

Telephonic Conversation

In this 21st century Telephonic Conversation has become an extended part of speaking.

Telephonic Conversation requires two basic skills:

- Good Listening Skills
- Good Comprehending Skills

Basic Professional Phrases for Telephonic Conversation:

1) Greeting and Introducing Yourself

- Hello, this is Pranay from (Company Name)
- Good Morning/Afternoon, this is Pranay. I am calling regarding (subject, enquiry, Information etc.)

2) Asking to speak someone

- Is _____ Available? (Name, Product, Appointment)
- May I speak to _____? (The Doctor, Concerned Person)
- I'd like to Talk to _____. (Mr. Singh)

3) Asking for repetition

- I'm sorry- I didn't catch that, could you please repeat yourself?
- I'm sorry- Do you mean to say _____ (Say what you have understood)
- Can you please pardon?

4) Ending your Call

- Thanks for calling and have a great day.
- Thank you for calling and giving your precious time.

Do's of Telephonic conversation

- Speak Clearly
- Use proper language and avoid slangs
- Keep the conversation crisp
- Avoid going off-topic
- Talk in a quiet place and try to avoid any background noise

Don'ts of Telephonic conversation

- Eating while talking
- Getting distracted
- Interrupting the other person
- Sounding bored and disinterested



Quiz:

1) Which of the following skills is required in Telephonic Conversation?

- a) Listening Skills
- b) Comprehending Skills
- c) Communication Skills
- d) All of the above

2) Among the following which is not a part when greeting someone on call?

- a) Good Morning
- b) Thank you
- c) Introducing your name
- d) Background Information

3) Identify the missing part in this conversation,

Neha- “Hi am I speaking to Mr. Raj”

Raj- “Yes, Raj this side”

Neha- “I want to know how long will your department take to submit the report”

- a) No mistake
- b) Neha is sounding rude
- c) Neha didn't introduce herself

4) Which of the following does not come under “Don'ts of Telephonic Conversation” ?

- a) Eating while on a call
- b) Interrupting the person
- c) Showcasing boredom
- d) Speaking Clearly

5) Should you record the calls, when talking to your family members?

- a) Yes
- b) No¹

¹ Ans: 1-d, 2-b (We don't thank while initiating conversation on a call)3-c (No matter what the context is, always introduce yourself, 4-d (speak as clearly as possible) 5-b (Record calls of unknown people or your clients for future reference & safety).
Source: <https://www.speakconfidentenglish.com/telephone-calls-in-english/>
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