

T.C
MİLLÎ EĞİTİM BAKANLIĞI



MEGEP

(MESLEKÎ EĞİTİM VE ÖĞRETİM SİSTEMİNİN
GÜÇLENDİRİLMESİ PROJESİ)

BÜRO YÖNETİMİ VE SEKRETERLİK

BÜRO YÖNETİMİ İNGİLİZCE- 1

ANKARA 2007

Milli Eğitim Bakanlığı tarafından geliştirilen modüller;

- Talim ve Terbiye Kurulu Başkanlığının 02.06.2006 tarih ve 269 sayılı Kararı ile onaylanan, Mesleki ve Teknik Eğitim Okul ve Kurumlarında kademeli olarak yaygınlaştırılan 42 alan ve 192 dala ait çerçeve öğretim programlarında amaçlanan mesleki yeterlikleri kazandırmaya yönelik geliştirilmiş öğretim materyalleridir (Ders Notlarıdır).
- Modüller, bireylere mesleki yeterlik kazandırmak ve bireysel öğrenmeye rehberlik etmek amacıyla öğrenme materyali olarak hazırlanmış, denenmek ve geliştirilmek üzere Mesleki ve Teknik Eğitim Okul ve Kurumlarında uygulanmaya başlanmıştır.
- Modüller teknolojik gelişmelere paralel olarak, amaçlanan yeterliği kazandırmak koşulu ile eğitim öğretim sırasında geliştirilebilir ve yapılması önerilen değişiklikler Bakanlıkta ilgili birime bildirilir.
- Örgün ve yaygın eğitim kurumları, işletmeler ve kendi kendine mesleki yeterlik kazanmak isteyen bireyler modüllere internet üzerinden ulaşılabilir.
- Basılmış modüller, eğitim kurumlarında öğrencilere ücretsiz olarak dağıtılır.
- Modüller hiçbir şekilde ticari amaçla kullanılamaz ve ücret karşılığında satılamaz.

CONTENTS

BÜRO YÖNETİMİ İNGİLİZCE.....	i
ANKARA 2006	i
EXPLANATION	ii
GİRİŞ	1
PREFACE	3
LEARNING ACTIVITY-1.....	5
1. THE CONCEPT OF SECRETARYSHIP	5
1.1. Definition.....	5
1.2. The Kinds Of Secretaryship.....	5
1.3. A Secretary's Peculiarities.....	7
1.3.1. A Secretary's physical appearance:.....	7
1.3.2. A Secretary's character:	8
1.3.3. A Secretary's Efficiency.....	8
LEARNING ACTIVITY-2.....	10
2. COMMUNICATION WITH FOREIGNERS ON THE PHONE	10
2.1. The Rules Of The Address On The Phone	10
2.2. The Rules Of Connecting The Phone	15
2.2.1. Call Divert	15
2.2.2. The Usage Of A Telephone With Answering System.....	19
PRACTİCE- 1	20
PRACTİCE- 2	29
PRACTICAL TEST.....	30
2.2.3. He Techniques Of Taking Notes On Telephone	31
2.3. Letter Codifying And Abbreviations.....	32
2.3.1. Usage Of Message Forms (The Register Form Of Telephone)	34
2.3.2. Drawing a chart.....	34
PRACTICE.....	36
LEARNING ACTIVITY- 3.....	37
3. PROTOCOL RULES	37
3.1. Some Important Protocol Rules	37
3.2. The Rules Of Making /Giving An Appointment.....	42
RACTICE- 1.....	44
PERFORMANCE TEST.....	45
3.3. The Entertainment Techniques	47
PRACTISE- 2.....	51
ANSWER KEY	55
REFERENCE	56

EXPLANATION

CODE	222YDK001
AREA	Office Management
PROFESSION	Manager Secretaryship
THE NAME OF THE MODULE	Vocational English-1
THE DEFINITION OF THE MODULE	
DURATION	40/32
FIRST CONDITION	Information Of Secretaryship
EFFICIENCY	To Communicate Orally With Foreigners
THE AIM OF MODULE	<p><u>General Aim:</u> You can communicate with foreigners easily by using methods of communication.</p> <p><u>Aims:</u></p> <ol style="list-style-type: none"> 1. You are going to learn definition kinds and peculiarities of a secretary. 2. You are going to talk on the phone effectively and learn how to meet and communicate with foreigners. 3. You are going to take/give an appointment in a convenient way for the policy of the foundation.
CONDITIONS IN EDUCATION AND RIGGING	<ul style="list-style-type: none"> Ø Office classroom Ø Office materials, a computer, an appointment form, an appointment chart, a telephone guide, a telephone console, a fax machine, an index, a register and some other equipment.
MEASURE AND EVALUATION	The teacher is going to evaluate the skills and the information that you have gained from this module by using the tests at the end of the module.

GİRİŞ

Sevgili Öğrenci,

Günümüz iş dünyasındaki değişiklikler ve teknolojik gelişmeler uluslararası ilişkileri çok ilere düzeye getirmiştir.

Ticari ilişkiler (İthalat ve İhracat) sürekli artmaktadır. Bizler yeni buluşların ve teknolojik gelişmelerin çok kısa bir süre içerisinde kullanılmaya başlandığı bir ortamda yaşamaktayız.

Ulaşım ve iletişim sistemindeki yenilikler ile bir günde birkaç ülkeye gitmekte ve bir çok ülkeyle haberleşme bağlantısı kurmaktayız. Çalışmaların, görüşme ve haberleşmenin, yazışmanın devam edebilmesi için sekreterlerin kendi ana dili dışında bir ve birden fazla yabancı dil bilme zorunluluğu doğmaktadır.

Her sekreterin sekreterlik mesleğinin temel bilgi kaynağında yabancı dil bilmenin önemli olduğunu kabul edip, kendini alanında yetiştirmesi gerekmektedir. Unutulmamalıdır ki, bir çok işyeri yabancı dil konusunda yeterli donatılmış kişileri aramaktadır.

Bu modülde, sizlere çalışan sekreterin, telefon görüşmelerinde, gelen yabancı ziyaretçilerin karşılanmasında ve iş görüşmelerinde kendi alanları ile ilgili kullandığı teknik terimler öğretilenektir.



PREFACE

Dear Student,

The changes in the business world and the technologic developments have taken the international relations to a very high level.

Commercial relations (import and export) has been increasing constantly. We are living in a country where the technologic inventions and developments are started to be used in a very short time.

With the developments in transport and communication, we are travelling to several countries and communicating with them in just one day. In order to continue studies, meetings and communication, writings, secretaries should know one or more than one language out of their native language.

Each secretary should improve herself by realising that it is important to know English for the main knowledge source of secretaryship. It shouldn't be forgotten that most firms are looking for people who are well equipped about language.

In this module, you will be taught the technical terms used by a secretary in telephone speeches, in meeting the foreign guests and in business meetings.



LEARNING ACTIVITY-1

AIM

You are going to learn the kinds and the peculiarities of a secretary.

SEARCH

- Ø Search the working areas of a secretary.
- Ø What are the personal features of a secretary? Discuss the subject with your classmates in the classroom.
- Ø Examine the secretaries in the offices around you.

1. THE CONCEPT OF SECRETARYSHIP

1.1. Definition

It is possible to make the definition of a secretary in different ways:

- Ø A secretary is a person who answers his/her manager's phones.
- Ø A secretary is a person who makes correspondencies that are sent internal or external to the firm.
- Ø A secretary is a person who takes care of the visitors of the firm.

As a result, we can say that a secretary is a professional who has the information and the skills those are related to the profession, puts them into the practice, and is able to accord her/his own aims with the firm's aims.

1.2. The Kinds Of Secretaryship

Secretaryship is divided into five groups:

- A. Secretaries of foundation
 - a. Secretaries of commercial foundation
 - b. Secretaries of management/administration
 - c. Secretaries of political foundation
- B. Fiscal secretaries
- C. Judicial secretaries
- D. Medical secretaries
- E. Secretaries of international organization

A. SECRETARIES OF FOUNDATION

a. Secretaries of commercial foundation

Secretaries of commercial foundation are the personnels who are charged with secretaryship, communication and other secretary services of the administration and the managers in the commercial foundation's affairs.

b. Secretaries of management

Secretaries of management are people who are the closest friends of the executive manager in the firms. At the same time, these secretaries who are the most reliable (loyal) personnels, work with the executive manager.

c. Secretaries of political foundation

Secretaries of political foundation make the president's schedule, provide communication with public opinions and media, sum up the situation in the name of the company, inform the president's orders to persons and present the person's proposal to the president.

B. FISCAL SECRETARIES

Fiscal secretaries deal with the market analysis, fiscal activities, the elements of supply and demand, the real worth of production and marketing and present the knowledge by the reports. They must help the manager by following the market at the fiscal subject.

C. JUDICIAL SECRETARIES

The secretaries who want to work in this area have to know judicial terms. Judicial secretaries either work in an advocacy office or in bar or administration of justice. They make judicial correspondencies and carry out the works in archives. They have to be reliable, cool and they have to keep a secret and keep away from gossip.

D. MEDICAL SECRETARIES

Medical secretaries have to know medical terminology in general. Their working places are hospitals, clinics and laboratories. At the same time, medical secretaries organize the invoices of the hospitals. Furthermore, they don't forget that they have to be helpful and tolerant since the people who apply are ill and/or have some problems.

E. SECRETARIES OF INTERNATIONAL ORGANIZATION

Secretaries of international organization organize important festivals, great entertainment programs, meetings that direct the countries' faith and carnivals in a country.

1.3. A Secretary's Peculiarities

1.3.1. A Secretary's physical appearance:

Body care:

Cleaning is one of the most important things for your body care. Moreover, a secretary must have a standard physical appearance. She/he must be plump and healthy.

Hair and make-up:

You should choose a suitable hair form for your working. Make-up is very important and it is necessary for today's people, but you shouldn't exaggerate while making up. Make-up should be done to define the secretary's beauty.

Clothes:

Secretaries represent their company and managers. Smart clothing affects people in a positive way and makes you succeed.

Therefore, you must be careful about the followings;

Dress plain and esthetic in an office Dress suitably to your body and character Choose clothes that suit you Choose suitable accessories

Walking and sitting:

Walking well is an art. A good secretary must walk well. You must choose suitable shoes for good walking. You mustn't disturb other people while walking. A secretary must be careful, serious and moderate while sitting and standing.

Greetings:

Greeting is the first step of politeness. Greeting is the first expression of affection and respect that people feel to each other. It's a behaviour that we mustn't neglect. To take the greeting is also a necessity of politeness.

The main rule of greeting is that a man greets a woman, a young greets an old one, the person who arrives later greets people who already exist there and an inferior greets a superior.



1.3.2. A Secretary's character:

Being well-mannered and kind:

A good secretary is well-mannered and kind. Good manners and politeness always help you communicate with people more easily. A secretary should try to see the events with also others' eyes, not only with her own eyes. She should keep away from giving orders and should use the method of offer and request. She should try to persuade people by asking the following questions.

“It is better that we do that like this, isn't it?”

“Don't you think that like this?”

Logical thinking:

To be successful in a firm, a secretary should get knowledge about the problems that she may face with. You should always be aware of the probable problems and you should make logical decisions about them.

No gossiping:

A reliable secretary shouldn't gossip about the firm and the personnel by giving information about them or criticizing them. Moreover, she shouldn't let the others talk about the firm and the personnel.

Keeping a secret:

A secretary is a person who keeps a secret. That's why a secretary is different from other personnel. A secretary learns many secrets from the letters which she writes, the meetings which she enters and the files that she keeps. She shouldn't explain them to any other people.

1.3.3. A Secretary's Efficiency

Reading, writing and speaking Turkish well:

It is very important that a secretary speaks Turkish well and fluently. A secretary should read the writings fluently and she should write and express the subjects and events in a clear and understandable way.

Tone of voice:

While talking, a secretary should be careful about the tone of her voice. She should talk in a tone of voice that other people can hear easily, not too loud but not too low.

Cheerful, sympathetic and serious:

A good secretary should be cheerful and sympathetic but she should know where and how to behave by keeping away from exaggeration. A good secretary never interrupts people's talking without excusing. If necessary, she doesn't forget to greet people.

Motivation:

A secretary who wants to be successful should be dynamic. Her success and failure in her job depends on using her means and materials directly. If she uses these in suitable time and place, she can get succeed easily.

LEARNING ACTIVITY-2

AIM

You can communicate with people on the phone effectively.

SEARCH

Watch the secretaries while they are talking on the phone. Watch their mimics. Share your thoughts with your friends. Share the roles with your class friends. (as a secretary, a manager, a caller and a caller who looks for his/her acquaintance.)

2. COMMUNICATION WITH FOREIGNERS ON THE PHONE

2.1. The Rules Of The Address On The Phone

Telephone, especially in business life, is one of the means of communication that is used most. Since the telephone is the main part of communication nowadays, you must be careful and use the necessary rules on the phone for your company. Because the person on the phone can't see your office and doesn't know anything about your company, the secretary on the phone is very important. You are going to represent your company as a secretary. While talking on the phone, there are some rules which must be obeyed. These are:

1. When you answer the phone, you should say "Good morning", "Good afternoon" and etc., then it is said the name of the company or service, then you should introduce yourself.
2. Talking on the phone should be smooth and should be done in a normal tone of voice.
3. You should avoid talking too much on the phone. Before dialing the number, you should think about your speech or take notes.
4. If the person is going to be held on line, you should say the reason and time in a suitable way.
5. There must be a notebook and a message form near the phone. You should take notes those are understandable and put these notes on the manager's desk and you should remind the notes to the manager when he comes if necessary.
6. When you want to phone someone out of the company, you mustn't dial the number before you understand if the telephone is convenient to talk.

7. You should answer the telephone without waiting too long. As soon as you pick up the receiver, you should begin to talk. While talking on the phone, you shouldn't go on talking to the people in the room.
8. If your position isn't suitable to answer the phone, you should entrust it to another secretary and turn back to your office as soon as possible.
9. You should talk slowly and in a smooth tone of voice. You shouldn't talk sharply and in a distant way.
10. If you answer the manager's telephone, you must say the title and the name of your manager.

For example: "This is the office of General Manager Halil Şenel"

11. At no time, it is not said "Who are you?" while answering the phone. Instead, you should say "Who is calling sir/madam?" or "Could I take your name please?"
12. You shouldn't give negative answers like these below.
 - "He/she isn't here."
 - "He/she hasn't arrived yet."
 - "I don't know where he/she is."
 - "Why are you looking him/her for?"Instead you should say,
 - "Would you like him/her to call you when he/she comes?"
 - "I'm going to find him/her up and turn back to you."
13. If the manager wants himself not being disturbed, at no time, you can say;
 - "He/she is busy at the moment. Would you like me to tell him to call you later?"
14. If the caller wants any other personnel except the manager and if he/she is not in the office, you can say,
 - "Would you like to leave a message for him/her?"
15. A person who calls should finish the conversation, but if the secretary talks to a manager or other superiors, on the contrary to the rule, it is hoped that they put down the receiver.
16. You shouldn't give any information that you aren't sure on the phone.

SAMPLE TELEPHONE CONVERSATION

True: Good evening. Seka Holding Company, Dilara is talking. How can I help you?

True: I'm Dilara Öztan. I'm calling you from Seka Holding Company. Could I talk to Mr. San, please?

True: Mr. San is not in this office at the moment. If you want to leave a message I can take and tell him later.

False: Mr. San is absent. Call him later.

True: Mr. San is at the meeting, sir. I think it will finish two hours later. I can take your note and tell him if you want.

False: Mr. San is at the meeting now. I don't know what time it finishes. I'll tell if I see him.

True: Mr. San is outside the office at the moment. If I take the subject, I can connect you to another department.

True: Do you mind if you tell Mr. San that Mr. Kozan has been waiting for an answer urgently? Thank you. Who am I talking to?

False: Tell him Mr. Kozan has called. Click...

True: Good morning. Seka Holding Company... Hello! How are you, Mr. Özavcı?

True: Good morning. Seka Holding Company... Who is calling sir?

False: Hello... Who are you?

True: What time should I call Mr. Doğanay in the afternoon, Mrs. Dereli?

True: Yes, Mr. San. This is your second call today. I think Mr. Namlı is very busy today. He couldn't call you but I'll remind him again.

False: Really! I told him. Hasn't he called you?

True: Yes, Mrs. Yavuzcan. I've taken my note. I'll call you from 286 66 86. (confirmation)

True: Yes, sir. I'm going to inform him about your call. Can I take your telephone number please?

False: His line is busy. Call him later.

True: I'm sorry for making you wait but he is not in his office. I'm trying to find him.

False: Wait...

True: I know you are right, sir. I'm going to tell him and remind him to call you.

False: What can I do if he doesn't call you?

The things that can be said and cannot be said on the phone:

The things that can't be said	The things that can be said
<p><u>1-While concealing:</u> Ø -He/she wants to know who the caller is. Ø -Mr./Mrs told me not to connect the phones. Ø -He/she is outside, call him later.</p>	<p>Ø Who is calling, sir/ma'am? Ø Could you wait for a minute? I'm not sure if he is in his office or not. Ø He/she is not in his/her office. Could you leave a message for him/her?</p>
<p><u>2-If the telephone is busy:</u> Ø He/she is talking on the phone, why are you calling? Ø His/her line is busy, can you call him up again?</p>	<p>Ø -I'm sorry but he/she is talking on the other phone at the moment. Could you wait for him or we'll call you back later? Ø -I'm sorry, but his/her line is busy. Would you like me to hold you on?</p>
<p><u>3-If the manager is out:</u> Ø Mr/Mrs ... is not here now. I don't know when he/she will come back. Ø I don't know where she/he is.</p>	<p>Ø Mr/Mrs. ... is out of the office and I don't think he comes back till tomorrow. Ø Mr/Mrs. ... is not in his/her office. I'll tell him/her when she/he comes back. Would you like us to call you back?</p>
<p><u>4-To be sure about the names and the numbers:</u> Ø What a strange name it is. Can you spell it, please? Ø Has he/she got your telephone number? Ø I'll put your message on his table.</p>	<p>Ø Could you spell your name for me to take it in a correct way, please? Ø I'll definitely inform your message to him/her.</p>
<p><u>5-While keeping the caller waiting:</u> Ø "Hold on, please!" saying that and making the caller wait before you don't let the caller say anything.</p>	<p>Ø He/she is not in the office now, but I'm sure he/she is somewhere in here. Do you mind if I make you wait for a few minutes?</p>

CONVERSATION 1**Secretary (Sekreter):**

Good morning, Emka Holding.
(İyi günler, Emka Holding)

Secretary:

Yes. How can I help you?
(Evet. Nasıl yardımcı olabilirim?)

Secretary:

Hold on, please.
(Hatta kalın lütfen)

Sekreter, Bay Sönmez'e Alice Grayson ile görüşüp görüşmeyeceğini sorar.

Eğer, Sönmez konuşmak isterse Grayson'ı doğrudan Sönmez'e bağlar. Sönmez uygun olmadığını söylese, sekreter Grayson'a dönüp Bay Sönmez'in dışarıda olduğunu, isterse mesaj bırakabileceğini ifade eder. Nasıl mı?

Secretary:

Sorry. He is not here now. Would you like to leave a message for him?
(Üzgünüm. Kendisi şu anda burada değil. Mesaj bırakmak istermiydiniz?)

Secretary:

OK. Have a nice day.
(Tamam. İyi günler.)

(KONUŞMA 1)**Caller (Arayan):**

Hello. Do you speak English?
(Merhaba. İngilizce konuşabiliyor musunuz?)

Caller:

Great! This is Alice Grayson from hometools fabric in London.
I'm calling to talk Mr. Sönmez. Is he there?

(Harika. Ben, Londra'daki ev aletleri fabrikasından Alice Grayson. Bay Sönmez ile görüşmek için arıyorum. Kendisi orda mı?)

Caller:

No! I will be pleased if he calls me when he turns back.
(Hayır. Geri döndüğünde beni ararsa sevinirim.)

Caller:

Have a nice day.
(İyi günler)

2.2. The Rules Of Connecting The Phone

Talking on the phone should be suitable to the rules of general talking. It is very important how to connect the managers on the phone. The protocol rules are very important for the communication of public foundations and associations on the phone and they must be completely obeyed.

According to the rules of telephone protocol, nobody can make the superior wait. Except the chairman of the board of directors and the members, the secretary provides communication between people whatever their titles are.

These are the protocol rules that must be obeyed while connecting the phone:

- Ø When a superior officer calls an inferior officer, the secretary should speak as in the example.
- Ø “The General Manager Mr. Akgül wants to talk to the Sales Manager Mr. Sayan, can I take your manager, please?”
- Ø If the positions of managers are equal, the secretary says,
- Ø “The Accountant Manager Mr. Seferoğlu wants to talk to the Financial Manager Mr. Sefer, can we connect them together?”
- Ø First of all, a secretary should introduce her own foundation or association when she picks up the receiver.
- Ø A caller should first say her/his own name/surname and title if she/he has.
- Ø If the person who is called doesn't answer the phone, the caller asks the secretary to connect him.
- Ø The caller finishes the conversation with good wishes.

One of the most important rules is not to be waited so long. If the secretary says a sentence as in the example, “One minute, please. Our general manager wants to talk to you.”, this is a sample of impoliteness.

2.2.1. Call Divert

To divert the call easily, the secretary should have the names, the missions, the addresses, the phone numbers of the personnel in the company.

Today, the new types of telephone with a memory are used to divert the calls and the telephones which are called most.

The country code of Turkiye is 90.

Private service numbers begin with 1. (155,118,112,etc.)

- To call between the cities, we add “0” before city code number.
For example: 0 < city code number < telephone number
0 < 236 < 547 11 42





- While calling between the countries,

00 < country code number < city code number < telephone number

The peculiarity of “call divert” in automatic telephone exchanges in offices:

You can divert all calls to another number by using this peculiarity.





Example:

	FIRST PICK UP THE RECEIVER AND LISTEN TO THE INNER VOICE OF DIAL
	DIAL 85
	THEN DIAL THE NUMBER WHICH IS WANTED TO BE TRANSFERRED
	LISTEN TO THE VOICE OF RINGING

Divert in the numerical telephone exchange

To cancel the call divert:

Example:

	PICK UP THE RECEIVER AND LISTEN TO THE INNER VOICE OF DIAL
	DIAL 85
	THEN DIAL THE NUMBER OF SUBSCRIBER WHICH YOU WANT TO TRANSFER
	PUT DOWN THE RECEIVER

Cancel of a divert in the numerical telephone exchange

In the numerical telephone exchange, more than one telephone can be diverted to the same telephone number.

To contact the subscriber to the outer lines: Some subscribers in the company/firm cannot have the competence to reach the outer lines. These subscribers can make telephone conversations easily.

Example:



PICK UP THE RECEIVER AND LISTEN TO THE INNER VOICE OF DIAL



DIAL 839



THEN DIAL THE NUMBER OF SUBSCRIBER WHICH YOU WANT TO CONNECT.



PUT DOWN THE RECEIVER

Divert to an outer line in the numerical telephone exchange

(Inner) Telephone Conversation with a Subscriber

The telephone numbers begin from 1110 on telephone conversations for inner lines. The numbers for all users are four figure numbers. The person who works for the company shouldn't keep the lines busy for his/her private telephone conversation.

How to make inner telephone conversation



PICK UP THE RECEIVER AND LISTEN TO THE- INNER VOICE SIGNAL.



DIAL THE TELEPHONE NUMBER THAT YOU WANT TO CALL



LISTEN TO THE VOICE OF RINGING.



MAKE YOUR TELEPHONE CONVERSATION.



WHEN FINISHING THE CONVERSATION, PUT DOWN THE RECEIVER.

(OUTER) Telephone Conversation.

You can reach an outer telephone number easily by using this characteristic of your telephone exchange.

How to make outer telephone conversation.



PICK UP THE RECEIVER AND LISTEN TO THE- INNER VOICE SIGNAL.



DIAL 9



LISTEN TO THE OUTER VOICE SIGNAL.



DIAL THE NUMBER OF THE PERSON WHOM YOU WANT TO CALL



LISTEN TO THE VOICE OF RINGING



MAKE YOUR CONVERSATION.



WHEN FINISHING THE CONVERSTATION, PUT DOWN THE RECEIVER.

Making an outer call in the numerical telephone exchange

2.2.2. The Usage Of A Telephone With Answering System

In the offices,



Telephones are sometimes used to record the calls and to turn back to the caller. It is very important in reducing the secretary's work. An answering system is a helping unit for telephone conversations. A caller should make notes before dialing the number by thinking of what she/he is going to say. The telephone answering system has got a memory and a recorder.

PRACTICE-1

TELEFONA BAKMA	ANSWERING THE TELEPHONE
Telefona Bakma – Ev	Answering the Telephone – Residential
Hello.	Alo.
Smith’s residence.	Smith’in evi.
Hello, Smith’s residence.	Alo, Smith’in evi.
Hi! (informal)	Selam!
Yeah! (informal)	Evet!
Yes.	Evet.
John Jones.	Ben John Jones.
Hello, this is John Jones (speaking.)	Alo, ben John Jones.
John Jones, may I help you?	Ben John Johns, size yardımcı olabilir miyim?
John.	Ben John.
John, may I help you?	Ben John, size yardımcı olabilir miyim?
Telefona Bakma – İş	Answering the Telephone - Business
City Hall. What department please?	City Hall. Hangi bölümü aramıştınız?
Smith Company .	Smith Company .
Smith Company, may I help you?	Smith Company, size yardımcı olabilir miyim?
Smithco, how can I help you?	Smithco, size nasıl yardımcı olabilirim?
Arayanın Kiminle Konuşmak İstedğini Sorma	Asking whom a Telephone Caller Wants to Talk to
Who do you want to talk to?	Kiminle konuşmak istiyorsunuz?
Who do you want to speak with?	Kiminle konuşmak istiyorsunuz?
Who do you wish to speak to?	Kiminle konuşmak istiyorsunuz?
Whom do you wish to speak to?	Kiminle konuşmak istiyorsunuz?
With whom do you wish to speak?(formal)	Kiminle konuşmak istiyorsunuz?
Arayanı Belirtme	Screening Someone’s Telephone Calls.
May I tell her who’s calling?	Ona kimin aradığını söyleyebilir miyim?

May I ask who is calling?	Kimin aradığını sorabilir miyim?
Whom may I say is calling? (formal)	Kim arıyor diyeyim?
Who shall I say is calling?	Kim arıyor diyeyim?
Whom shall I say is calling? (formal)	Kim arıyor diyeyim?
Who's calling?	Kim arıyor?
Is she expecting your call?	Sizin telefonunuzu bekliyor mu?
Arayan Kişiyi Bağlama veya Aktarma	Connecting or Transferring a Telephone Caller
Do you wish me to page Mrs. Robins?	Bayan Robins'i çağırمامı ister misiniz?
I will see if she's in the building .	Binada olup olmadığına bir bakayım.
Let me page her.	Onu çağırayım.
Let me connect you to that department .	Sizi o bölüme bağlayayım.
Arayanı Beklemeye Alma	Putting a Telephone Caller on Hold
He is on another line. Will you hold?	Başka bir hatta. Bekler misiniz?
Would you care to hold? (formal)	Bekler miydiniz?
Would you like to hold?	Beklemek ister misiniz?
Just a moment, please.	Bir dakika lütfen.
Please hold.	Bekleyin lütfen.
Hold, please.	Bekleyin lütfen.
Hold the line. (informal)	Hattan ayrılmayın.
Can you hold?	Bekleyebilir misiniz?
Telefon Konuşmasını Başka Bir İşle Kesme	Interrupting a Telephone Call with Another Business
Just a moment, I have another call.	Bir dakika, diğer bir çağrım var.
Hang on a moment.	Bir dakika bekleyin.
Hang on a second.	Bir saniye bekleyin.
Beklemede Olan Kişiye Dönme	Taking a Call off Hold
For whom are you holding? (formal)	Kimi bekliyordunuz?
Whom are you holding for? (formal)	Kimi bekliyordunuz?
Who are you holding for?	Kimi bekliyorsunuz?

Who's on the line?	Hatta kim var?
Are you being helped?	Size yardım ediliyor mu?
Have you been helped ?	Size yardım edildi mi?
May I help you?	Size yardım edebilir miyim?
Can I help you?	Size yardım edebilir miyim?
Arayana Not Bırakmasını Önerme	Offering to Take a Message from a Telephone Caller
He's not in; would you like to call back?	Burda değil; yeniden aramak ister misiniz?
She is not available. Can I take a message?	Müsait değil. Not alabilir miyim?
She is away from her desk. Can I take a message?	Masasında yok. Not alabilir miyim?
May I take a message? (formal)	Not alabilir miyim?
Could I take a message?	Not alabilir miyim?
Shall I have someone to call you?	Sizi kimse arasın mı?
Arayana Yardım Önerme	Offering Help to a Telephone Caller
Is there anyone else who could help you?	Size yardımcı olabilecek başka birisi var mı ?
I would be happy to try to answer your question.	Sorunuza yanıt vermeye çalışmaktan mutluluk duyarım.
Would you care to talk to her secretary?	Onun sekreteriyle konuşmak ister misiniz?
Could I help you?	Size yardımcı olabilir miyim?
Telefon Konuşmasını Bitirme	Bringing a Telephone Call to an End
I have to get back to work before the boss sees me.	Patron beni görmeden işe dönmem lazım.
I have to get back to my work. I will call again later.	İşime dönmem lazım. Daha sonra yine ararım.
There's someone on the other line. I must say good-bye now.	Diğer hatta birisi var. Şimdi veda etmem lazım.
I really have to go now.	Şimdi gerçekten gitmek zorundayım.
I'll have to take your number and call you back.	Numaranızı alıp sizi yeniden aramam gerekecek.
Can I call you back? Something has come up.	Sizi sonra arayabilir miyim? Bir işim çıktı.
Can we continue this later? My other line is ringing.	Buna sonra devam edebilir miyiz.? Öbür hattım çalıyor.
The doorbell is ringing. I'll call you back.	Kapı zili çalıyor. Sizi sonra ararım.

TELEFON HİZMETİ	TELEPHONE SERVICE
Telefon Servisinden bir Numara İşleme	Requesting a Telephone Number from Directory Assistance
I'd like the number of Dr. Pat Smith on Main Street .	Main Street 'deki Dr. Pat Smith'in numarasını rica edecektim.
I need the number of Dr. Pat Smith on Main Street .	Main Street 'deki Dr. Pat Smith'in numarasını istiyorum.
Can you give me the number of Dr. Pat Smith on Main Street ?	Main Street'deki Dr. Pat Smith'in numarasını verebilir misiniz?
What is the area code for Los Angeles?	Los Angeles'ın bölge kodu nedir?
I need the area code for Los Angeles.	Los Angeles'ın bölge kodunu istiyorum.
Telefon Operatöründen İstekler	Requests from a Telephone Operator
I can't get through to this number.Would you dial it for me?	Bu numaraya bağlanamıyorum. O numarayı benim için çevirir misiniz?
Could you help me place a call ?	Telefon etmeme yardımcı olabilir misiniz?
I'd like to make a collect call.	Ödemeli görüşme yapmak istiyorum.
I'd like this billed to my home number.	Bunun faturasının ev numarama gelmesini istiyorum.
I'd like to place a person-to-person call.	İhbarlı konuşma yapmak istiyorum.
Can you put me through to Chicago?	Beni Sikago'ya bağlayabilirmisiniz?
Could you dial it for me, please?	Numarayı benim için çevirirmisiniz?
Acil Konuşmalar Yapma	Making Emergency Calls
I want to report a fire.	Yangın ihbar etmek istiyorum.
I want to report a robbery in progress.	Şu anda olan bir soygunu ihbar etmek istiyorum.
There is a house on fire at 406 Maple Street	406 Maple Street'da bir evde yangın var.
This is an emergency.	Bu acil bir durum.
I need the police.	Polis istiyorum.
Plase connect me with the police.	Lütfen beni polise bağlayın.
Please connect me to the police.	Lütfen beni polise bağlayın.
Get me the police and hurry.	Bana polisi verin ve acele edin.

İstenmeyen Telefonlardan Şikâyet Etme	Making Complaints About Unwanted Telephone Calls.
I've been getting prank calls.	Beni dalga geçmek için arıyorlar.
I've been getting crank calls.	Beni telefonla taciz ediyorlar.
I've been getting harassing calls.	Beni telefonla taciz ediyorlar.
I've been getting obscene phone calls.	Beni telefonla taciz ediyorlar.
Umumi bir Telefonun Sorunlarını Tanımlama	Describing Problems with a Pay Telephone
This telephone may be out of order.	Bu telefon bozuk olabilir.
I'm trying to use my calling card, but I'm not getting through.	Telefon kartımı kullanmaya çalışıyorum ama bağlanamıyorum.
The phone ate my money. (jocular)	Telefon kartımı (paramı) yedi.
This phone doesn't take any more money.	Bu telefon kart (jeton) almıyor.
Telefon Servisi veya Tesisi Talep Etme	Requesting Telephone Service or Installation
I'd like to order service.	Hizmet sipariş etmek istiyorum.
I'd like to order a second line.	İkinci bir hat sipariş etmek istiyorum.
I'd like to get call waiting.	Telefon bekletme istiyorum.
I'd like to get touch-tone dialing.	Tuşlu telefonla arama istiyorum.
I need new phone jacks installed.	Yeni telefon prizleri takılmasını istiyorum.
I'm moving and I need a new number.	Taşıyorum ve yeni bir numara istiyorum.
I'd like a private listing.	Özel liste istiyorum.
I'd like an unlisted number.	Gizli telefon numarası istiyorum.
I need to speak with someone about my bill.	Faturam hakkında birisiyle konuşmak istiyorum.
Telefon Operatörünün Sözleri	Expressions Used by a Telephone Directory Assistance Operator
Which city, please?	Hangi şehir?
City please?	Şehir lütfen?
Name, please?	İsim lütfen?
Hold for the number, please.	Numara için bekleyin lütfen.
Business or residence?	İş mi ev mi?
Is this a business or residence?	Burası iş mi ev mi?

I'm sorry, that's an unlisted number.	Üzgünüm bu gizli bir numara.
I'm sorry, that number does not exist in the register.	Üzgünüm, bu numara kayıta yok.
I'm sorry, at the customer's request, we can not give this number.	Üzgünüm, müşterinin arzusu üzerine bu numarayı veremiyoruz.
I'm sorry, I don't have a listing under that name.	Üzgünüm, bu isimde bir kayıt yok.
I'm not showing a listing.	Kayıt göstermiyorum.
There is no listing under that spelling.	Bu yazılışta bir kayıt yok.
Are you sure of the spelling?	Yazılıştan emin misiniz?
How is that spelled?	Nasıl yazılıyor?
On what street?	Hangi caddede?
Do you have an address?	Adresiniz var mı?
Telefon Onarım Servisi Operatörünün Sözleri	Expressions Used by a Telephone Repair Service Operator
It seems that we have a problem with our lines.	Hatlarımızda bir sorun var gibi görünüyor.
It seems that there is a problem in your house wiring.	Ev tesisatınızda bir sorun var gibi görünüyor.
There is a charge if the problem is with the wiring inside your house.	Eğer sorun evinizin içindeki tesisatla ilgili ise bunun bir ücreti var.
I can have a repair person come out tomorrow.	Yarın bir tamirci gönderebilirim.
Let me connect you with my supervisor.	Sizi amirime bağlayayım.
Telefon Şirketi Satış Temsilcisinin Sözleri	Expressions Used by a Telephone Company Sales Representative
Would you care for any other services?	Başka bir servis ister misiniz ?
Would you be interested in call waiting?	Telefon bekletme ile ilgileniyormusunuz?
When would you like the phone number changed?	Telefon numarasının ne zaman değiştirilmesini istersiniz?
Kayıtlı Telefon Servis Mesajları	Recorded Telephone Service Messages
The number you have dialed, 555 1234, has been changed.	Çevirmiş olduğunuz 555 1234 numarası değiştirilmiştir.
The new number is 555-1235. Please make a note of it.	Yeni numara 555-1235'dir. Lütfen not alın.
The number you have dialed, 555-1234, has been disconnected.	Çevirdiğiniz numara 555-1234 kaldırılmıştır.
The number you have dialed, 555-1234, is not in service.	Çevirdiğiniz numara 555-1234 kullanımda değildir.

No further information is available on 555 1234.	555-1234 ile ilgili daha ayrıntılı bilgi yoktur.
555-1234 has been temporarily disconnected.	555-1234 geçici olarak kaldırılmıştır.
555-1234 is temporarily out of service.	555-1234 geçici olarak hizmet dışıdır.
555 1234 is being checked for trouble.	555-1234 nolu numaranın arıza kontrolü yapılıyor.
All circuits are busy now.	Şimdi bütün devreler meşgul.
Please try again later.	Lütfen sonra yeniden deneyin.
That number is busy, please try again later.	Numara meşgul, lütfen daha sonra yeniden deneyin.
When making a call outside your area code, please dial 1.	Bölge kodunuzun dışında bir arama yaparken lütfen 1'i çevirin.
The area code of the number you have dialed has been changed to 555.	Çevirdiğiniz numaranın bölge kodu 555 olarak değiştirilmiştir.
The number you have called is uncomplete. Please check the number and try again.	Aradığınız numara eksiktir. Lütfen numarayı kontrol edin ve yeniden deneyin.
TELEFONLA ALIŞVERİŞ	SHOPPING ON THE TELEPHONE
Telefonla Mağaza Saatlerini Sorma	Asking about Store Hours over the Telephone
What time do you open?	Saat kaçta açılıyorsunuz?
When do you open?	Ne zaman açılıyorsunuz?
When are you open?	Ne zaman açıksınız?
What are your working hours?	Çalışma saatleriniz nedir?
When do you close today?	Bugün ne zaman kapatılıyorsunuz?
How late are you open (today)?	Bugün kaçta kadar açıksınız?
Are you open on weekends?	Hafta sonları açık mısınız?
Are you open on Saturday?	Cumartesi günleri açık mısınız?
Are you open after five?	Saat beşten sonra açık mısınız?
Bir Yerin Konumunu Sorma	Asking about the Location of A Place
Where are you located?	Yeriniz nerede?
What are the (nearest) cross streets?	(En yakın) yan sokaklar hangileri?
Where is your store?	Mağazanız nerede?
What's your nearest location?	Size en yakın yer neresi?

Do you have any locations in the suburbs?	Şehir dışında yeriniz var mı?
Which road are you in?	Hangi caddedesiniz?
How do I get there?	Oraya nasıl gidebilirim?
Telefonla Mal Siparişinin Nasıl Verileceğini Sorma	Asking How to Give a Merchandise Order over the Telephone
Do you have a catalog?	Katalogunuz var mı?
I'd like to place an order.	Siparişte bulunmak istiyorum.
Can I fax my order in?	Siparişimi faksla gönderebilir miyim?
Can I fax my order to you?	Siparişimi size fakslayabilir miyim?
Telefonla Sipariş Edilen Malların Parasının Verilmesi	Asking about Payment of the Goods Ordered over Telephone
Do you accept credit cards?	Kredi kartı kabul ediyormusunuz?
Which credit cards do you take?	Hangi kredi kartlarını kabul ediyorsunuz?
Do you take credit?	Kredi alıyor musunuz?
Do you take checks?	Çek alıyor musunuz?
Do you accept checks?	Çek kabul ediyor musunuz?
TELEFOLA RİCA ETME	TELEPHONE SOLICITATION
Biri Telefonla Ricada Bulduğunda	When You are Interrupted by a Telephone Solicitor
I'm sorry, but I'm not interested.	Maalesef ilgilenmiyorum.
I don't have time to talk right now.	Şimdi konuşmak için vaktim yok.
I can't talk right now.	Şimdi konuşamam.
You caught me in the middle of dinner.	Beni yemeğin ortasında yakaladınız.
How did you get my name?	İsmimi nereden öğrendiniz?
No, thank you.	Hayır, teşekkür ederim.
We do not accept telephone solicitations.	Telefonla ricaları kabul etmiyoruz.
Telefonla Ricada Bulunan Kişiden Ek Bilgi İsteme	Requesting Additional Information from a Telephone Solicitor
Can you send me some information in writing?	Bana yazılı bilgi gönderebilir misiniz?
Can you send me some literature?	Bana basılı evrak gönderebilir misiniz?
Can you send me a catalog?	Bana katalog gönderebilir misiniz?

Can you send me a brochure?	Bana broşür gönderebilir misiniz?
Telefonla Ricada Bulunan Kişiyile İş Yapmayı Reddetme	Refusing to Do Business with a Telephone Solicitor
I'm sorry, I don't give out my credit card number over the phone.	Üzgünüm, telefonla kredi kartı numaramı vermiyorum.
I'm sorry, but I don't place orders over the phone.	Maalesef telefonla siparişte bulunmuyorum.
I never do business with telephone solicitors.	Telefon ricacılarıyla asla iş yapmam.
Please take me off your list!	Lütfen beni listenizden çıkarın!

PRACTICE- 2

STEPS	ADVICE
Dial the telephone number.	<input type="checkbox"/> Read the information about connecting technically. Dial the number paying attention if it is inner line or outer line. <input type="checkbox"/> Examine the steps of the telephone conversations (inner or outer) <input type="checkbox"/> Be careful if the telephone number is true or not.
<input type="checkbox"/> After greetings, introduce yourself and your company.	<input type="checkbox"/> First, you should say “ Have a nice day” and introduce yourself and your company. <input type="checkbox"/> You should be respectful because you represent your company on the phone.
<input type="checkbox"/> Report the subject.	<input type="checkbox"/> You should report the subject in a short, clear and understandable way.
<input type="checkbox"/> Report it to the related person.	<input type="checkbox"/> You should be sure that the person is the right one. <input type="checkbox"/> You should be a good listener.
<input type="checkbox"/> Leave a message.	<input type="checkbox"/> If you cannot reach the person, read “the message form” or the summary of talking subject.
<input type="checkbox"/> Follow the telephones that cannot be reached.	<input type="checkbox"/> Examine the list for callers. And make another list for people who have called. Take some help from your teacher about the subject.

PRACTICAL TEST

Take this test to determine the level of your success. Practise this with your friends using the telephone exchange at school. You can do role play with your classmates.

BEHAVIOUR THAT SHOULD BE EXAMINED	YES	NO
To dial the number - Have you talked on the phone by dialing the rules of calling on inner and outer lines? - Have you introduced yourself and your company after greeting?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
To report the subject - Have you got the subject of conversation clearly? - Have you reported the subject to the person who is interested in?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
To leave a message - Have you left a message on the answering system? - Have you written it on the chart of dialled numbers?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
To check the telephones that you couldn't reach - Have you checked the chart? - Have you called these numbers again?	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

EVALUATION

You can take the other test if you have more than 6 “YES” answers on the performance test.

Practise this activity again if you have under 6 “YES” answers.

If you think that you are not successful, consult your teacher.

2.2.3. He Techniques Of Taking Notes On Telephone

A Secretary should pay attention to the followings while taking notes and messages.

1) To obey the general instructions

- Ø As a secretary, you should gather the names, surnames and addresses of important people in a registry.
- Ø While dictating, you should leave a few blank lines at the top of the page to write the manager's instructions
- Ø You should write the name, surname and address of the person who is written to while dictating.

2) To identify the special instructions

You should take notes ,using a coloured pencil, near the writing (APS, letter, fax, telex, telephone etc.)

3) To take notes of other instructions

While dictating, the manager can suddenly remind another work.
It is necessary to take notes of these subjects either.

4) To make changes

Corrections and additions that are done during dictation shouldn't be written between the words and should be written at the and of the page by putting X next to them.

5) Important points during dictation

When the manager takes a break, the secretary should read the notes, correct the mistakes, use the punctuation marks and identify the paragraphs.

6) Other Rules of Dictation

While dictating, some special guests may come to visit the manager. On this situation, the secretary should do another work by considering the duration of conversation.

If the secretary can not write some words during dictation. She/he should say this by apologizing. As soon as she finishes the dictation, she should get out of the office by taking back all the materials.

To take notes effectively

1. listen to the person carefully
2. try to understand
3. designate the notes as soon as possible.

2.3. Letter Codifying And Abbreviations

In telephone conversations, we use codifying methods so that the people can understand the words easily. At the codifying system in Turkey, 29 letters in our alphabet are used to point at the first letter of the name of the country, city and town.

Ø A Ankara	Ø O Ordu
Ø B Bursa	Ø Ö Ödemiş
Ø C Ceyhan	Ø P Polatlı
Ø Ç Çanakkale	Ø R Rize
Ø D Denizli	Ø S Sivas
Ø E Edirne	Ø Ş Şile
Ø F Fatih	Ø T Trabzon
Ø G Giresun	Ø U Uşak
Ø H Hakkari	Ø Ü Ürgüp
Ø I Ilgaz	Ø V Van
Ø İ İzmir	Ø Y Yozgat
Ø J Japonya	Ø Z Zonguldak
Ø K Kayseri	
Ø L Lüleburgaz	
Ø M Malatya	
Ø N Nevşehir	

The following system can be given for the international codyfying system.

Ø . A Amsterdan	Ø . N New York
Ø . B Baltimore	Ø . O Oslo
Ø . C Casablanca	Ø . P Paris
Ø . D Denmark	Ø . Q Quebec
Ø . E Edison	Ø . R Roma
Ø . F Florida	Ø . S Santiago
Ø . G Gallipoli	Ø . T Tapoil
Ø . H Havana	Ø . U Uppsala
Ø . I Italia	Ø . V Valencia
Ø . J Jerusalem	Ø . W Washington
Ø . K Kilogram	Ø . X Xanthippe
Ø . L Liverpool	Ø . Y Yokohama
Ø . M Madagaskar	Ø . Z Zurich

ABBREVIATIONS: It is an important rule not to engage the lines long and to make short conversations on the phone. A professional secretary can take notes using her/his own methods, and can use some abbreviations while taking the messages.

These are the following abbreviations.

- Aug – August
- Ave – Avenir
- BR – British Rail
- Co – Company
- Corp – Corporation
- Dept – Department
- Doz – Dozen
- Esp – Especially
- Gen – General
- Mth – Month
- NE – North-East

2.3.1. Usage Of Message Forms (The Register Form Of Telephone)

If the person, who is called, is not in his/her office, his/her secretary should prepare a message form which contains the information including the name, telephone number, the date, the time, etc. and should leave it on his/her table.

The following is a message form.

MESSAGE FORM								
Caller :..... His/Her telephone :.....								
Telephone :								
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; padding: 5px;"><input type="checkbox"/> He/She's called.</td> <td style="width: 50%; padding: 5px;"><input type="checkbox"/> Call him/her, please.</td> </tr> <tr> <td style="padding: 5px;"><input type="checkbox"/> She/He's come to talk.</td> <td style="padding: 5px;"><input type="checkbox"/> She/He'll call him again.</td> </tr> <tr> <td style="padding: 5px;"><input type="checkbox"/> She/He wants an interview</td> <td style="padding: 5px;"><input type="checkbox"/> She/He's been waiting.</td> </tr> </table>			<input type="checkbox"/> He/She's called.	<input type="checkbox"/> Call him/her, please.	<input type="checkbox"/> She/He's come to talk.	<input type="checkbox"/> She/He'll call him again.	<input type="checkbox"/> She/He wants an interview	<input type="checkbox"/> She/He's been waiting.
<input type="checkbox"/> He/She's called.	<input type="checkbox"/> Call him/her, please.							
<input type="checkbox"/> She/He's come to talk.	<input type="checkbox"/> She/He'll call him again.							
<input type="checkbox"/> She/He wants an interview	<input type="checkbox"/> She/He's been waiting.							
NOTE.....								
The one who takes the message:	Date:	Time:						

2.3.2. Drawing a chart

Productivity is aimed with the usage of a chart. A professional secretary should make up a chart to carry on the works regularly and to use the time efficiently.

These charts can be grouped as in the example:

- Ø To identify the callers
- Ø To design daily appointments
- Ø To remind the daily works

The Chart for Callers

Soot : Unit : Manager Name and Surname:						Date: Day :		
No	clock	He/She's called.				Message	To look for	Result
		Name Surname	title	Soot Unit	Tel			

He/She's called

PRACTICE

STEPS	ADVICE
Ø Pick up the receiver.	Ø Read the part for telephone and after greeting, introduce yourself and your company.
Ø Answer the phone.	Ø Read “ The rules of talking on the phone and the usage of telephone efficiently.” Ø Examine the table of “ The things those can be said or not “ and answer the telephone in a suitable way for this. Ø Be kind and respectful. Pay attention to the tone of your voice.
Ø Call divert to the related person.	Ø Learn the call divert functions of the telephone at the office. Ø Discuss the information with your teacher. Ø Divert calls by using the telephone at the office.
Ø Take notes if the person cannot be reached.	Ø Read “ The techniques of taking notes on the phone.” Ø Put a notebook and a pen on your desk. Examine the chart of abbreviations and codifying the letters. Ø Take notes of the important parts of the conversation by doing abbreviations and codifying. Examine these notes with your teacher. Ø Ring off according to the rules of telephone conversation. (The person who calls first rings off)
Ø Transmit the message to the related person.	Ø Read “ The usage of message forms.” Ø Prepare a “Message Form.” Ø Examine the notes you’ve taken with your teacher and check them if they are true or not.

LEARNING ACTIVITY-3

AIM

You will be able to give / take an appointment according to the politics of your company.

SEARCH

Examine the clothes of the personnel at private sector and public sector . Pay attention to the rules of greeting, talking, meeting and addressing between the inferior and superior: Note your observations down and tell them to your friends at school.

3. PROTOCOL RULES

It is said “protocol” that two or more than two people in social life behave to each other in a proper and correct way. In another definition, the international rules of politeness is called “protocol”.

Protocol is the whole rules of politeness, good manners, tradition and social life those people obey in their ordinary life, in business life and in state life.

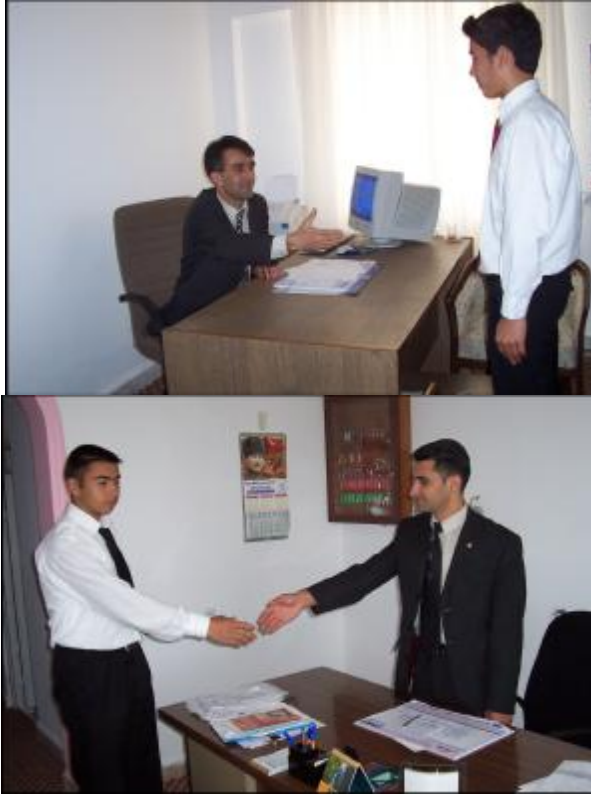
A secretary should know and carry the protocol rules out.

To be able to do this, she /he should definitely know more about the managers and personnel in the company.

3.1. Some Important Protocol Rules

- Ø In a conversation, an older one begins to talk.
- Ø An older one or superior chooses the subject.
- Ø While an older one is talking, the younger one shouldn't interrupt his speech.
- Ø The inferiors shouldn't talk without permission.
- Ø The secretary should give short answers to the questions that the superior asks.
- Ø Every person likes nice words so you should use the following expressions on the phone.

“Please”, “Thank you”, “I'm going to connect you at once” , “Yes, sir?”, “May I help you?”, “Can I hold you on please?” etc.



On the phone , the superior mustn't be waited. This is an important rule that you mustn't forget.

Very Important People

Politicians, diplomats, statesmen, scientists, writers, artists etc. are called VIP (very important person).VIP guests can be divided into three groups according to the place and rank:

- Ø VIP:He is the man who is more important than the others.
- Ø Very VIP : According to the protocol rules, he is the man who is the second important one in that place.

Their Precedence

- A) **Public Sector**
 - 1) **The List Of State Protocol**

- Ø The President of The Republic
- Ø The President of The TBMM
- Ø The Prime Minister
- Ø The President of General Staff
- Ø General President of The Main Opposition Party
- Ø Former Presidents of The Republic
- Ø The President of Constitution Cort
- Ø The First President of Supreme Court Of Appeal.
- Ø The President of State Councils
- Ø Members of Councils of Ministers
- Ø Force Commanders
- Ø Army Commanders
- Ø The President of YÖK
- Ø The President Deputies of TBMM
- Ø General Presidents of Political Parties In TBMM
- Ø Members And Chiefs In TBMM
- Ø General Presidents of Other Political Parties
- Ø The Group Chiefs And Deputies of Political Parties
- Ø The Assistants of General Presidents of Political Parties
- Ø The General Secretaries of Political Parties

2. The Protocol List In Cities

- Ø The Governor
- Ø The Members of TBMM
- Ø The Commanders
- Ø The Mayor
- Ø Rectors
- Ø Public Prosecutor, President of Justice Commission, President of Local Law Court, President of Bar .
- Ø Assistants of Rectors
- Ø Members of Armed Forces

3. The Protocol List In County

- Ø The Governor of A District
- Ø The Garrison Commander
- Ø The Mayor
- Ø Public Prosecutor
- Ø Dean of the Faculty
- Ø Chief Police
- Ø Judges
- Ø Country President of Political Parties

B. Private Sector

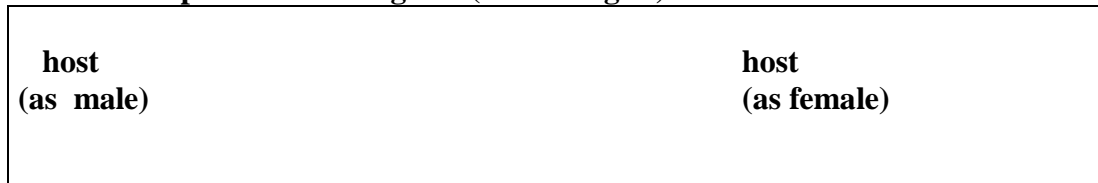
- Ø Chief of Board of Directors
- Ø Chief Deputy of Board of Direction
- Ø Members of Board of Directions



- Ø General Directions,
Assistants of General Director
- Ø Directions of Factory ,Department and Managing
- Ø Directors of Factory, Department and Managing
- Ø Unit Directions

Sitting Plan At Tables Can Be Done In The Following Way:

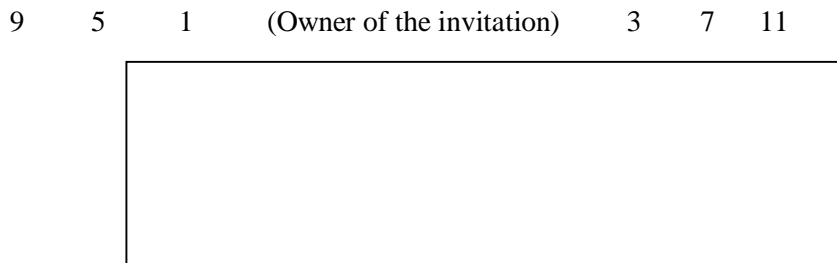
The most important female guest (on the right)



The most important male guest (on the right)

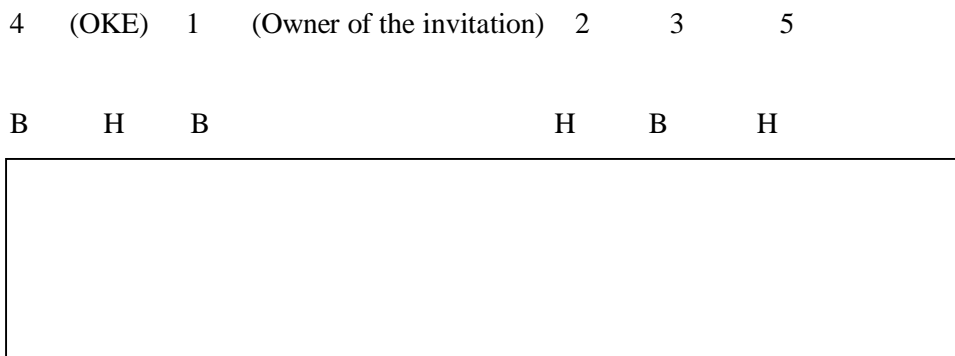
(At a formal home reception)

At a long table for 8-14 people



12 8 4 (Honorary Guest) 2 6 10

Sitting plan of an invitation that just gentlemen join to.



B H H H B H
5 3 2 (Honorary Guest) 1 EB 4

Sitting plan of an invitation that a honorary guest and ladies also join to.

OKE: The Wife of the Honorary Guest

EB : Owner of the Invitation

B : Mr

H : Owner of the Invitation

10-20 kişilik yemekler uç merkezli uzun masada

B H B H B H B H
2 4 6 8 7 5 3 1



Lady
Gentlemen

Owner of the Invitation.

(Owner of the Invitation)

1 3 5 7 8 6 4 2

B H B H B H B H

Şekil 4: Bay Ve Bayanların Katıldığı Davetlerde Oturma Düzeni

D.) Precedence Of Talking

In general , talking is made from inferiors to superiors.The person who represents the top rank talks at last.

4) Sending/ Talking Flower And Present

Flowers are used to express our feelings. Choice of flower gives us information about the sender's well-bred and pleasure. Basket and wreath are sent, but a bunch of flower can be given by hand.



Basket



Wreath



Bunch

Flowers Can Be Sent In The Following Position:

- Ø The wedding, engagement parties
- Ø The formal invitations and feast/religious festivals
- Ø The opening invitations
- Ø Funerals
- Ø Anniversaries
- Ø Cocktail parties
- Ø Celebrations
- Ø Ceremonies of welcome

3.2. The Rules Of Making /Giving An Appointment

The manager's time is very precious and restricted, so one of the most important duties of the secretary is to determine the daily appointments. There are some points that you can carry out the appointments.

In specific order these points are:

- Ø You should leave enough time between the appointments and you should be careful in order that appointments can be collided with one another.
- Ø As a secretary, you should takes notes carefully on the appointment register, appointment form or computer.

Appointment Form

Information about the caller:

Name surname:

Title:

Date of the appointment:

Time of the appointment:

Subject of the appointment:

Phone number:

The person (whom the caller wants to talk to):

1. You shouldn't make/ give an appointment for the day before and the day after an important meeting and journey.
2. You shouldn't neglect to define the day, place, date and time of an appointment.

You should take short notes about people who want to make an appointment .

4. As a good secretary, you should cancel the appointments at least 24 hours before by using the type of making an appointment.
5. You shouldn't write indefinite concepts such as " in the morning, in the afternoon or at night." Indeed, you should give definite time such as " 8:30 a.m. (in the morning) 09:00 p.m.(at night)."
6. You should check and confirm(type) the appointment's correctness.

PRACTICE- 1

Steps	Advice
Change the classroom into the office.	Remember the morning information while changing it into the office. Provide the equipment that people in the office can use.
Organize a morning scheldule.	Read the morning schedule in this learning activity. Provide the equipment for this schedule. First, make a programme for the things that can be done in the office and morning schedule. Show this to your teacher.
Pogramme the manager's appointments.	You can take necessary information for making an appointment. Form the Module. Make a manager's appointment plan by looking at the information in the module and show it to your teacher.
Hand in the documents to your teacher on time	Learn how to use a schedule and an agenda by examining the module.
Write down the things that you are going to do in your plan.	Examine the morning activities. Arrange the document as a working plan. Show it to your teacher.

PERFORMANCE TEST

Evaluate your activities about appointments with one of your friend and if you have some faults and mistakes, revise the leaving activity.

Student's name:

Class/ number:

Field : Office management

Branch:

Aim: Practice

Subject: Programming the work

Criterion:	Yes	No
Property For Profession And Clothing		

-Has she/he dressed suitably for the profession standards?	<input type="checkbox"/>	<input type="checkbox"/>
------------------------------------------------------------	--------------------------	--------------------------

-Is his physical appearance proper?	<input type="checkbox"/>	<input type="checkbox"/>
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Making An Appointment By Telephone

-Has she provided the equipment like a telephone, a pen , an appointment form etc.?	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------------------------------------------------------	--------------------------	--------------------------

-Has she answered the phone in a proper way?	<input type="checkbox"/>	<input type="checkbox"/>
----------------------------------------------	--------------------------	--------------------------

-Has she greeted the caller using the proper geeting words?	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------------------------------	--------------------------	--------------------------

-Has she introduced herself and the enterprise?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she pointed out that she wanted to help the caller?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she taken the notes about the caller?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she written the time, date and place of the appointment?	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No
-Has she written the the subject of the appointment?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she confirmed the information?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she finished the conversation in a proper way?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she turned the tone of her voice?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she informed the appointment to the manager?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she prepared the necessary document for the appointment?	<input type="checkbox"/>	<input type="checkbox"/>

Working Tidyly And Proper Working Of The Rules

-Has she used the office tidyly?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she chosen and used the proper document?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she obeyed the rules on the phone?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she used the time well?	<input type="checkbox"/>	<input type="checkbox"/>

Determination Of The Guest's Pleasure

-Has she communicated with the guest?	<input type="checkbox"/>	<input type="checkbox"/>
-Has she received the demand of the guest?	<input type="checkbox"/>	<input type="checkbox"/>

3.3. The Entertainment Techniques

It is very important to welcome and send the guest off. The managers should welcome and send the guest off in the protocol. These guests are welcomed at the door of the enterprise and send off at the same place. A good secretary should say the guest who comes to the enterprise the statements like the following:

“Welcome sir/madam, how can I help you?” smiling. A secretary should be patient to the guests, because some of the guests can not be pleased easily so the secretary should try to make them pleased.



Resim 2.1. Misafir Ayakta Karşlanır

1. Greeting Rules

When people meet each other, they greet using the following words:

“Good morning / good evening /have a nice day /hello etc. You should greet everybody in that office when you go to work in the morning, but this greeting should be in a smooth and proper way in office conditions. You should avoid exaggeration. You should address the people who work in the same office /enterprise like the following:

“Good morning Mrs. Özden /Good afternoon Mr. Güneş etc.”

If there is a group in the same room, you should greet all of them. When a person, who is older and superior comes in to the office in which you are, you should say “Good morning Mr. Manager.”

If you don't know the person, you should greet orally like “Hello, good morning etc.” It is enough to greet with your head.

2. Addressing Rules

Addressing is very important for communication between people. It is the first of the most important rules that people should obey. It should be addressed absolutely “Mr. and Mrs.”. By all means it shouldn't be addressed them with their first names.

Important Points In Addressing

1. You shouldn't interrupt anybody's talking as a secretary.
2. You shouldn't speak on the subject you don't have any information.
3. You shouldn't talk long.
4. You should tune your voice well.
5. You shouldn't exaggerate your mimics and gestures .
6. You should try to use the language clearly and fluently.
7. You should avoid asking unnecessary questions.
8. You should listen to the guest carefully and reveal it to him/her.
9. You should be calm and patient when you are angry and furious.
10. You should avoid quarrels.
11. You should check if the information is true or not.
12. You shouldn't be prejudiced.
13. You should try to understand body language .

3. Offering Rules

1. The guests habits ,who come permanently ,should be known and it should be learnt how they want their tea / coffee.
2. First the guest and then the manager should be offered.
3. Precedence in offering :Old woman ,young woman ,old man ,young man.
4. It should be offered from the top rank to the bottom rank.At this position age is not important.
5. You should carry the food and drink with your left hand and serve with your right one.
6. Dishes and glasses should be put on the table from the right side of the guests and you should take them out from the same side.



7. It should be waited that the guests finish eating and drinking then dishes and glasses should be taken out in a polite way.
8. The ashtrays should be changed carefully.



Taking the dirty ashtray out



Putting the clean ashtray down

4. Carrying Out The Guest Requests

Some guests can come to the company because of various reasons from time to time .To welcome the guest is one of the secretary's duties. In general ,the guest comes to the company for these aims:

- Ø For making an interview
- Ø For getting some information on various subjects
- Ø For visiting
- Ø For buying and selling product
- Ø For curiosity

A guest who comes for business is greeted saying “Welcome sir,madam.How can I help you?”

and is shown a place to sit.After getting the aim of coming ,his/her appointment is checked .

The date and time of the appointment is revised once more .It is informed to the manager and when the manager is free ,the guest is taken to the manager's office saying that “My manager is waiting for you,sir/madam”.

5. Unexpected Guests

a. The guests who comes without an appointment takes the manager's time and reduces productivity .

For this reason ,visiting should be done by an appointment as far as possible .If the visitor and the reason of visiting is important for the manager and the company ,the secretary

should send the visitor off in a proper way saying that. "I'm sorry ,sir/madam , Mr manager is examining an important product ./Mr manager is in an important meeting .I'll inform your note ,if you like".

There are some rules related to this subject:

1. The manager should give power to his secretary for making appointments.
2. The secretary should talk to the guests first .She should ask these questions in a kind voice.
"How can I help you?" or "Would you like me to tell the manager?"
3. The secretary should check and follow the manager's appointments and she should know the aim of their visiting .If there is a guest who stays long in the manager's office ,the secretary should come in to the office and say "I'm very sorry to interrupt your conversation ,sir .You have to attend to the meeting of administration at 5 o'clock ."
4. Visiting should be limited with time .The secretary should remind the time of the appointment.
5. One of the personel can demand to talk to the manager for a few minutes .The secretary should ask the context of the subject and she shouldn't allow anybody for unnesseary talking.
6. The manager should talk to the guest by standing ,and even in front of the door.Thus ,he lets the guests leave as soon as possible.

B. The Guest Who Comes Before The Time Of Appointment .

The secretary should leave a break between the appointments.It shouldn't be taken appointments one after the other.When the guest comes before the time of appointment , he/she shouldn't be let see the manager.First ,the secretary comes into the manager's room or phone him saying that "Mr. Manager ,Mr.Fitz has come to see you."

If the manager is busy ,the secretary says : "I'm sorry ,sir/madam .My manager is busy now . You can have a rest for a while if you like,"and than she asks a question like this. "What would you like to drink ,Mr Fitz?"

C. To Compensate The Defects Can Sometimes Be Difficult But It Is Not Impossible.

To prevent the defects ,you should be very careful and you should absolutaly confirm the appointment .If it is your fault as a secretary ,you should apologize the guest and try to make him see the manager that day.If the manager is busy ,you should give another time of appointment to the guest.

PRACTICE- 2

Steps	Advice
Ø To welcome the guest.	Ø Be cheerful and kind.
Ø To entertain the guest.	Ø Please your guest without any problems.
Ø To give/take information from the guest.	Ø Be a good listener and talk well and effectively.
Ø To please the guest that has to be waited.	Ø Be persuasive.
Ø To canalize the guest.	Ø Take a quick and objective decision.
Ø To send the guest off.	Ø Make the guest pleased.

Evaluation

A. Answer The Following Questions

- Which of the followings is not appropriate for protocol rules?
 - The secretary should ask who the caller is when she answers the phone.
 - The secretary should introduce herself and her company.
 - The caller finishes conversation first with good wishes.
 - The superior should never be waited on the phone.
- Write the appropriate codes for the given cities and telephone numbers by using the rules for calling.

İzmir:6322730 (.....)

Bursa:2202137(.....)

Trabzon:3218141(....)

Konya:3207550(.....)

- Match the list of caller's number with the list who you call the number.
 - 2458 outer line
 - 9 2125111 between the cities
 - 2505044 inner line
 - 03124251012 for international calling
 - 009015681222133 for the cities calling

4. Write a greeting message for the telephone with answering system.
5. Why is a bunch preferred for visiting the house and the ill?
 - A) because it is cheap
 - B) because it doesn't take much place
 - C) because it is carried easily
 - D) because the people are considered important by the visitors
6. Why is it so important that you have necessary information during suasion?
 - A) for making the guest feel special.
 - B) for being reliable
 - C) for welcoming the guest well
 - D) for being listened efficiently
7. Why is it so important that the appointments are made on the definite time?
 - A) for preventing an overlap between two appointments
 - B) for not offering something to the guest
 - C) for preventing the guests not to see each other
 - D) for not making them wait
8. Why should the appointments be confirmed?
 - A) to check if it is true or not
 - B) to canalize the guest
 - C) to please the guest
 - D) to persuade the guest
9. Why is the President of the Republic first person according to the protocol rules?
 - A) because he cares for the public benefits and prevents the profits of the state.
 - B) because he is the chief of the council of ministers.
 - C) because he represents the Turkish Republic and Turkish public.
 - D) because he makes the laws.
10. Why is the governor first person in the protocol list of the city?
 - A) because he maintains the work with security in the city
 - B) because he maintains the duties about education and health
 - C) because he is the top representative of the state
 - D) because he is the representative of the state, government and ministries.

B. If Your Answer Is True, Put A Tick Into The T Box, If Your Answer Is False, Put A Tick Into The F Box

Questions

	T	F
11. The first step for being reliable is to create possible impression.	<input type="checkbox"/>	<input type="checkbox"/>
12. It shouldn't be addressed to the people whom you don't know their names, saying "sir/madam."	<input type="checkbox"/>	<input type="checkbox"/>
13. To have efficient information, to talk efficiently, and to be patient are the effective methods to persuade the guest.	<input type="checkbox"/>	<input type="checkbox"/>
14. Appointments shouldn't be limited with time.	<input type="checkbox"/>	<input type="checkbox"/>
15. Appointments should be confirmed and checked.	<input type="checkbox"/>	<input type="checkbox"/>
16. It must be drawn a diagram to show where people stand, walk and sit.	<input type="checkbox"/>	<input type="checkbox"/>
17. It is not important to come first in protocol at ceremonies.	<input type="checkbox"/>	<input type="checkbox"/>
18. The bunches are preferred because they don't take much place for visiting the house and the ill.	<input type="checkbox"/>	<input type="checkbox"/>
19. At the reception of the house, the honorary guest sits near the lady (owner of the invitation) and the honorary guest sits near the gentlemen (owner of the invitation)	<input type="checkbox"/>	<input type="checkbox"/>
20. At the meetings, ceremonies and openings, speech is made from the inferior to the superior.	<input type="checkbox"/>	<input type="checkbox"/>

21. Because of their statuses, important statesmen, politicians, scientists, writers and artists are called VIP.

22. At the meetings, the chief of the meeting always sits at the chair or near the U table.

EVALUATION

Match your answers with the answer key and evaluate yourself by defining the number of true answers.

ANSWER KEY

1. D
2. (232)
(224)
(462)
(332)
3. B DIŐ HAT
D ŐEHİRLERARASI
A İÇ HAT
E ULUSLARARASI
C ŐEHİRİÇİ ARAMA
4. Hello! I can't answer the phone now. You can leave the message after the signal.
5. B
6. B
7. A
8. A
9. C
10. D
11. T
12. F
13. T
14. F
15. T
16. T
17. F
18. F
19. T
20. T
21. F
22. F

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