

PELAJARAN 3 – Percakapan Melalui Telepon

CATATAN PELAJARANPeran

Edward Bono: Teknisi perusahaan iklan Dazzling Displays
 Kate: Resepsionis perusahaan Hale and Hearty Foods.

Jalan Cerita

Edward Bono, teknisi dari perusahaan iklan Dazzling Displays, menelepon Harvey, tetapi Harvey sedang berbicara dengan orang lain di telepon. Edward meninggalkan pesan pada Kate, resepsionis Hale and Hearty, supaya Harvey balik menelepon Edward.

Sopan santun Telepon

Lima kata-kata terlarang

Jangan katakan	Katakan
No. <i>Misalnya:</i> No, Monday's no good.	Actually, Tuesday is better for me.
I can't do that. <i>Misalnya:</i> I can't send it today.	Here's what I can do... I can get it to you first thing tomorrow.
I don't know. <i>Misalnya:</i> I don't know why it's late.	That's a very good question. Let me find out for you.
Just a moment.	Could you excuse me for ten seconds? My other phone is ringing.
You'll have to... <i>Misalnya:</i> You'll have to get it here by tomorrow.	We'll need to have it here by tomorrow.

Abjad Telepon

Untuk memperjelas pengucapan abjad melalui telepon, gunakanlah Abjad Radio Internasional.

A for Alpha	J for Juliet	S for Sierra
B for Bravo	K for Kilo	T for Tango
C for Charlie	L for Lima	U for Uniform
D for Delta	M for Mike	V for Victor
E for Echo	N for November	W for Whiskey
F for Foxtrot	O for Oscar	X for X-ray
G for Golf	P for Papa	Y for Yankee
H for Hotel	Q for Quebec	Z for Zulu
I for India	R for Romeo	

LATIHAN1. Kosakata penting

Carilah arti dan cara pengucapan kata-kata di bawah ini pada kamus:

actually	busy (phone)	dazzling
displays	to hold (the line)	message
order	question	urgent

2. Penerapan

Ubahlah kata-kata 'kasar' di bawah ini agar terdengar lebih halus dan sopan.

a) No, I don't want to meet in your office.

b) I can't see you until Thursday.

c) I don't know why it's so expensive.

d) Just a moment, someone's waiting to speak to me.

e) You'll have sign the document before the 30th of June.

3. Latihan Ucapan

Ucapkan berulang-ulang dengan suara keras:

Could you ask him to call me
To call me
To call me?
Could you ask him to call me
When he gets off the phone?

2. Suggested answers: a) Actually, let's meet here. b) I can see you on Thursday. c) That's a very good question.. Let me find out for you. d) Could you excuse me for 10 seconds, someone is waiting to speak to me. e) We need you to sign the document before the 30th of June