

## Business Communications Assignment 6:

Write each of the following:

1. You are answering the phone for Braeleigh (front desk at The Learning Company) over her lunch break. What greeting would you use when you answer the telephone?
2. The caller in #1 above has asked a question you don't know the answer to, but you are fairly sure Braeleigh will. She'll be back from her lunch in half an hour, and you'd like to have her discuss their question with them. What do you say?
3. You need to contact a client to move their appointment from 3 pm on Thursday to 4pm on Thursday. You are fairly sure they'll be ok with it, but you need to contact them. What will be your introduction (use 3 point introduction style)
4. You have changed the client's appointment, but they seem especially talkative today, and have kept you on the phone for 10 minutes. Your boss is now standing in front of your desk and seems to have something urgent to discuss with you. How will you bring the conversation to a close?
5. You have tried to call a patient numerous times this morning, but keep getting their voicemail, and must now leave a message. You need to move their son Daniel's Doctor appointment from 2 pm next Wednesday, July 13 to 3 pm on Friday the 15<sup>th</sup>. You'd like them to call you back to confirm they understood your message, and to be sure that the Doctor's time won't be wasted if they can't come. What message do you leave?