

Chapter 4

Oral Communication

Definition of **oral** Communication التواصل الشفهي

Exchange ideas or information by spoken word. It involves Listening & Speaking

Effective listening aids to الاستماع بفعالية

- 1) New ideas
- 2) Making decisions.
- 3) Understanding and resolving problems.
- 4) Developing relationships تطوير العلاقات



How can you be a good listener? كيف تكون مستمع جيد

- Focus
- Let the speaker finish before you begin to talk
- Ask questions and give feedback
- Take notes
- Open mind



For an **effective phone call** your voice should be: التحدث عبر الهاتف بفعالية

- Natural and personal
- Pleasant
- Clear
- Interesting



The person who answers the call must



- Answer promptly
- Answer clearly
- Use understandable language
- Be a good listener

When you decide to leave a voice mail (as a caller) you should

- Plan what message you will leave
- Be polite
- Define the purpose of the call

TELEPHONE MESSAGE

Example1: Prepare a telephone message using the following information:

Before her manager arrive to the office, the secretary (Ms. Fatima Omran) received today (at 8:15 a.m) a call from Mr. Fadi Ebrahim (Tel. 17292597). He wanted to tell the manager that he received (yesterday evening) the goods sent to his showroom (German Lights) in a good condition.

TELEPHONE MESSAGE

For: The manager Date: تاريخ اليوم
Mr Fadi Ebrahim Of: German Lights
Phone No. 17292597 Time: 8:15 a.m

Telephoned	<input checked="" type="checkbox"/>	Please phone	
Called to see you	<input type="checkbox"/>	Returned you call	
Wanted to see you	<input type="checkbox"/>	Urgent	

Message:

He wanted to tell the manager that he received (yesterday evening)
the goods sent to his showroom (German Lights) in a good condition

Taken by: Ms. Fatima Omran...

Example2: Fill the telephone message below from the conversation held on Sunday 12th May 2018 at 10:45 a.m.

Telephonist : Good morning, Al Zamil Stationeries.

Caller : Good morning, may I talk to your Sales Manager Mr. Saleh Rashid

Telephonist : I am sorry to inform you that Mr. Rashid is currently at staff meeting and he asked me to take messages for him.

Caller : Oh yes, but this is rather urgent, please pass to him that Mr. Khalil Ahmed from Ministry of Education called to enquire about urgent supplies of 100 reams of A4 papers by earliest tomorrow morning.

Telephonist : Yes Sir, of course but I shall need your direct number for immediate contact

Caller : Yes, it is 17253522 – ext. 303 and please let him call me back for confirmation. Thank you for your co-operation

Telephonist : (Marwa Moh'd) Thank you Sir.

TELEPHONE MESSAGE

For: Mr. Saleh Rashid.....
Mr. Khalil Ahmed.....
Phone No. 17253522.....

Date: 12/5/2018.....
Of: Ministry of Education.....
Time: 10:45 a.m......

Telephoned	•	Please phone	•
Called to see you		Returned you call	
Wanted to see you		Urgent	•

Message:
Urgent supplies of 100 reams of A4 papers by earliest tomorrow morning......

Taken by: Marwa Moh'd.....

End of Chapter 4