

English at Work 白领英语
More about telephone manner 接电话续集
Episode 15: Mr Seb Lime
第15集: Seb Lime 先生



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Anna: (answering phone) Yes?

Denise: Stop! That's all wrong. I'm going to call you again. This time-

Narrator: 大家好, 我们刚好回到Denise 和Anna 的电话培训中。真有意思!

Denise: This time, you don't say 'yes' when you answer – it's rude. Call me and I'll show you how it's done.

(sound of 4-digit dialling, then phone rings)

Hello? Tip Top Trading.

Anna: Wow, that's good.

Denise: And, you can say your name. Hello? Tip Top Trading. Denise speaking. Try it.

(dialling, then ring)

Anna: Hello? Tip Top Trading. Denise speaking.

Denise: No!

Anna: What?

Denise: Say: Anna speaking!

Anna: Oh, sorry, I'm so stressed by all this. Hello Anna speaking!

Denise: You sound like you're sitting on a pineapple. Listen to my voice: Hello? Denise speaking.

Anna: Hello? Anna speaking.

Denise: Good. Now, when the person has introduced themselves – this is Mrs Smith or whatever, say: Hello Mrs Smith, how can I help you? Or, if you know them already, you might say: Hello Mrs Smith, how are you?

Anna: Okay, what if Mrs Smith wants to speak to Tom but he's not there?

Denise: You say: I'm really sorry, he's not available at the moment. Can I take a message? Or: I'm afraid he's busy – shall I ask him to call you back?

Anna: Okay.

Denise: And, to end a conversation, you can say: Thank you for calling, goodbye. Let's do another practice!

(phone rings)

Anna: Hello? Tip Top Trading.

Denise: *(putting on a stupid voice, without realising it's stupid)*
Hello, this is Mrs Smith.

Anna: Hello Mrs Smith, how can I help you?

Denise: I'd like to speak to Tom please.

Anna: I'm really sorry, he's not available at the moment. Can I take a message?

Denise: That's okay, I'll try again later.

Anna: Okay. Thank you for calling, goodbye. *(hangs up)*

Denise: Excellent!

(phone rings)

Oh!

Anna: How did you call me without dialling?

Denise: I didn't, that's a real call!

Anna: Oh no, I'm all nervous now. *(Answers)* Hello? Tip Top Trading. This is Anna speaking.

Mr Lime: Hello Anna, this is Seb Lime.

Anna: Sublime?

Mr Lime: Mr Lime from Citrus Ventures. But I think we should be on first name terms now, so call me Seb.

Anna: Okay, er, Seb. How can I help you?

Mr Lime: I just wanted to say again that your Imperial Lemon is fantastic... and I was wondering if you'd like to come to lunch with me?

Anna: Lunch? Er...

Narrator: 我就知道是这样的! Lime 先生才不是仅仅对柠檬感兴趣呢!

Anna: Would you like to discuss the Imperial Lemon?

Mr Lime: Forget the lemons Anna! The reason I want to see you is more of a personal nature.

Anna: Personnel? Er... Can I call you back? I'm afraid I'm a bit busy at the moment... (*hangs up*)

Mr Lime: ...bbbut...

Denise: Well Anna! Mr Lime eh?

Anna: Oh dear Denise, I think I need a bit more help from you. He wants to talk about personnel...people, staffing...

Denise: Are you sure? I think he means a personal nature – not personnel! That Mr Lime!

Anna: Oh!

Narrator: 这个Lime 先生可真是的! 不过Anna 接电话的态度非常好。让我们回顾一下她接电话时用到的一些短语。

Hello? Tip Top Trading. This is Anna speaking.
Hello? Anna speaking.
Hello Mrs Smith, how can I help you?
Hello Mrs Smith, how are you?

告诉对方, 某位同事现在不能接电话, 想留言吗?
I'm sorry, he's not available at the moment. Can I take a message?

告诉对方, 某位同事现在很忙, 需不需要告诉他稍后回电?
I'm afraid he's busy – shall I ask him to call you back?

结束电话对话。
Thank you for calling, goodbye.

话说回来, Anna 会怎么处理Lime 先生的要求呢? 我都迫不及待了!

• **Listening challenge 听力挑战**

What does Seb Lime want Anna to do?

Seb Lime 先生想让Anna 为他做些什么?

Answer: to go for lunch with him.

答案: 和她吃午餐。