

电话转接的注意事项商务英语考试 PDF转换可能丢失图片或格式，建议阅读原文

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C：我们刚换了新的电话系统，我昨天去参加培训，但是转接电话的时候还是有些问题。 A：Well, I am not much of a techie, but let me see what I can do to help. C：我不是不知道怎么用，而是不知道怎样做最礼貌。 A：Well that I can help with. Where shall we start? C：昨天有个客户打电话询问一件商品的情况，我只知道那个部门的经理是Mary Jo, 所以就把电话转了过去。 A：What happened? C：没过几分钟，那个客户又打了回来，特别生气，因为Mary Jo没在办公室，客户只能电话留言。她说一定得找到管事的人，不愿意对着留言机讲话。 A：I dont blame her, do you? C：我能理解她为什么会那么生气，但今后我要怎么做才能避免这种情况的发生呢？ A：It is simple. Before you transfer a call, you need to put the caller on hold, and contact the person whom you believe can help. When you do that, you learn two things. C：What are the two things then? A：First, you find out if the person you need is in the office and is answering the phone. Next you ask if that person, in this case, Mary Jo, can assist the caller. C：对呀，有时候大家都不知道管事的人是谁，把客户象皮球一样踢来踢去的。 A：There are a few other suggestions I have to help you handle transfer calls courteously and efficiently, but I dont have time to explain right now. C：转接电话的时候，还有其他要注意的吗？ A：Before you transfer the caller, let the person know to whom you are sending the call. Give the persons name, title

and direct line to the caller. C : 好主意。我们把负责人的姓名、头衔和直线电话号码都告诉来电话的人。这样万一电话中途断掉，他们就可以直接打回去了。还有别的吗？ A : In addition to giving the caller the name and number of the person to whom you are connecting the call, give your name and repeat your number as well. C : 还要把我的名字和电话告诉他们。那又是为什么呢？ A : You do that to assure the caller that if anything goes wrong or if the caller does not get the help she needs, she can get in touch with you and you will do all you can to help. C : 噢，我知道了。这样一来，客户就会觉得，不管怎样，最终总会有人帮助他们解决问题的。 A : Not only that you have a client who feels valued by the company. 编辑推荐：2009年BEC考试范围介绍 2009年BEC考前冲刺专题 2009年商务英语考后答案交流区 2009年BEC商务英语考试听力应试技巧 2009年BEC商务英语口语考试应试技巧 2009年BEC商务英语考试写作应试技巧 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com