



英文口語基本應對與電話禮儀



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OUTLINE

	Topic主題
Lesson A	1. Answer/ transfer/make a phone call 接聽/ 轉接/撥出電話 2. Taking/leaving a phone message 電話留言 3. Interrupt politely & close 禮貌打斷對話、結束對話
Lesson B	1. Give negative information 負面的回應 2. Arranging a meeting 會議安排與協商 3. Make requests 要求對方 4. Making a small talk 小聊天
Lesson C	1. Apologize 如何道歉 2. How to sound professionally 如何說比較專業 3. Handling complaints 處理抱怨

A quick survey

1. 工作場合接觸到英文多嗎？ (1-10) How often do you encounter situations of using English?
2. 請描述上列情況或未來可能面臨的情境？ Describe the above/potential situations
3. 你期望從本課程加強什麼？ What kind of abilities do you expect to enhance/learn from this lesson?
4. 任何想告訴高老師的？ Anything else you would like to tell the teacher?



LESSON C



A. Handling complaints / Apologize

處理抱怨/ 如何道歉

B. How to sound professionally

如何說比較專業

A-1. Handling complaints 處理抱怨

You may hear these... 可能會聽到的抱怨

- A number of problems have appeared. But you have promised to solve them last time.
- We expected a document from your office urgently. But it did not arrive.
- The quality of the dormitory is not satisfying. Many students moved out because of that.
- The principal had negative comments on us because of the news from your office.
- My scholarship application process kept failing even though I have tried many times.

I. ACKNOWLEDGING 表達知悉（同理情緒）

1. "I realize how frustrating this must be for you."
2. "I can see why you're upset about this."
3. "It sounds like this has been a really challenging situation for you."
4. "I can see your point on that."
5. "Thank you for sharing that with me."

II. APOLOGIZING 道歉

1. I' m very sorry to hear about this problem.
2. I' m terribly sorry about this delay
3. I' m afraid there has been a mistake.
4. I regret to say that there has been a mix-up.
5. I' m sorry for the inconvenience.
6. I' d like to apologize on behalf of our company. And I must thank you for being understanding.

III. Showing willing to help 表達盡力協助

1. I will do my best to resolve this for you as soon as possible.
2. If you could give me your name and order number, I' ll start looking into this immediately.
3. I totally understand. I would feel the same way. Please give me a moment to look into this and find the right solution for you.

IV. Transfer phone calls 轉接電話給負責人

1. I understand. I'm going to transfer you to our Academic Affairs Office/ Department of Medicine. They'll be able to help you with this request/matter/ issue.

2. I see. Let me transfer you to Patrick Pong who is in charge of the scholarship.

He is the right person to talk to. I'm sure he'll be able to help you.
Would you mind being on hold while I get in touch with him for you?

V. Putting on hold

請對方等待/ 需要更多時間處理

<https://www.youtube.com/watch?v=LRJXMKZ4wOw>

需要更多時間後續處理

1. Sorry, Mr. Lee. Can I check this with my manager/director and reply to you in the next hour?
2. Mr. Lee, I 'm afraid I' ll need more time to look into this for you. Would you mind if I call you back in the afternoon when I have found the solution for you?

B. Be professional 展現專業的態度- 職場該說或不該說

https://www.youtube.com/watch?v=0_6B6tlpIdM

	Don' t	Do
1.	I don' t know. (means - I don' t care)	• I am not sure. But I can find out. 不確定但是我會找出答案。 • I will find out for you. • Let me come back to you on that.
2.	I 'll try. (- not committed)	• Sure I can get it done by 4pm. • I don' t think I can finish it by 2pm. But I can do it by 4pm.

Positive alternatives to negative language for customer service 正面的說法

	Instead of ...		Say ...	
	"I don't know ..."	→	"Great question, I will find out."	
	"I can't ..."	→	"What I can do is ..."	
	"You'll have to ..."	→	"Would you mind ..."	
	"Calm down ..."	→	"I understand why you feel that way ..."	
	"That's not our fault ..."	→	"I apologize for the frustrating situation ..."	