

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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How to handle calls when you're busy - Answers

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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