Audio 7.9: Listen to a radio show guest talk about pet peeves relating to the telephone. Answer the questions below.

1. What are some of Rick’s pet peeves?
2. How does Isabel feel about telemarketers?
3. What does Sam think you should do if you dial the wrong number? What does Rick think?
4. What are two things that frustrate Maritza about automated telephone lines?
5. What are some of your pet peeves relating to the telephone?
6. How do you respond to telemarketing calls?

"If you hate being on hold and want to get on with your work, press 1 - if you want to be on hold for a long time so you can do the crossword, press 2."

source: www.businesscartoons.co.uk/shop

Culture Note

There is nothing more frustrating than being left on hold for what feels like an eternity while you listen to a recorded message that keeps repeating, “Thank you for your patience. Your call is important to us.” If it’s really so important, why doesn’t anyone answer?

How long is too long to be kept on hold depends on what the call is for. Generally, the more important the call, the longer people are willing to wait. But that doesn’t mean that they won’t be annoyed. Most people start to feel annoyed if they have to wait more than two minutes.

If you are working in customer service, here are some polite things to do when putting someone on hold:

- Ask the caller’s permission to be put on hold.
- If the caller has been kept waiting, be sure to apologize.
- Explain that you are not able to take the call at the moment and ask if they can call back in a few minutes.