



# Telephone Language





#### **Answering the phone:**

**a**1)

#### 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.

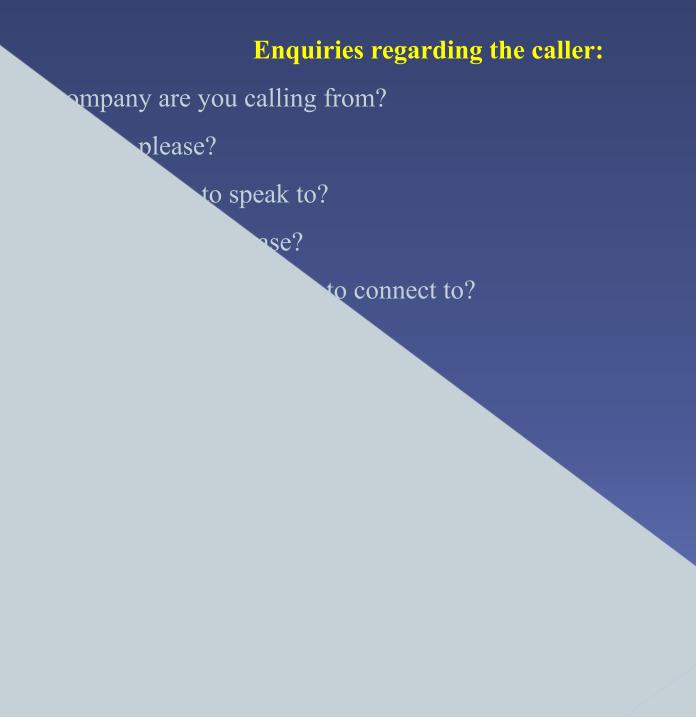
he message.

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: