

Professional Calls



Audio 7.10: Listen to a receptionist answer the telephone in a medical clinic. Complete the table below. In the left-hand column, write the expressions you hear in the dialogue; in the right-hand column, write additional expressions you could use for each purpose.

	The receptionist says:	You could also say:
1	<p>To put a caller on hold:</p> <p>Can you please hold for a moment?</p>	<p>Would you mind holding?</p>
2	<p>To explain that a person is not available:</p> <p>I'm sorry he is with a patient/ he's on another line</p>	<p>He/she is not available right now/at the moment.</p>
3	<p>To take a message:</p> <p>Would you like to leave a message?</p>	
4	<p>To transfer a call:</p> <p>I will transfer you.</p>	<p>I will PUT YOU THROUGH</p>
5	<p>To respond to a wrong number:</p> <p>I am sorry there is no one here by that name</p>	

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Listen to the telephone dialogue again. Complete the table on the left with the expressions used by the caller. On the right, write additional expressions you could use for each purpose.

The caller says:	You could also say:
To identify self:	This is / My name is / It's
To state purpose of call:	I'd like to / I need to / I am calling because
To ask to speak to someone:	May / Could I speak to..?
To leave a message:	Could you please tell X that...
To return a call:	I am returning her/his call

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With a partner, prepare and role-play two calls to a medical office.



Call 1

Student A: Receptionist

- Answer the phone with a professional greeting.
- Give the caller three possible dates and times.
- Book the appointment.

Student B: Caller

- Identify yourself and state the reason for your call (to make an appointment).
- Agree to one of the dates and times given.
- End the call appropriately.

Call 2

Student A: Caller

- Identify yourself and ask to speak to a doctor.
- Leave a message for the doctor regarding a prescription renewal.
- End the call appropriately.

Student B: Receptionist

- Answer the phone with a professional greeting.
- The doctor is with a patient. Offer to take a message and take down all relevant information.