

UNIT 4 Connecting with Customers on the Phone

Useful Steps and Phrases to Answer a customer-friendly Call

1. Greeting and Identifying yourself

Good morning/ afternoon.

A& F Software. (name of the company/ department/ section/ position/ etc.)

This is ... (your name or your position)

2. Offering help

SAMPLE

How may I help you?
How can I help you?
What can I do for you?
May I help you with anything?

3. Taking actions

I'll connect you.

I'll put you through to him/ her.

I'll transfer the line for you.

Shall I put you through to him/her?

4. Telling the caller to wait

Could you hold for a moment please?

Could you please hold?

Hold on for a few minutes, please.

5. Telling that the person can't be reached and giving reason

I'm afraid, the line is busy.

I'm sorry, the line is engaged.

s/he is on another line.

s/he is not available right now.

s/he is in a meeting.

s/he is on not in.

6. Offering to take message

Would you like to leave a message?

Would you like me to take a message?

7. Repeat or Clarifying the message

I'm sorry but I didn't (quite) catch that/ understand you exactly.

Could we go over that once more?

The line is not very good. Could you repeat that please?

Could you speak more slowly, please?

Could you speak up a bit, please?

Could you speak louder, please? I didn't quite catch that.

8. Confirm and Summarize the message

So I'll tell him/ her that... (the message)

Let me just repeat that to you.

I'll make sure that s/he gets this message straight away.

I'll make sure that he'll call you back as soon as possible.

9. Offering further helps

Could I help you with anything else?

May I help you with anything else?

10. Ending the call

Thanks for calling.

Have a nice day.

Goodbye.

SAMPLE

Helpful Tips

Here are some helpful tips for being courteous on the phone.

- Use polite language to show that you really care about the customer and their

needs. With *Would you like...?* you ask the same question as with *Do you want ...?*

but in a more customer-friendly way.

- Use the customer's name throughout the conversation. This makes the customer feel special and helps build rapport.

- Show you are serious about taking care of the customer's requests with your good listening skills and dependable follow-through.

- Finally, do not forget to thank the customer. A simple phrase like We appreciate your business or Thank you for calling leaves a positive impression at the end of a phone call.

Taken from: Richey, R. English for Customer Care, p.22. Oxford, 2012