

Activity 1 Phoning about a job advert (role play)

Have a read through the following examples of telephone conversations and then try your own role play with a partner.

Role Play (1)

Few people make the perfect phone call, but this is a good effort ...

KIRSTY: Hello. Can I speak to Mr Brown – extension 208 please?

Good, Kirsty had a name and extension. This saves time.

RECEPTIONIST: I'll just transfer you.

KIRSTY: Is that Mr Brown?

Kirsty checked she had the right person.

MR B: Yes.

KIRSTY: Hello, my name is Kirsty Mackinnon. I'm phoning about the customer service job advertised in the Daily News.

She introduced herself and explained how she found out about the vacancy.

MR B: Oh, yes. Are you phoning about an application form?

KIRSTY: Yes I am.

MR B: Have you got any customer service experience?

KIRSTY: Yes, I have experience of dealing with customers through my Saturday job with Sainsbury, and through a work experience placement I did in an insurance office.

Kirsty briefly explained why she would be suitable – she made the most of her experience.

MR B: Are you still at school?

KIRSTY: Yes, but I'm due to leave next month.

MR B: Oh well, I really wanted someone with a bit more experience ... (silence).

KIRSTY: Yes, I understand, but I've learned a lot from my Saturday job. I've worked on the customer service desk for two years now, dealing with enquiries and complaints, and this has given me a lot of customer service experience. Then last year I was on work experience in an insurance office, which got me used to dealing with people on the telephone. If I could come up and see you I'd be happy to tell you more about my skills.

Kirsty showed enthusiasm and wasn't put off.

MR B: OK, I might as well see you. You know where we are, do you?

KIRSTY: On the corner of Main Street ...

MR B: No, we've moved premises. We're on the new estate ... Findle Road ... Do you know it?

KIRSTY: Did you say a single road ...?

MR B: No Findle ... with an F – F for Freddy I. N. D. L. E ...

KIRSTY: Yes, I've got that. I'll find it on the map.

MR B: Can you be here today for 12 noon and report to reception?

KIRSTY: Yes, that's fine. So 12 noon and report to reception. Thank you for your time. I'll look forward to meeting you ...

She confirmed details and thanked the employer.

Role Play (2)

Sometimes it's not so easy and you've got to be persistent ...

JIM: Hello, can I speak to someone in the hairdressing department, please?

Jim explained the department he wanted.

RECEPTIONIST: Who would you like to speak to?

JIM: I'm sorry – I don't have a name, but I'd like to speak to the person who deals with applications for hairdressing apprenticeships.

He clearly highlighted who he needed to talk to.

RECEPTIONIST: What would you like to know?

JIM: I'd like to know more about what the training involves and whether I'd spend any time at college. And, I'd like to know whether all my NQ units would count if I apply.

RECEPTIONIST: Oh I see ... well, we've got a leaflet about the training programme. I'll send you one.

JIM: Actually I've got a copy of that, but I'd like some more detailed information.

Jim wasn't put off. He was quite determined to be put through to the department and his persistence paid off.

RECEPTIONIST: Hold on ... I'll see if Mrs Lindsay is available.

JIM: Who is Mrs Lindsay?

RECEPTIONIST: She recruits the trainees.

JIM: Thanks, that would be great ...