



Telephone Language



Answering the phone:

al)

Microsoft.

help you?

help you?

Introducing yourself – the caller:

...ld. (informal)

...ld Jarvis calling.

...he HR

Confirming a name:

Person answering says this

(Question, “Is this X”)

Asking to speak with someone:

Could I speak to [name], please? (informal)

Could I speak to [name] there, please?

Could I speak to [name] by [number], please?

Could I speak to [name] by [number], please?

Could I speak to [name], please.

Giving details of the call:

... about X.

... confirm the meeting tomorrow.

... to the meeting tomorrow.

... to the advert in the local

... tomorrow.

... (normal)

Taking a message for someone:

1. Do you like to leave a message?

2. How long, please?

3. Who did you call?

4. What is the message.

Leaving a message with someone:

Can you tell her that Jane called, please?

OK. I'll call back later.

Can you ask her to call Sam when she

gets to extension 632.

As soon as possible?

Enquiries regarding the caller:

Company are you calling from?

please?

to speak to?

ase?

to connect to?

Asking someone to wait:

(informal)

Excuse me, please

(formal)

Connecting someone:

you through.

Whether line is engaged at the moment.

busy at the moment.

available at the moment. Can

again?

vis.

Making special requests:

Could you repeat that, please?

Could you mind spelling that for me, please?

Could you speak a little, please?

Could you speak slower please? My English isn't very

good. I think I have a bad connection.

Could you make another call.

Problems:

... a meeting right now.

... isn't here at the moment.

... popped out.

... the moment.

... the moment.

... to speak to

Mistakes:

but I think you've got the wrong

with that name.

John.

number?

Confirming information:

...at that.

...back to you just to make sure.

...to you.

...back to me?

...didn't you?

Finishing a conversation:

Get on to that as soon as possible.

See you soon.

Keep going through.

Saying goodbye:

later (Informal)

TRY TO DO BY YOURSELF

- **Answering the phone**
- **Introducing yourself – the caller:**
- **Confirming a name:**
- **Asking to speak with someone:**
- **Giving details of the call:**
- **Taking a message for someone:**
- **Leaving a message with someone:**
- **Enquiries regarding the caller:**
- **Asking someone to wait:**
- **Connecting someone:**
- **Making special requests:**
- **Problems:**
- **Mistakes:**
- **ConfirFinishing a conversation:**
- **Cofirming information:**
- **Saying goodbye:**