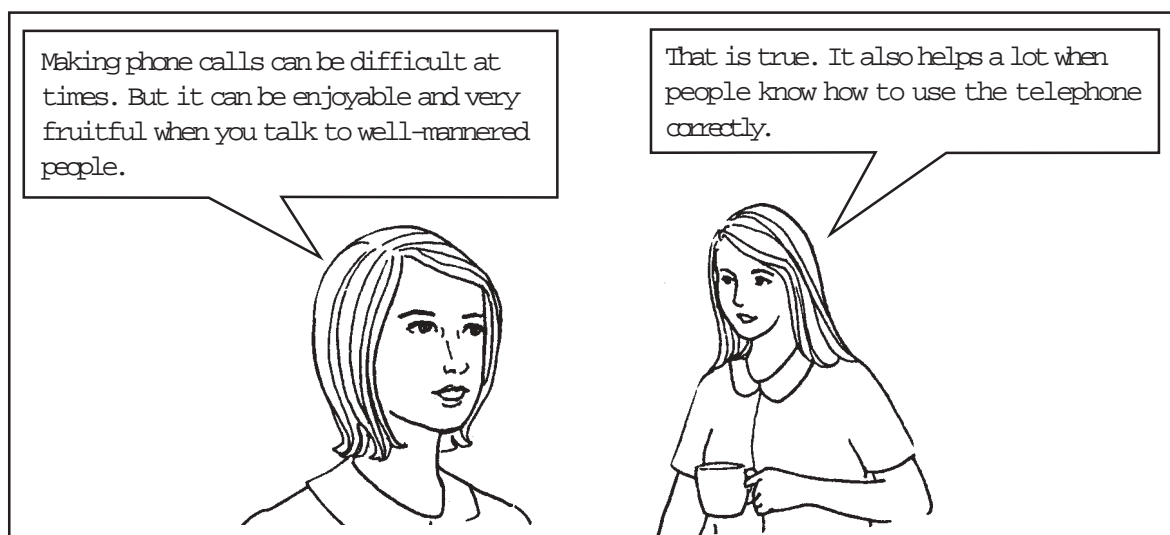
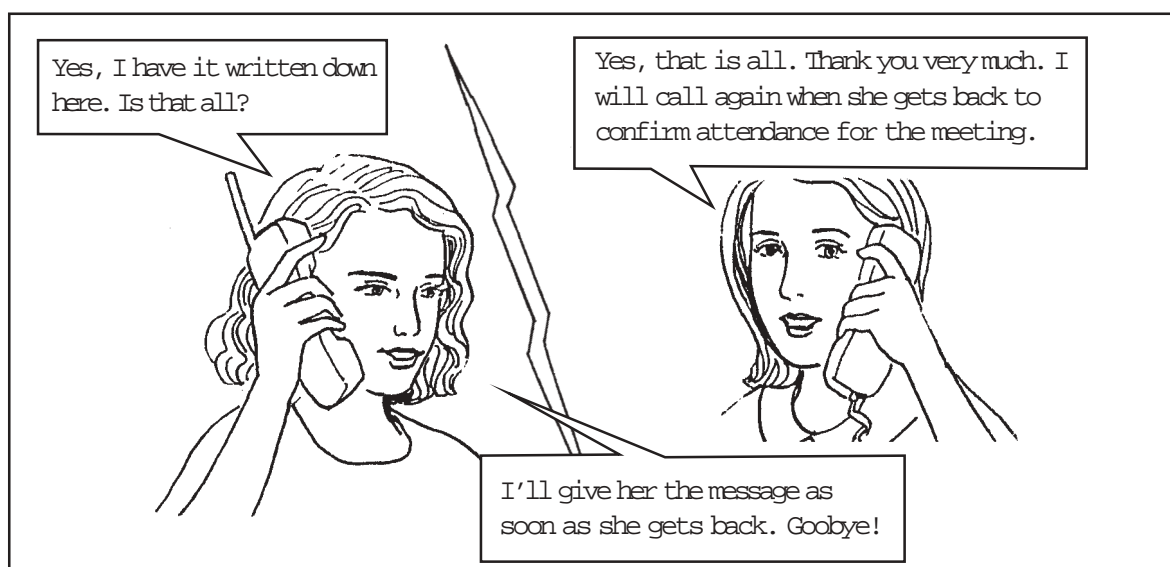
I will try to call again on Monday. Will it be alright to leave a message for her, Miss...?

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.



Let's Try This

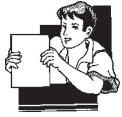
1. What are some of the courteous words or phrases you picked up from the telephone conversations of Loida? Write them down.

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.

Polite words to use when talking on the telephone	Words to avoid using when talking on the telephone

Finished? Compare your answers with those in the *Answer Key* on pages 38–39.

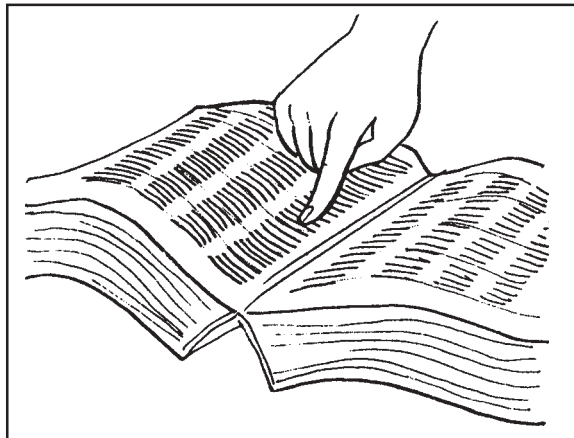
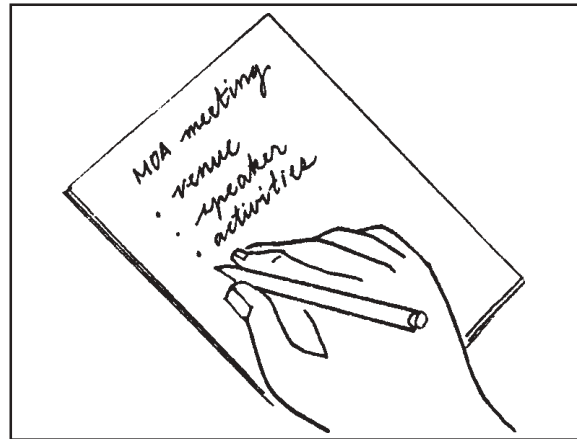


Let's Learn

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.

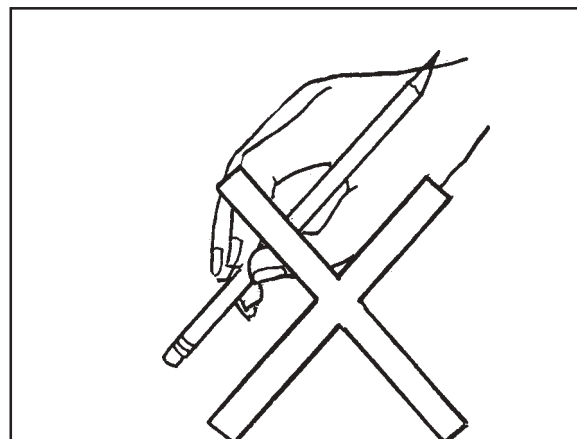
To be able to make the most out of your phone call, here are some tips to consider when placing a call:

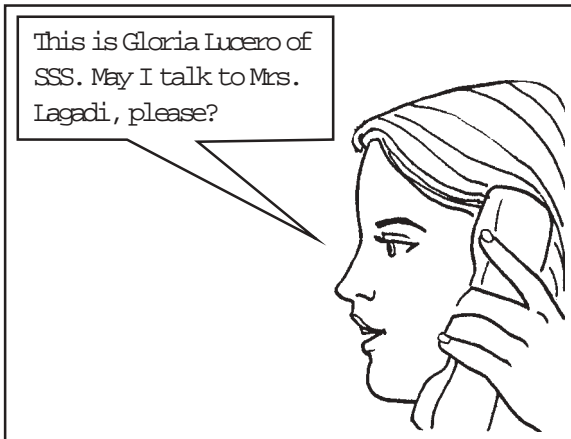
List down the things or items you want to discuss so that repeat calls will not be needed and you will save time.



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.”

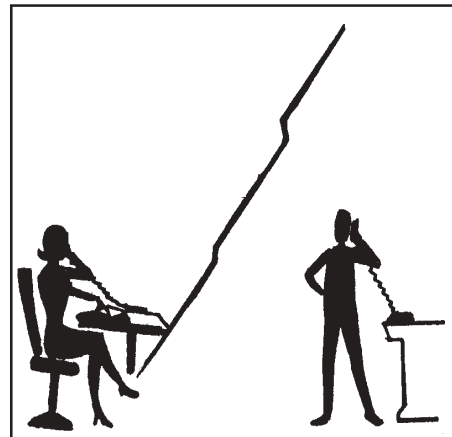
“Of course.”

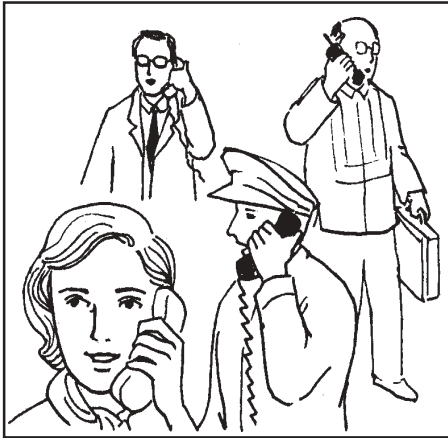
“Certainly.”

“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

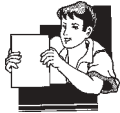
Answer the questions below based on what you have read.

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?

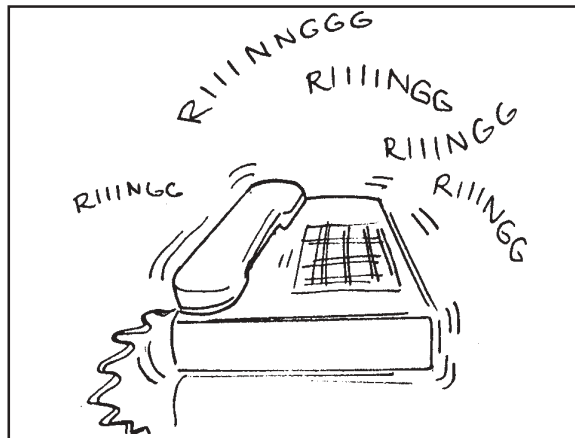
Compare your answers with those in the *Answer Key* on page 39.



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.

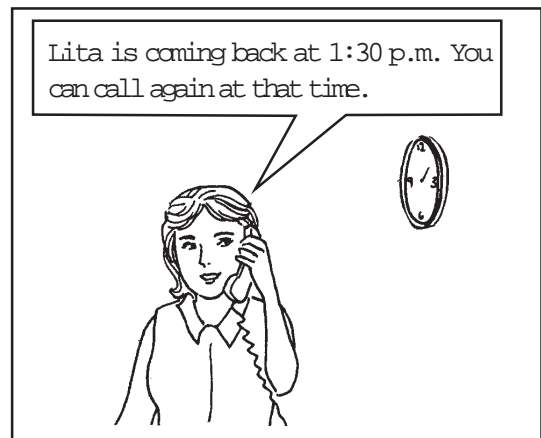


Know how to ask for the caller's identity.



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

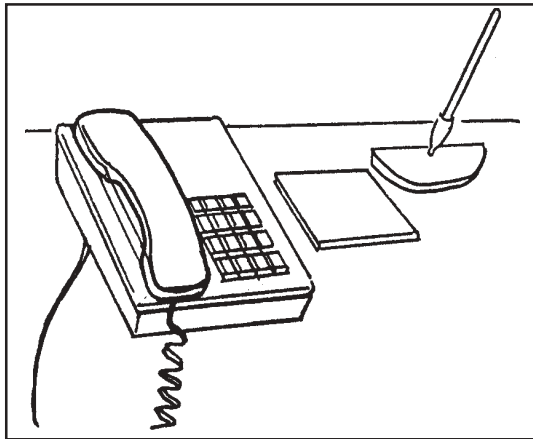
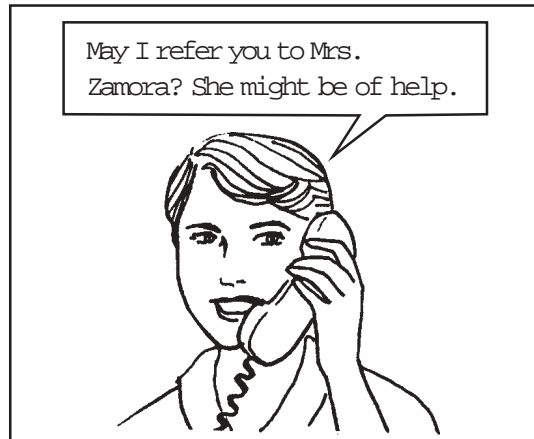
1. If you know the time when the person being asked for will return, advise the caller to call again at that time.



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

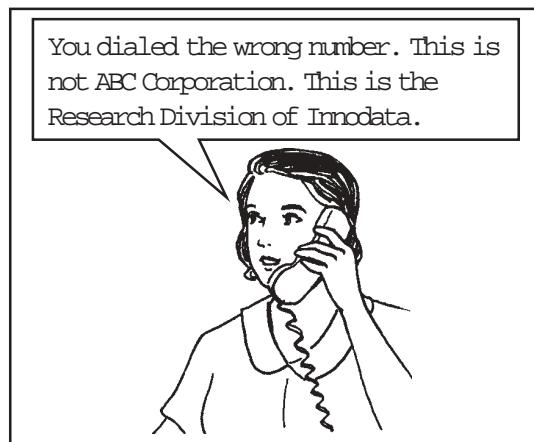


3. If the caller asks for information that you cannot give, refer him/her to someone in your company or house who can be of help.



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 dialed a wrong number.



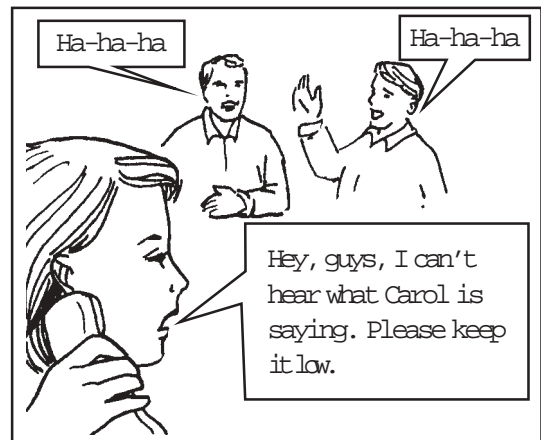
Your mouth must not be more than $\frac{1}{2}$ inch away from the mouthpiece.

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:

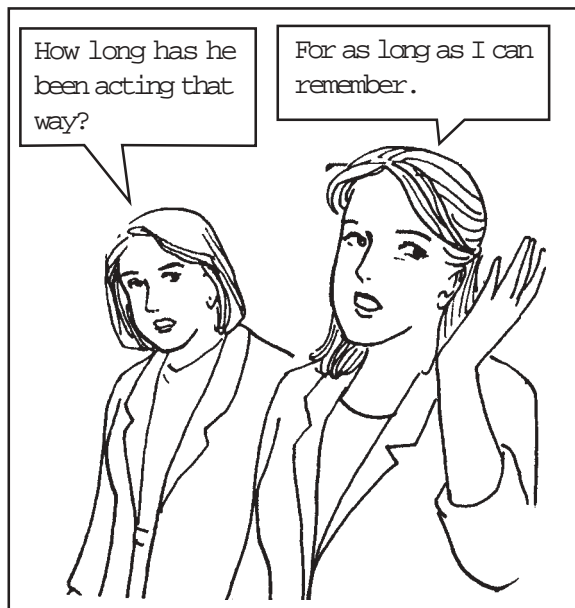
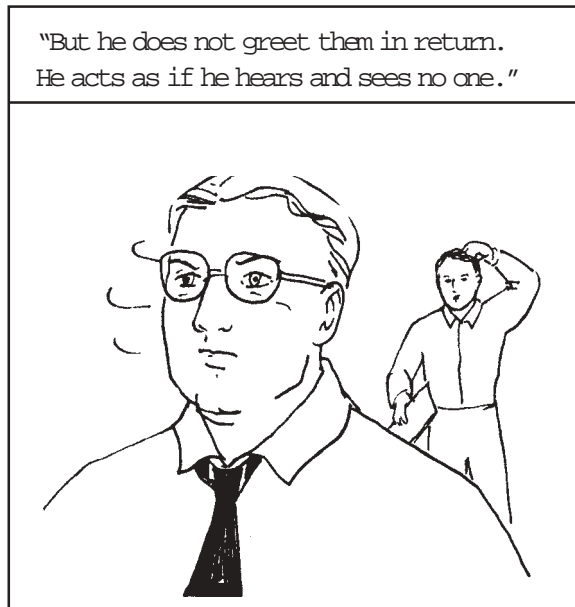
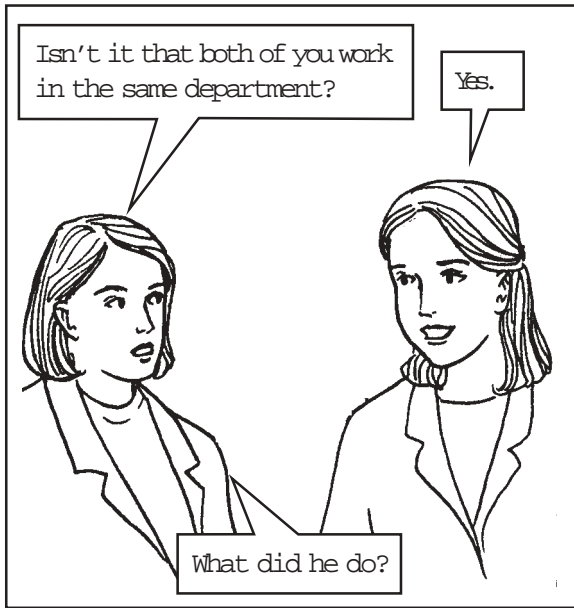
- ◆ greetings,
- ◆ leave-taking,
- ◆ offering help, and
- ◆ giving apology.

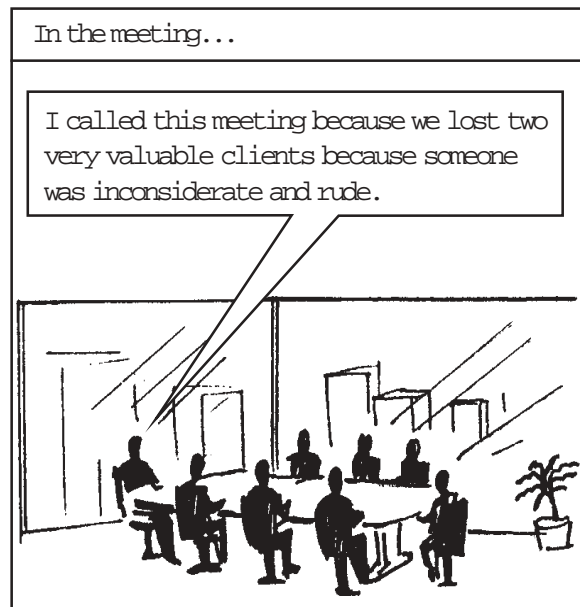
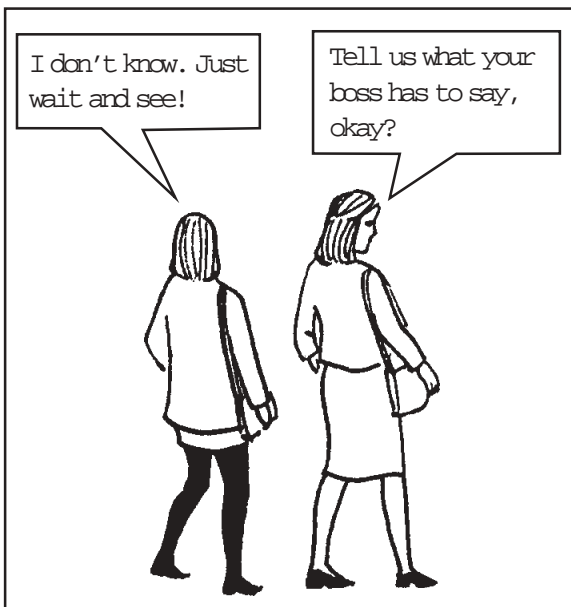
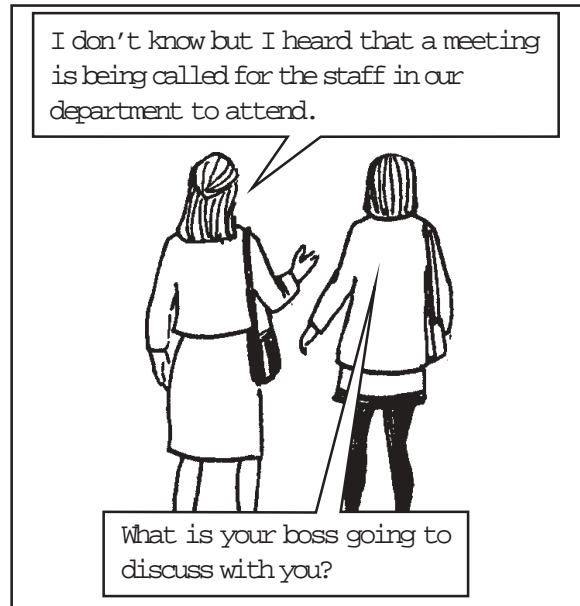
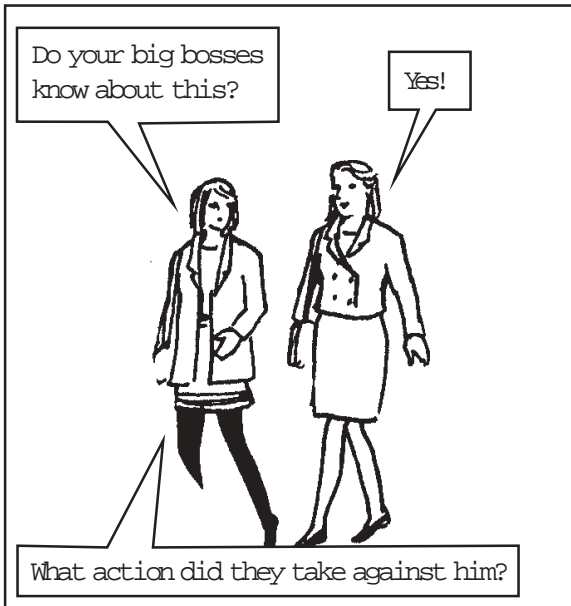


Let's Read

The comic strip below shows a situation in an office. Read it carefully.







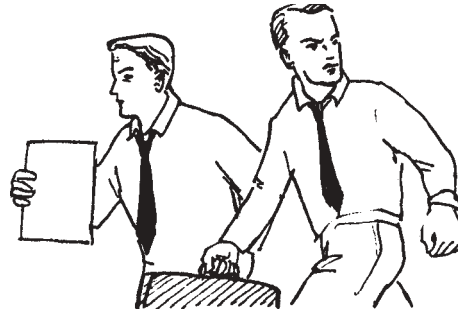
"This is what happened..."

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

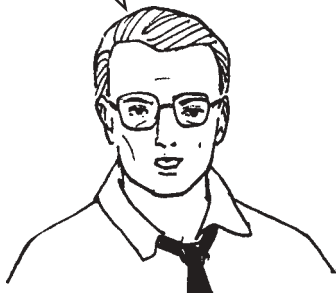
I don't know! Why don't you just ask his secretary.



"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."



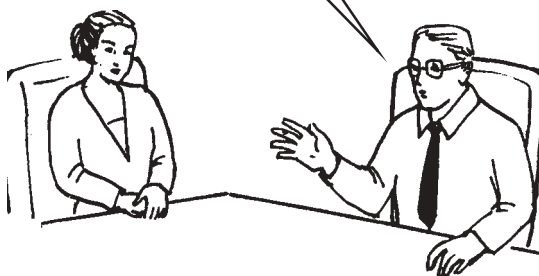
Because of that incident, I am recommending that the employee concerned be terminated. Such an impolite attitude from him has no place in this company. How can our business prosper if we don't take care of our clients?



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.





Let's Study and Analyze

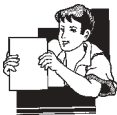
Did you finish reading the comic strip? Now answer these questions about it.

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

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

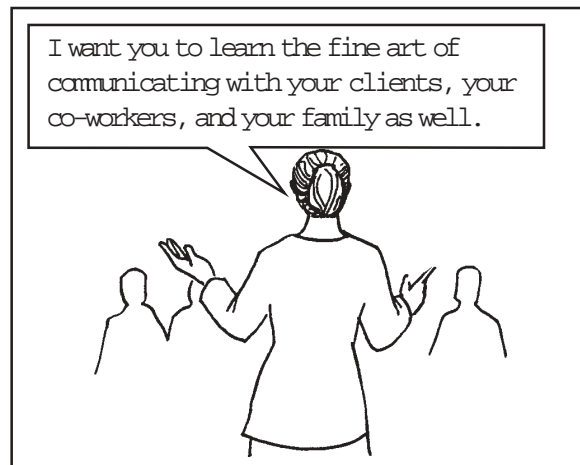
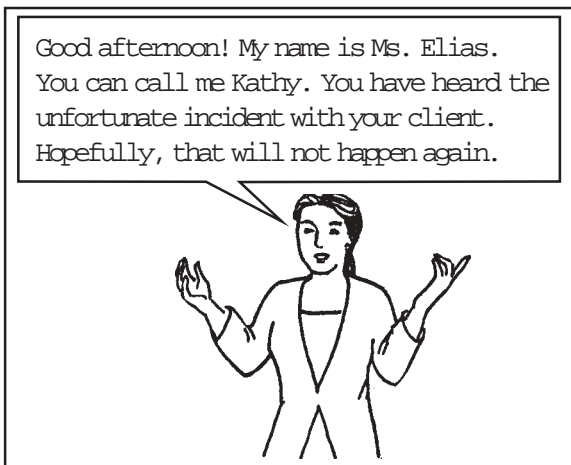
3. Can you think of what Billy or any office worker should do or say when in the workplace to be pleasant and courteous to others?

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

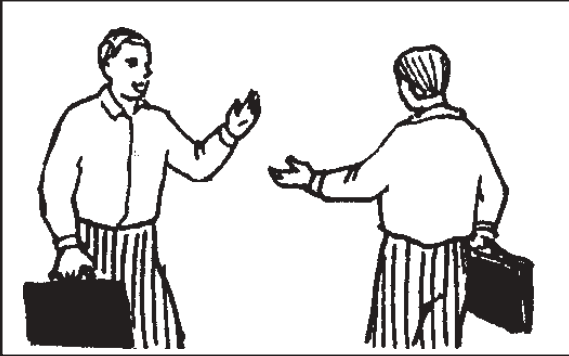


Let's Learn

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.



"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."



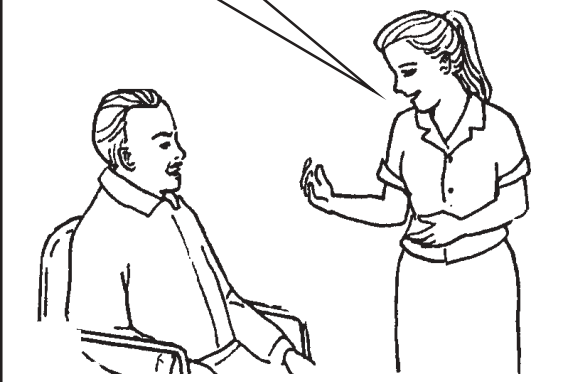
Good morning, ma'am! I'm Ella Sison from the Training Group. Is there anything I can do to help you?

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.



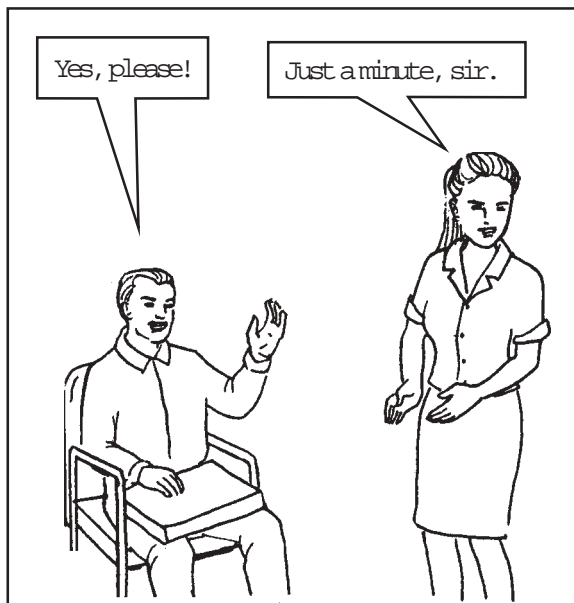
"You can tell him..."

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



Yes, please!

Just a minute, sir.



Here's something you can read while I get the information you need.

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

When the visitor is ready to leave, thank him for his visit to your office.

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.

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.

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

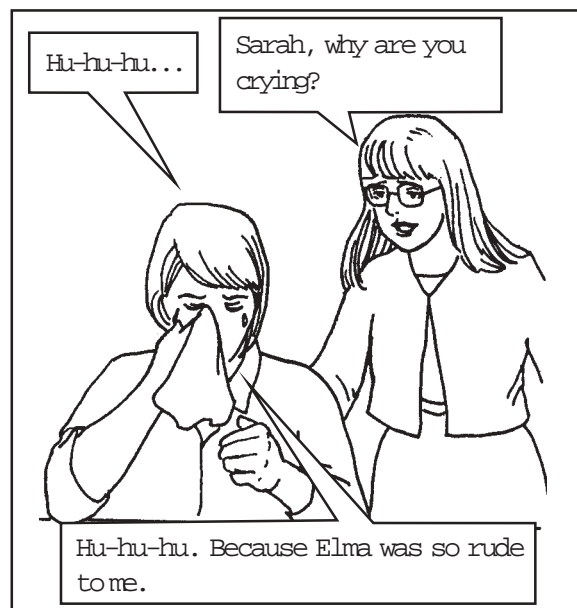
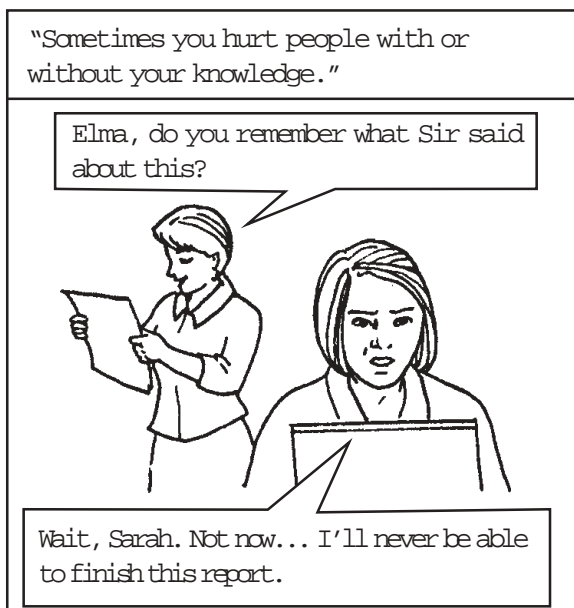
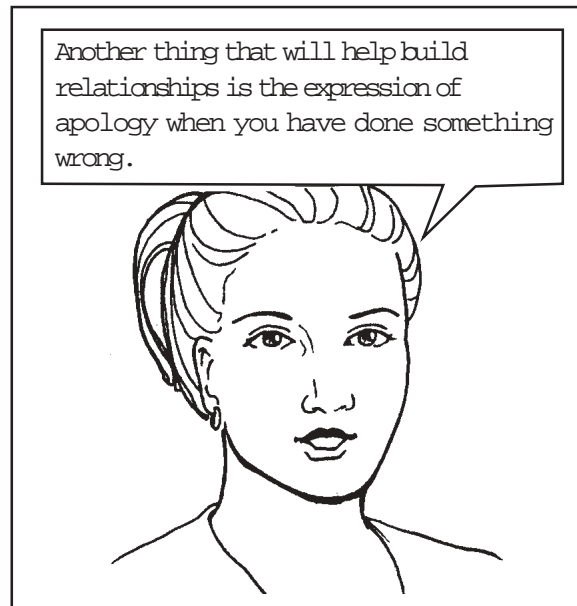
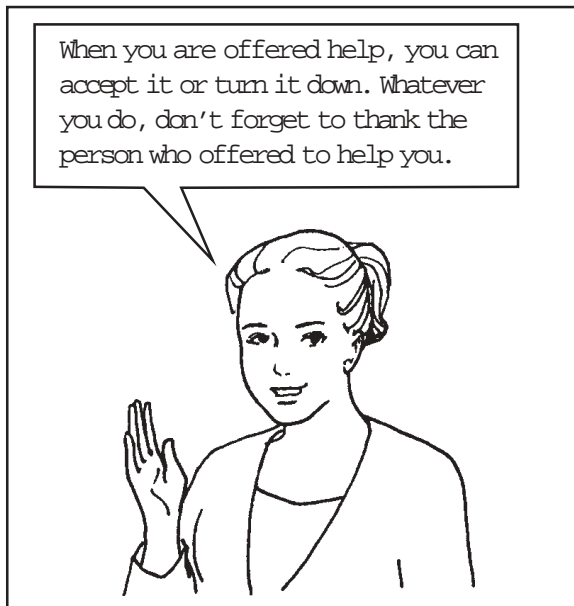
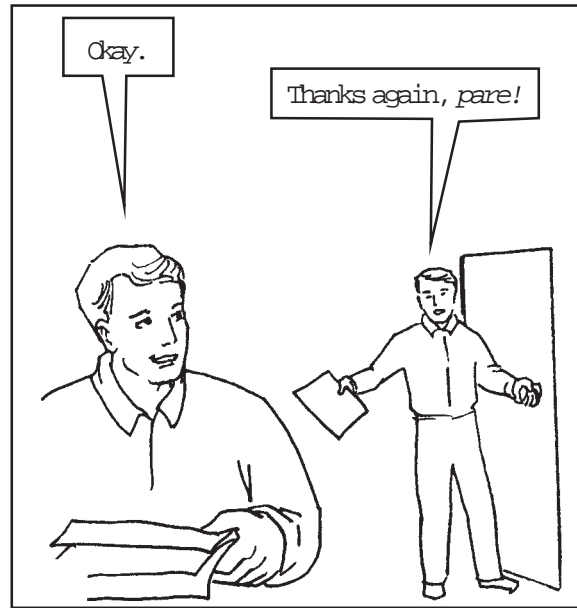
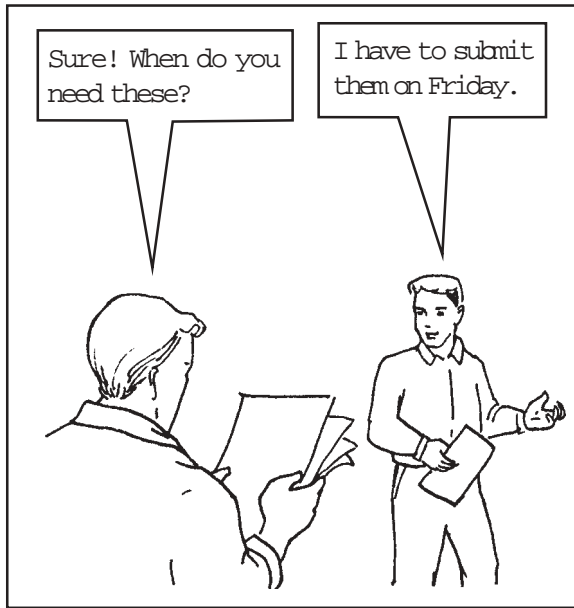
Sarah, let me carry some of those things for you.

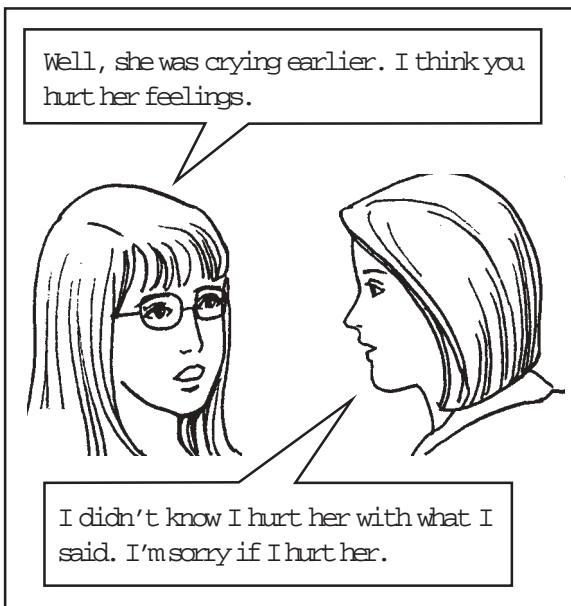
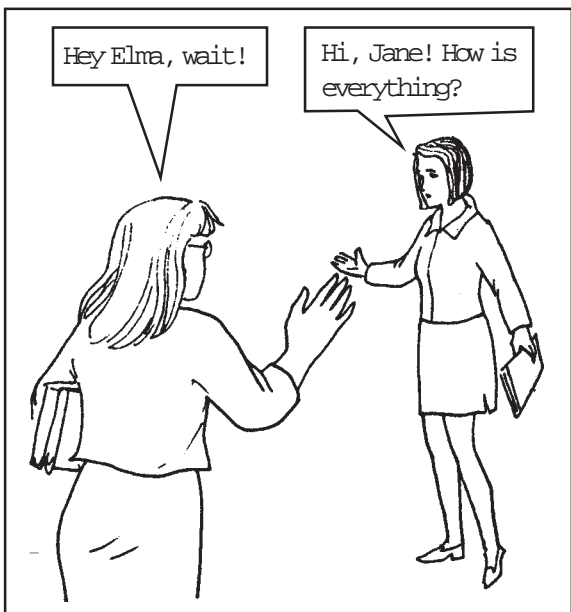
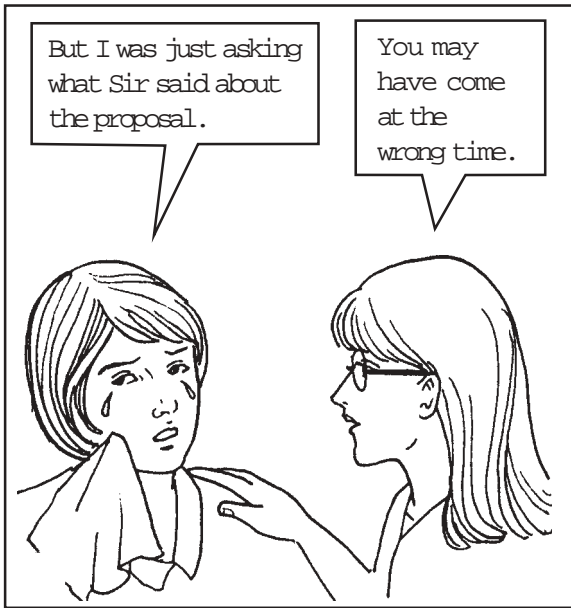
Thank you very much, Paolo.

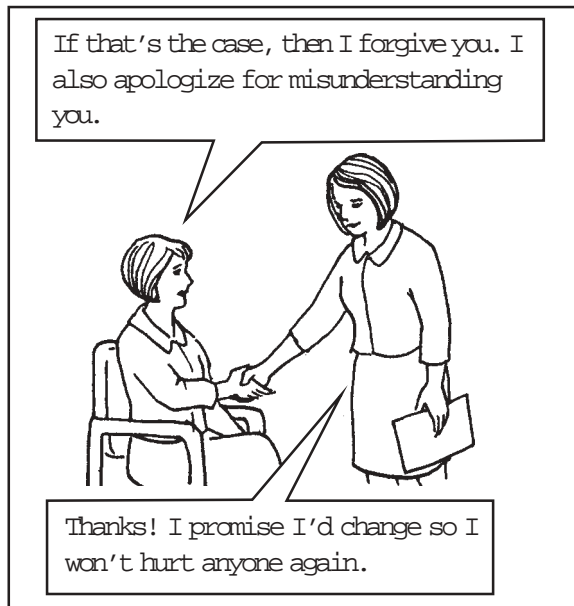
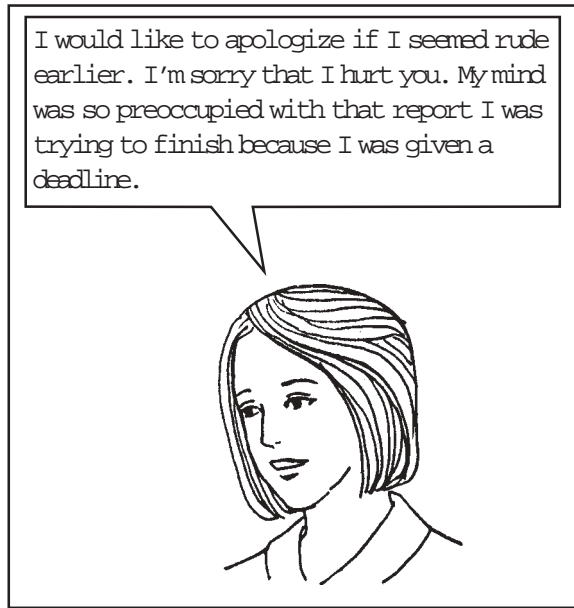
"Or you can say..."

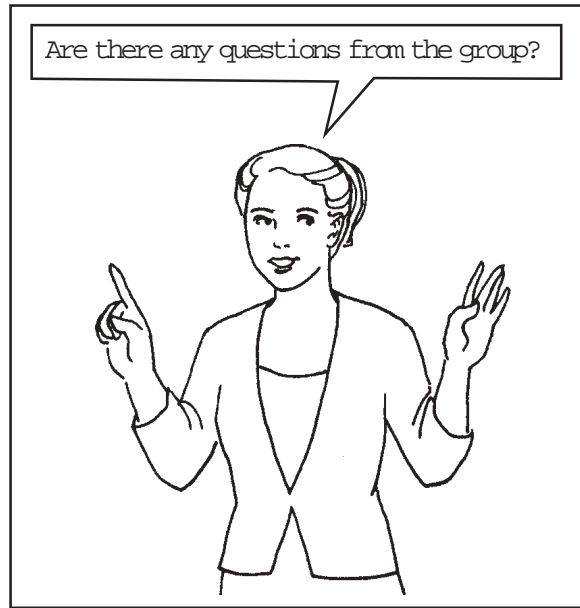
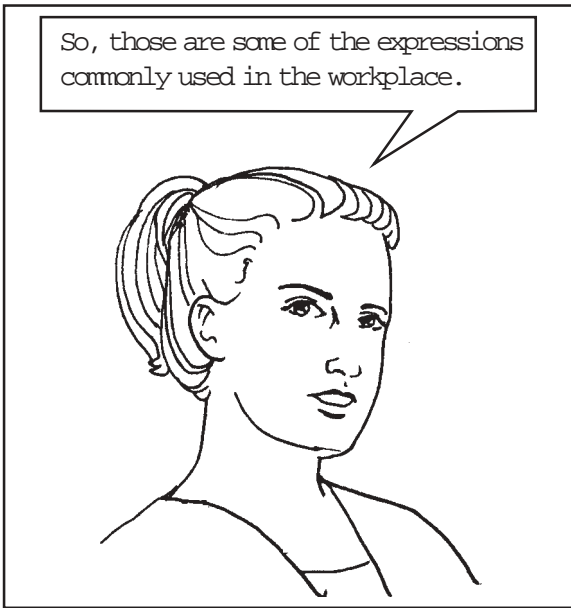
Manny, I've finished what I was doing. Is there anything I can do to help you?

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?









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?

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?
- Identify yourself right away.
 - Ask the person who answers the phone who he is.
 - Tell him what you have to say right away.
 - Determine if you recognize the person's voice.
- _____ 2. After dialing a wrong number, what will you do?
- Cut the caller off without any word of excuse.
 - Make the person feel you are sorry for having disturbed him/her.
 - Become irritated because you dialed the wrong number.
 - Ask the person for the correct number.
- _____ 3. How do you address someone you are calling?
- By his/her professional title.
 - By his/her first name.
 - By his/her surname.
 - By calling him/her *pare* or *mare*.
- _____ 4. When receiving calls, how should you answer them?
- By showing as little emotion as possible.
 - Giving out all the information they need.
 - Telling the caller immediately that she has called the right place.
 - 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.



Answer Key

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!

Thank you.

You're welcome.

Good-bye!

Please.

Would it be convenient for you . . .

I'm sorry.

May I help you?

Will it be alright?

We will be expecting you then.

You are very kind, sir.

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

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

Philippine Long Distance Telephone Directory. Metro Manila Telephone Directory: Government/Business Listings, 1999.

Freedman, Nancy J. *Telephone Skills From A to Z: The Telephone "Doctor" Phone Book*. California: Crisp Publications, 1995.