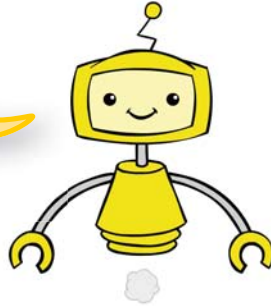


Hanging on the telephone

I knew Indonesians were fussy about addressing each other appropriately, but I didn't realise that you had to watch your manners on the telephone as well!



LINKS TO:

Stage 2, Module 9

Learning Object 2: Can I go to both?

PRIOR LEARNING:

Stage 2

Module 1 Work Sheet 6: *Friendly chatter*



1 Breaking the ice

In Module 9, Learning Object 2, *Can I go to both*, we heard Anna use some pleasantries when she telephoned the hockey coach at home. Anna excused herself for inconveniencing him, and showed she was grateful that he was prepared to give his time to answer her call.

You may recall she commenced her call with:

Halo. Apakah ini rumah Pak Harsono?

Hello, is this the residence of Mr Harsono?

Although Anna would be confident that she dialled Pak Harsono's telephone number correctly, her question about whether this is the correct residence adds an additional layer of politeness to her call.

Often the word *Halo* is followed by a greeting appropriate for that particular time of day, before asking about the availability of the person you are calling.

For example:

Halo. Selamat malam. Boleh saya berbicara dengan Pak Harsono?

Hello. Good evening. May I speak with Mr Harsono?

Taking additional care not to offend, Anna further apologises for her call:

Maaf mengganggu. Sorry to disturb you.

2 Screening calls

- ▶ People from all cultures screen telephone calls and Indonesians are no exception. Did you notice how Pak Harsono's daughter screened Anna's call?

Dengan siapa saya bicara?

With whom am I speaking?

- ▶ Another way Indonesians screen calls, which non-Indonesians may initially find confusing, is to ask:

Ini dari mana? Where is this call from?

The logical answer to this question would be to state where you are calling from. However, what Indonesians really mean is, 'From whom is this call?'

Note:

There is a perfectly appropriate equivalent of asking this in Indonesian, '*Ini siapa?*', but most Indonesians tend to use the alternative, '*Ini dari mana?*'

- ▶ A final method Indonesians use to screen calls is to tell the caller to hold on, presumably while they find out if the person being sought is available.

For example:

Tunggu sebentar. Please wait a moment.

It's me ...

3

When the person you are calling answers the telephone, and you then ask to speak to that person, it is also common for them to reply by saying:

Saya sendiri. It's me.

They say this without screening the caller.

Other telephone-speak

4

The register of telephone conversations can vary. It depends on the purpose of the call and the relationship between the caller and the receiver.

In Module 9, Learning Objects 2, *Can I go to both*, and 3, *Different things happening*, the register used by Anna when telephoning teachers from her school is formal and respectful.

Note:

In Indonesia all telephone calls, including local calls, are timed. Budget-minded Indonesians are very conscious of spending time and money on idle talk or gossip. To non-Indonesians, it may seem abrupt when an Indonesian acquaintance tries to end the call with '*Sudah, ya!*' (That's all for now, OK!), however, this is not their intention. They are simply indicating that the call has achieved its purpose and to continue unnecessarily is costing them money.

Some additional telephone language that fits into this category of register includes:

... sedang ada tamu = ... is seeing a client/visitor

... sedang keluar = ... is currently out

... tidak bisa diganggu = ... cannot be disturbed

Bisa saya bantu? = Can I help?

Boleh saya titip pesan? = May I leave a message?



















Tolong katakan kepada ... = Please tell ...

Maaf, ... sedang keluar = Sorry, ... is currently out

Tolong hubungi saya ... = Please contact me ...

Ya, nanti saya sampaikan = Yes, later I'll pass it on

Examine the following telephone conversation and complete the accompanying activities.

 1	Halo.	 2	Hai. Apakah in anaknya Pak Harsono?
 3	Ah ... ya.	 4	Tolong panggilkan Pak Harsono.
 5	Ini dari mana?	 6	Saya Anna.
 7	Humph ... Tunggu sebentar.	 8	Makasih.
 9	Halo.	 10	Hai.
 11	Huh?	 12	Ini Anna, Pak.
 13	Oh kamu! Ada apa?	 14	Jam berapa Acara Traktir mulai dan berapa lama acaranya, Pak?
 15	Mulai jam 5.30 dan selesai jam 6.30. Kamu mau datang?	 16	Sudah pasti saya datang!
 17	Hmm. Sampai jumpa besok.	 18	Daag.

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Exercise 2

Imagine that Anna has contacted Pak Harsono's house and that Pak Harsono's daughter has informed her that her father is presently unavailable.

Anna asks if she may leave a message for Pak Harsono, which his daughter agrees to pass on.

Write the new conversation in the spaces provided. Again, do not feel compelled to use all of the spaces in your response.



Empty speech bubble for Anna's first response.

Empty speech bubble for the daughter's first response.



Empty speech bubble for Anna's second response.

Empty speech bubble for the daughter's second response.



Empty speech bubble for Anna's third response.

Empty speech bubble for the daughter's third response.

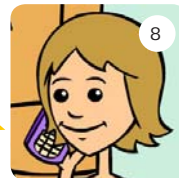


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