



Telephone Language





Answering the phone:

a1)

Microsoft.

help you?

help you?

Introducing yourself – the caller:

ld. (informal)

1d Jarvis calling.

he HR

Confirming a name:

erson answering says this stion, "Is this X")

Asking to speak with someone: d in? (informal) there, please? vis, please? vis, please? lease.

Giving details of the call:

g about X.

onfirm the meeting tomorrow.

tion to the meeting tomorrow.

the advert in the local

MOY.



Taking a message for someone: vou like to leave a message? g, please? vu called.

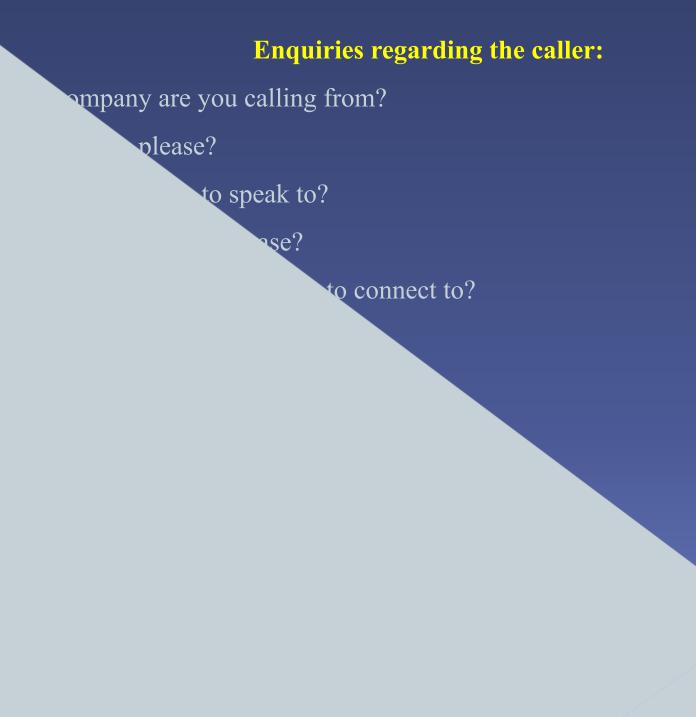
he message.

Leaving a message with someone: tell her that Jane called, please? K. I'll call back later.

ask her to call Sam when she

rtension 632.

es possible?



Asking someone to wait:

Sinformal)

nt, please

rmal)

Connecting someone:

ou through. Four line is engaged at the moment. busy at the moment.

Jable at the moment. Can

again?

vis.

Making special requests:

You repeat that, please?

mind spelling that for me, please?

va little, please?

wer please? My English isn't very

ve a bad connection.

nother call.

Problems:

a meeting right now.

isn't here at the moment.

ropped out.

he moment.

the moment.

to speak to

Mistakes:

but I think you've got the wrong

rith that name.

hn.

umber?

Confirming information:

nt that.

t back to you just to make sure.

to you.

back to me?

Vidn't you?

Finishing a conversation:

t on to that as soon as possible.

you soon.

ng 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:
- **ConfiFinishing a conversation:**
- Cofirming information:
- Saying goodbye: