

Welsh Language Standards – Answering the Telephone

Standards **no. 9** and **no. 17** require us as an institution to make it clear to telephone callers that the University can provide a Welsh language service and to also explain when that service is available. Standard **no. 16** requires the University to make it clear that callers can leave a message in Welsh on the answering machine. These Standards refer to our main telephone numbers and helpline numbers.

Here are some guidelines to enable you to conform with these standards.

Bilingual Greeting

According to current procedure all members of staff who answer a main telephone number or helpline number are expected to give a bilingual greeting, whether they are able to speak Welsh or not.

Non-Welsh speakers

If you cannot provide a Welsh language service yourself but a colleague is available who can do so the following phrase could be used after the bilingual greeting :

If you would like this service in Welsh please say so and I will transfer you to a Welsh speaking colleague.

If no one is available the following phrase could be used after the bilingual greeting:

I apologise that there is no Welsh service available at present but if you would like this service in Welsh please leave your telephone number and a Welsh speaker will return your call.

Or if appropriate explain when the service in Welsh will be available.

The Centre for Welsh Language Services is happy to discuss this and can help you tailor the message to the situation.

Welsh speakers

Although Welsh speakers can provide the service in Welsh the Standards require this to be made clear on answering the call so the following phrase could be used after the bilingual greeting:

A hoffech chi dderbyn y gwasanaeth hwn yn Gymraeg? Would you like to receive this service in Welsh?

Answering machines

All main university telephone lines that use an answering machine service should already have a bilingual message on them e.g.

Swyddfa Lety/Accommodation Office, Does neb yma ar hyn o bryd felly gadewch neges ar ôl y tŷn os gwelwch yn dda/ There's nobody here at the moment so please leave a message after the tone.

In order to conform to Standard no.16 we recommend adding the following phrase to the automated message:

Mae croeso i chi adael neges yn Gymraeg / You are welcome to leave your message in Welsh.

Language Respect

The Welsh Language Standards give Welsh speaking students and members of the public the right to request a telephone service in Welsh. As explained above this should be offered in a proactive way by Welsh and non-Welsh speakers alike.

Inevitably there will be circumstances where providing a Welsh service will not be possible either because of staff issues or the specialist nature of the query. Nevertheless, the caller requesting a Welsh service should always be dealt with in a polite and respectful manner.