How to handle calls when you’re busy

1. Sometimes people call at inconvenient times and we have to deal with the call efficiently, but politely. Look at some things you might do. Number them in the order you might do them.
   - Apologize and say you’re busy.
   - Finish on a warm note
   - Identify who’s speaking
   - Be firm
   - Suggest a more convenient time for them to call
   - Find out what they want.
   - Keep small talk brief

2. Watch the video. Did Vicki do things in the order you suggested?

3. Use these words and phrases to complete what Barack said.
   take care   Tell    might    grew up    these days    This is    fan    doing    figured    interrupting

1. __________ Barack Obama. How are you?

2. Well, I’m __________ great and I know I’m __________ but I __________ you __________ take my call.

3. How’s your Mom doing __________?

4. I’m a big baseball __________ and I __________ in Hawaii. My earliest memories of baseball were actually...

5. __________ your Mom I said ‘Hi’. You __________ of yourself.

4. Match each comment to the correct response

1   How are you?       a   Well, you know I’m a big baseball fan.
2   I know I’m interrupting but I figured you might take my call.   b   Look I’m sorry Barack but we’re a bit busy at the moment.
3   So you called to talk about baseball?   c   Well, we’re a bit busy
4   My earliest memories of baseball were actually...   d   Well then, I understand.
5   This isn’t a good time.   e   Well I appreciate that.
6   We’d love to hear from you then.   f   You too.
7   You take care of yourself.   g   Fine, how are you?

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Exercise 1 and 2

The order Vicki did these things in the video was:

- Identify who’s speaking
- Keep small talk brief
- Find out what they want.
- Apologize and say you’re busy.
- Be firm
- Suggest a more convenient time for them to call
- Finish on a warm note

Exercise 3

1. **This is** Barack Obama. How are you?

2. Well, I’m doing great and I know I’m interrupting but I figured you might take my call.

3. How’s your Mom doing **these days**?

4. I’m a big baseball fan and I grew up in Hawaii. My earliest memories of baseball were actually...

5. **Tell** your Mom I said ‘Hi’. You take care of yourself.

Exercise 4

1 g, 2 c, 3 a, 4 b, 5 d, 6 e, 7 f

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