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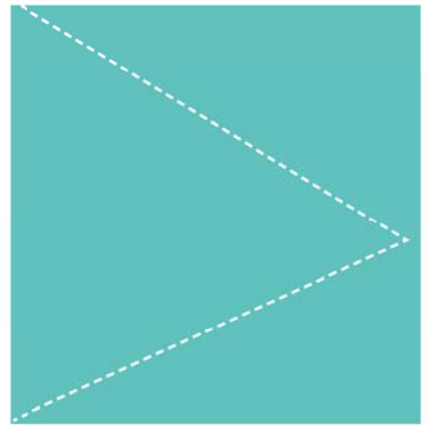
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# Part · 1



# Talking on the Telephone

## 電話交談



# Unit 01

## 商務電話基本禮儀

### Basic business telephone etiquette

#### 使用良好的電話禮儀

##### A. Be polite

Use the phone professionally: be polite, respect other people's time, and use voice mail wisely. Just because you're not face to face doesn't mean you don't have to show basic **courtesies**<sup>1</sup>.

- ① Treat everyone equally. Treat the **initial**<sup>2</sup> operators or receptionists with the same respect you show their bosses.
- ② Focus on the caller. Eating or chewing gum while talking, **carrying on**<sup>3</sup> other conversations, or obviously working on other tasks while talking on the phone all show disrespect for the person on the line.
- ③ Be helpful. When answering the phone, ask how you can help the caller.
- ④ Don't demand special treatment. Sometimes we all have to wait **on hold**<sup>4</sup>!

1. **courtesy** [ˈkɜːtəsi] (n.) 禮貌
2. **initial** [ɪˈniʃəl] (a.) 最初的
3. **carry on** 進行
4. **on hold** 等電話

##### A. 要有禮貌

講電話時要顯示出專業：要有禮貌、顧及對方的時間並善用語音留言信箱。不要因為不是面對面的直接接觸，就失去了基本的禮貌。

- ① **平等地對待每一個人**：你對待總機人員或接待人員的態度，要跟你對待他們老闆的態度沒有二致。
- ② **專心與來電者講話**：在講電話的同時吃東西、嚼口香糖、和旁人講話，或是一邊忙著自己手頭上的事，都顯示出對通話另一方的不尊重。
- ③ **樂於助人**：接聽電話時要詢問來電者的需求。
- ④ **不要求特殊待遇**：有時候我們就是得在電話這頭等一下！

## B. Respect other people's time

- ❶ Don't leave people on hold. Even if you can't help a caller right away, check in on him or her periodically—every 30 seconds, preferably—to let the caller know that you are still aware of his or her presence and that you will help as soon as you can.
- ❷ **Identify<sup>5</sup>** yourself. When taking a call, identify yourself and your company; when answering someone else's phone, inform the person of whose phone you have answered. When making a call, give your name, organization, and purpose of call as clearly as possible.  
If you speak to a receptionist and tell him or her the purpose of your call, don't assume your message will be passed on when you are put through, repeat your name and purpose of the call to the next person you talk to.
- ❸ Make sure the person you've called has time for you. Ask if the person you've called has time to speak to you, whether you are calling unexpectedly or following a prearranged plan. If the person doesn't have time to talk, try to set up a time in the future before **getting off<sup>6</sup>** the phone. Conclude business phone calls by thanking the person you are speaking to for his or her time.
- ❹ Keep your calls to business hours. Unless you've specifically arranged it, try not to call before 9:00 a.m. or after 6:00 p.m.

## B. 要顧及對方的時間

- ❶ **不要讓來電者空等**：即使需要讓對方稍待，也要定時再和對方確認一下，最好是每 30 秒確認一次。要讓對方知道你有留意他的電話，而且會盡快處理。
- ❷ **表明自己的身分**：接聽電話時，先報上自己和公司的大名。代接他人電話時，也要告知來電者你是代接誰的電話。打電話時，盡量清楚交待自己的姓名、所屬機構的名稱以及來電目的。  
如果對方是總機人員，當你告知來電目的時，不要認定他們一定會把你的訊息給傳達出去，因此，務必得再次把自己姓名和來電目的告訴你要致電的對象。
- ❸ **確認你致電的人有時間接聽**：不論你是很唐突地打了電話過去，或是已經事先約定好，都應該詢問對方是否有時間和你交談。如果對方沒有時間交談，就盡可能約好下次來電時間後再掛上電話。在結束商務電話前，得先向對方致意，感謝他願意在百忙中抽空接聽電話。
- ❹ **盡量在上班時間撥打商務電話**：除非事先有特別排定好，否則最好避免在早上九點之前或晚上六點之後撥打電話。





### C. Use voice mail wisely

### C. 善用語音留言信箱

- ① Leave detailed messages so people can take action. Your **voice mail message**<sup>7</sup> should allow the listener to take appropriate action. At the bare minimum, leave your name, company, phone number, time of call, and purpose of call.
  - ② Respond **promptly**<sup>8</sup> to messages and voice mail.
- ① 留下詳盡的訊息，好讓對方可以據此進行後續的處置：語音留言應該讓對方可以採取適當的行動。務必在最短的時間內，留下自己姓名和公司名稱、電話號碼、致電時間以及來電目的。
  - ② 別人所留的訊息和語音留言要立刻回覆。

5. **identify** [aɪˈdentəˌfaɪ] (v.) 識別
6. **get off** 結束
7. **voice mail message** 語音留言
8. **promptly** [ˈprɒmptli] (adv.) 迅速地

## More Expressions

## A 在電話上表明自己的來歷 📞 001

- |  |                                 |
|--|---------------------------------|
| 1 Hi, this is Kelly Blair with Blair Associates. I'm calling for Wanda Kirwin.                         | 嗨，我是布萊爾聯合事務所的凱莉·布萊爾，我想找汪達·柯溫。   |
| 2 Hi, this is Kelly Blair. I have a one o'clock <b>phone interview</b> <sup>9</sup> with Wanda Kirwin. | 嗨，我是凱莉·布萊爾，要在一點鐘和汪達·柯溫進行電話面試。   |
| 3 Good morning. This is Kelly Blair of Blair Associates, and I'm trying to reach Wanda Kirwin.         | 早安，我是布萊爾聯合事務所的凱莉·布萊爾，想要聯絡汪達·柯溫。 |

## B 詢問對方是否有時間

- |   |                                       |
|---|---------------------------------------|
| 4 Sorry to call <b>unannounced</b> <sup>10</sup> —have you got a second to brief me on the project? | 抱歉，沒有事先通知就冒昧打電話來。不知您可否抽出片刻時間為我簡介這個計畫？ |
| 5 Am I interrupting anything?   | 我有打擾到您嗎？                              |
| 6 Have you got a minute?  | 可以打擾一會兒嗎？                             |
| 7 Is this <b>a good time</b> <sup>11</sup> /Is this a bad time?                                     | 這時間適合／這時間不適合嗎？                        |
| 8 Do you have time for a <b>quick chat</b> <sup>12</sup> about the report?                          | 您有沒有時間可以讓我們很快地談談這份報告？                 |

9. **phone interview** 電話面試  
 10. **unannounced** 未通報的；突然的  
 11. **a good time** 合宜的時間  
 12. **quick chat** 很快的交談



## C 排定下一通電話以進行追蹤 002

- |   |                                    |
|---|------------------------------------|
| 9 Let's try to talk this afternoon instead.   | 這件事就改成下午再談吧。                       |
| 10 Let me finish this up, and I'll ring you back in 20 minutes—will that work for you?                            | 先讓我完成手上的這件事，二十分鐘後再回電給您。您覺得這樣的安排好嗎？ |
| 11 I'll be free at four o'clock—could you call me back then?  | 我四點鐘有空。可不可以那時候再打電話給我？              |
| 12 I'm really <b>swamped</b> <sup>13</sup> this morning, but I can give you the information first thing tomorrow. | 今天上午我實在忙翻了，但明天一大早就可以把這些資料給你。       |

## D 語音留言

- |  |   |
|--|---|
| 13 Hi, this is Laurel Herman of Gingerbread Houses, and it's 2:15 on Tuesday. I'm calling to ask you a few questions about the catering event next week. Please call me back at (718) 234-3039. Thanks.  | 嗨，我是薑餅屋的蘿瑞爾·赫爾曼，現在是星期二下午兩點十五分，有關下個星期的外燴，我還有些問題想請教您，請回電給我，電話是(718) 234-3039，謝謝。                        |
| 14 Hello, this is Wanda Kirwin of Kirwin Events. I'm returning your call. It's 3:00 on Monday, and I'll be in the office until at least 6:00, so please try me back at (202) 293-9894. Thanks.   | 喂，我是柯溫活動公司的汪達·柯溫，我是要回覆您稍早的電話，現在是星期一下午三點，六點之前我都還會在辦公室裡，請撥(202) 293-9894 這支電話找我，謝謝！                     |
| 15 Hi, this is Harold at Gingerbread Houses. I'm calling to let you know that the changes you requested for Tuesday's event have all been confirmed and carried out. If you have any questions, please call me back at (301) 887-4403; otherwise, I'll see you on Tuesday afternoon. Thanks. | 嗨，我是薑餅屋的哈洛，打這通電話主要是讓您知道，您對星期二的活動所要求的那些變更事項，已經全部確認，並會照著進行。如果有任何問題，請回電至(301) 887-4403 找我，不然就星期二下午見了，謝謝。 |

13. **swamp** [swɑmp] (v.) 使忙得不可開交

## Listening Practice

003

- \_\_\_\_\_ 1 The man \_\_\_\_\_
- Ⓐ asks if it's a good time.
  - Ⓑ leaves a message.
  - Ⓒ takes a call.

004

- \_\_\_\_\_ 2 The man should have \_\_\_\_\_
- Ⓐ said his phone number.
  - Ⓑ said his name and organization.
  - Ⓒ said his name and phone number.

005

- \_\_\_\_\_ 3 The woman should have \_\_\_\_\_
- Ⓐ left her phone number and her name.
  - Ⓑ left her phone number, purpose of call, and a message.
  - Ⓒ left her phone number, purpose of call, and time of call.

Ans: A, B, C