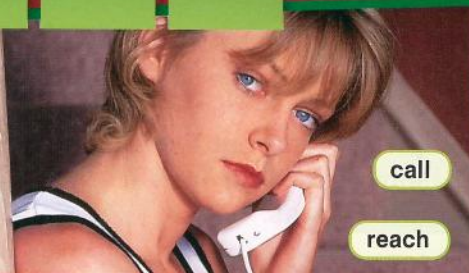


3 Telephone Interactions 1



**STEWART BLOOD
DONATION CENTER**

**Front Desk/Administrative
Assistant Telephone Guidelines**

When you **answer** the telephone at Stewart Blood Bank, you are responsible for our public image. It is important that you always use a friendly tone. Be careful to **direct** callers to the appropriate **extension**. No caller should ever be **on hold** for more than one minute.

These helpful phrases will keep your phone interactions professional.

- 1 "You've **reached** Stewart Blood Center. How may I direct your call?"
- 2 "The **party** you are trying to reach is unavailable. May I **transfer** you to another **line**?"
- 3 "May I please put you on hold?"
- 4 "Let me **connect** you to our Donor Information Line."
- 5 "Thank you for your interest. Please **call** again."

These phrases can help you to manage our busy phone lines. If you receive too many calls, direct them to our messaging service. The service can be reached at 555-954-3834, extension 64. However, you should only use the answering service in emergencies. Pleasant interactions with our staff members keep blood donors coming back. By answering the phone with a smile, you could even save a life.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- | | |
|------------|---------------|
| 1 — party | 4 — transfer |
| 2 — answer | 5 — extension |
| 3 — line | 6 — on hold |

- A a telephone connection
 B to connect a caller to someone else
 C to pick up a telephone call
 D waiting for a call to be connected
 E a particular receiver within a phone system
 F the person or group a caller is trying to reach

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why are telephone operations important to many businesses?
- 2 What are some common things employees say when answering company phones?

Reading

2 Read the guidelines from a manual. Then, mark the following statements as true (T) or false (F).

- 1 — Callers should only be put on hold for less than a minute.
- 2 — Administrative Assistants work for the business's messaging service.
- 3 — Administrative Assistants are the first people callers reach at the business.

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

- 1 **reach / direct**
 - A What department are you trying to _____?
 - B How may I _____ your call?
- 2 **call / connect**
 - A Please _____ back during business hours.
 - B Let me _____ you to our sales department.