In Learning Object 2: Can I go to both, we heard Anna use some icebreakers when telephoning the hockey coach at home. The purpose of these was to excuse herself from inconveniencing him and to show that she is grateful that he is prepared to give of his time to answer her enquiries. You may recall she commenced her call with:

- **Halo. Apakah in rumah Pak Harsono?**
  Hello, is this the residence of Mr. Harsono?

Although Anna would be 100% confident that she had correctly dialled the number of Pak Harsono’s house, 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 the day before a question is asked about the availability of the person with whom you wish to speak. For example:

- **Halo. Selamat malam. Boleh saya bicara 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 menganggu.**
  Sorry to disturb you.

### Screening calls

All cultures screen telephone callers and Indonesia is 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 the location you are calling from. However, what Indonesians mean by asking this question is, ‘Whom is this call from?’. There is a perfectly appropriate equivalent of asking this in Indonesian (i.e. **Ini dari siapa?**) but most Indonesians tend to use the ‘**Ini dari mana?**’ alternative.

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 …

If the person who is being called happens to answer the phone, upon being asked to be spoken to, it is common for them to reply by saying:

* Saya sendiri. It's me.

They can say this either without screening the caller or immediately after screening the caller.

Other telephone-speak

The register of telephone conversations varies widely depending on the purpose of the call and the relationship between the caller and the receiver. In the context of Learning Objects 2 and 3, the register used by Anna when telephoning teachers from her school can best be described as formal and respectful. Some additional telephone language that fits into this category of register includes:

<table>
<thead>
<tr>
<th>Indonesian Phrase</th>
<th>English Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>... sedang ada tamu</td>
<td>... is seeing a client/visitor</td>
</tr>
<tr>
<td>... sedang ke luar</td>
<td>... is currently out</td>
</tr>
<tr>
<td>... tidak bisa diganggu</td>
<td>... cannot be disturbed</td>
</tr>
<tr>
<td>Bisa saya bantu ?</td>
<td>Can I help ?</td>
</tr>
<tr>
<td>Boleh saya titip pesan</td>
<td>May I leave a message</td>
</tr>
<tr>
<td>Tolong katakan kepada ...</td>
<td>Please tell ...</td>
</tr>
<tr>
<td>Maaf, .... sedang keluar</td>
<td>Sorry, .... is currently out</td>
</tr>
<tr>
<td>Tolong hubungi saya pada nomor ...</td>
<td>Please contact me on ...</td>
</tr>
<tr>
<td>Ya, nanti saya sampaikan</td>
<td>Yes, later I’ll pass it on</td>
</tr>
</tbody>
</table>

Note

In Indonesia all telephone calls, including local calls, are timed. Because of this 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, okay!), however, this is not their intention. They are simply indicating that the call has achieved its purpose and to unnecessarily continue it is costing them money.
Exercises

1.
Examine the following telephone conversation and complete the accompanying activities.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hai. Apakah anaknya Pak Harsono?</strong></td>
<td><strong>Halo.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tolong panggilkan Pak Harsono.</strong></td>
<td><strong>Ah ... ya.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Saya Anna.</strong></td>
<td><strong>Ini dari mana?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Makasih.</strong></td>
<td><strong>Humph ... Tunggu sebentar.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Hai.</strong></td>
<td><strong>Halo.</strong></td>
<td></td>
</tr>
</tbody>
</table>
I. Comment on the appropriateness of the language used in the above telephone conversation. Consider the participants, their relationship to each other and the situation and purpose of the call.

II. Using the template provided below, reproduce this telephone conversation with more appropriate language for the situation. Rather than referring back to Learning Object 2, attempt to use some of the original language learned in this worksheet to complete this task. Do not feel compelled to use all of the frames in your response.
Imagine that Anna has contacted Pak Harsono’s house and that Pak Harsono’s daughter has informed her that her father is unavailable at the present moment. Anna asks if she could leave a message for Pak Harsono, which his daughter agrees to pass on. Again, do not feel compelled to use all of the frames in your response.

Reproduce this conversation below:
1.
**I**
**Sample answer:**

Considering that Anna is telephoning a teacher at their house outside of school hours, the register she has used in her conversation with both Pak Harsono and his daughter is inappropriate. Anna should be using a formal and respectful register, and should be apologetic that she is disturbing her teacher at home, but she comes across as being pushy, abrupt and a little too casual in her choice of words. It is not surprising that she has put both Pak Harsono and his daughter offside by her casual and disrespectful demeanour.

**II. Sample answer:**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Halo. Selamat sore. Apakah ini rumah Bapak Harsono?</td>
<td>Halo</td>
</tr>
<tr>
<td>2</td>
<td>Ya, betul.</td>
<td>Apakah saya boleh berbicara dengan Bapak Harsono?</td>
</tr>
<tr>
<td>3</td>
<td>Saya Anna Smart, murid dari Australia. Saya bermain hockey di SMP Harapan Bangsa.</td>
<td>Dengan siapa saya bicara?</td>
</tr>
<tr>
<td>4</td>
<td>Terima kasih.</td>
<td>Tunggu sebentar, ya Anna?</td>
</tr>
</tbody>
</table>
2. Sample answer:


2. Saya ingin tanya tentang acara makan besok malam. Jam berapa acaranya mulai dan jam berapa selesai?

3. Oh tidak apa-apa, Anna. Ada perlu apa?


5. Acaranya mulai jam 5:30 setelah latihan hockey dan selesai jam 6:30. Apakah Anna akan datang?


7. Sampai jumpa, Pak.

8. Terima kasih banyak atas informasinya, Pak.


10. Ya, betul. Apakah saya boleh berbicara dengan Pak Harsono?

11. Hai, ini Pak Harsono. Apakah ini rumah Bapak Harono?


14. Ya, betul. Apakah saya boleh berbicara dengan Pak Harsono?
Saya Anna Smart, murid dari Australia. Saya bermain hockey di SMP Harapan Bangsa.

Saya bicara dengan siapa?

Boleh saya titip pesan?

Maaf, Anna. Bapak sedang pergi. Ada yang bisa saya bantu?

Tolong katakan kepada Pak Harsono bahwa Anna Smart ingin tahu jam berapa acara makan mulai dan selesai.

Ya, boleh.

Terima kasih banyak.

Baiklah, Anna. Nanti saya sampaikan pesannya.

Terima kasih banyak.

Kembali.