

## C. Making a telephone call

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1. Name 4 things to keep in mind when making a telephone call:

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2. Here are some tips for making telephone calls. Write the correct letter by each scenario.

- A. Prepare.
- B. Be clear and concise.
- C. Listen.
- D. Be comfortable.
- E. Keep records.
- F. Introduce yourself.



- a) Don't just keep talking; hear what the other person is saying. \_\_\_\_\_
- b) Know who you are calling and the reason for your call. \_\_\_\_\_
- c) Get to the point. Don't crowd the conversation with small talk. \_\_\_\_\_
- d) Say who you are and the company / organisation you're are calling from. \_\_\_\_\_
- e) Sit in your chair, make sure it's quiet and don't be very thirsty/hungry. \_\_\_\_\_
- f) Have a notepad and pen to make notes. \_\_\_\_\_