

Review

Assume that you are a graphic designer and have a logo design project.

Requirements:

- Give the client a call to update them on the design of the logo for the new ad project.
- > Clarify information about the logo you need to make.



LEARNING GOALS

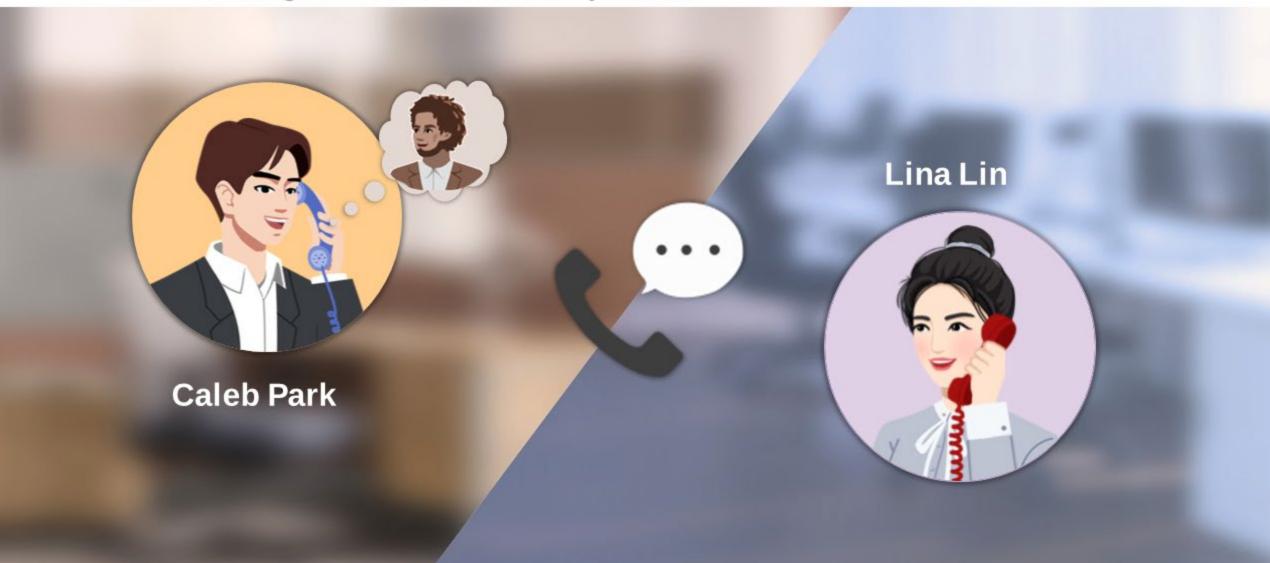
- Asking to Speak to Someone
- · Putting the Caller on Hold
- Connecting Someone Over the Phone



Situational Dialogue



Caleb is looking for Bruce to give an update on the new project. He is calling Lina Lin, the media planner.

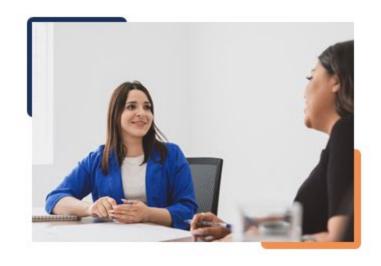






Key Vocabulary

Learn the new words and answer the questions.



give an update on

(ph. v.) give someone the latest information about something

e.g. Please give me an update on your report.



hang on

(ph. v.) to informally ask someone to wait for a short period of time

e.g. Hang on while I confirm your name on the list.



put through

(ph. v.) to connect someone on a phone call to another person

e.g. I can put you through to our supervisor now.



Dialogue Review

Have a role play and answer the questions.



Caleb is looking for Bruce to **give an update on** the new project. He is calling Lina Lin, the media planner.

Caleb: Hello, Lina. Good morning. This is Caleb from the Creative Department.

Lina: Good morning, Caleb. What can I do for you?

Caleb: May I speak to Mr. Fisher?

I'll give him an urgent update on the new project.

Lina: Hang on a moment. I'll see if Mr. Fisher is in.

Caleb: Sure.

(10 seconds later)

Lina: Mr. Fisher is in his office. I'll **put you through** to him now.



Let's check the learning goals!



Caleb is looking for Bruce to give an update on the new project. He is calling Lina Lin, the media planner.

Caleb: Hello, Lina. Good morning. This is Caleb from the Creative Department.

Lina: Good morning, Caleb. What can I do for you?

Caleb: May I speak to Mr. Fisher? 6 1. Asking to Speak to Someone

I'll give him an urgent update on the new project.

Lina: Hang on a moment. I'll see if Mr. Fisher is in.

Caleb: Sure.

2. Putting the Caller on Hold

(10 seconds later)

Lina: Mr. Fisher is in his office. *I'll put you through to him now.*



3. Connecting Someone Over the Phone



Learn the key expressions and sentence structures.

... Asking to Speak to Someone

- Could I speak to (name) of (company/ department/ office)?
- > Can I speak to (name) of (company/ department/ office)?
- May I speak to (name) of (company/ department/ office)?

Example sentences:

- Could I speak to Mr. Bruce of Warner Company?
- Can I speak to Jane of the HR department?
- May I speak to your supervisor?

"May I speak to..."

is considered to
be the most polite
expression.

Ask if the manager is available and say why you wish to speak to him/her.

Learn the key expressions and sentence structures.

... Putting the Caller on Hold

- Could you hold on for a minute?
- Hang on a moment.
- Give me a second.
- > Give me a minute, please.
- One moment, please.

Give me a second

It does not literally mean to wait for just one second.

Learn the key expressions and sentence structures.

.... Connecting Someone Over the Phone

▶ I'll put you through to (name/ office).

Example sentences:

- I'll put you through to Miss Williams.
- I'll put you through to customer service.

You can also use:

I'll connect you to ...

e.g.

I'll connect you now to Mr. Fisher.

I'll connect you now to our Sales Department.

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: You get a call and the caller asks to speak to your team leader.

Transfer the call to your team leader.

.:: You can refer to the following key expressions:

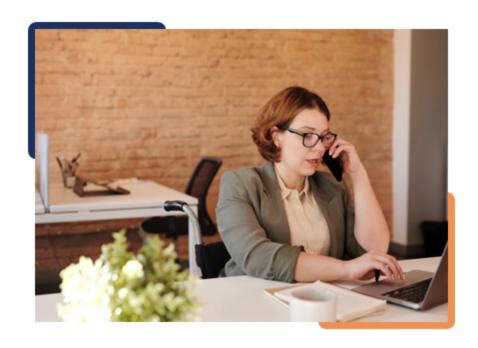
- Could you hold on for a minute?
- Hang on a moment.
- I'll put you through to (name/ office).



Coffee Break

Learn the different expressions in connecting someone.

... How to Connect Someone Over the Phone



The person you are trying to connect to is available.

Hang on a moment. I'll see if Ms. Smith is in her office. I'll put you through to her now.

The person you are trying to connect to is unavailable.

Thank you for patiently waiting for Ms. Smith but she is not available right now. May I have her call you back?



- 1. How long are you willing to wait to be put on hold?
- 2. How do you express to the caller if the person they want to speak with is not available?

Overview

Keywords and expressions:

give an update on/ hang on/ put through

Could/ May/ Can I speak to (name) of (company/department/ office)?

Could you hold on for ...?/ Hang on a moment.

I'll put you through to (name/ office).

