



# 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?

Name please?

Person to speak to?

Address please?

Number 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:**
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