

TALKING ON THE TELEPHONE

MAKING A CALL

- Hello, this is [your name] from [company name].
- Hi, it's [your name] from [company name].
- May I speak to [person's name]?
- I'd like to speak to [person's name], please.
- I'm calling to ask about/discuss/clarify...
- I just wanted to ask...
- Could you tell me...?

LEAVING A MESSAGE

- Could you please take a message? Please tell her/him that...
- I'd like to leave her/him a message. Please let her/him know that...

RECEIVING A CALL

- Hello/Good morning/Good afternoon. [Company name], [your name] speaking, how may I help you?
- [Company name], [your name] speaking.

TRANSFERRING THE CALL

- Hold the line, I'll put you through.
- One minute, I'll transfer you now.
- Let me see if Ms..... is available.
- One moment, please.
- Yes, can I ask who's calling?
- Sure, I will transfer you to (name of person). Can I tell him/her who's calling?
- Of course, I will put you through to him (transfer the call) right away.

APOLOGISING

- I'm sorry, Mr. X can't take your call at the moment.
- I'm afraid the line's engaged. Could you call back later?
- I'm sorry. He's out of the office today.
- I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here
- I'm sorry. There's nobody here by that name.

- Sorry. I think you've dialled the wrong number.

TAKING A MESSAGE & HELP

- I'm sorry, she/he's not here today. Can I take a message?
- I'm afraid he/she's not available at the moment. Can I take a message?
- I'll give him/her your message as soon as he/she gets back.
- I'll send you the report as soon as possible.

RETURNING A CALL

- I'm returning your call from yesterday.
- I'm calling you regarding ...
- I got a message to call you.

RECEIVING A FOLLOW-UP CALL

- Thank you for responding so quickly,
- I appreciate your getting back to me.

ENDING A CALL

- Thank you very much for your help.
- Thanks for calling.
- Thank you for your time.

COMMUNICATION PROBLEMS

- Could you spell that for me, please?
- How do you spell that, please?
- Let me see if I got that right.
- Would you mind speaking up a bit? I can't hear you very well.

MOBILE PHONES – CALLING

- Hi, can you speak?
- Hi, am I interrupting something?
- Do you have time?

MOBILE PHONES – ANSWERING

- No, you're not interrupting. What can I do for you?
- I'm sorry, I can't talk right now. Can I call you back later?

USEFUL VOCABULARY

1. hold on
2. hang on
3. put (a call) through
4. get through
5. hang up
6. call up
7. call back
8. pick up
9. get off (the phone)
10. get back to (someone)
11. cut off
12. switch off/turn off
13. speak up