Telephone Language

Answering the phone:

l)

Microsoft.

help you?

help you?

Introducing yourself – the caller:

ld. (informal)

ld Jarvis calling.

he HR

Confirming a name:

erson answering says this

stion, "Is this X")

Asking to speak with someone:

ld in? (informal)

there, please?

rvis, please?

vis, please?

lease.

Giving details of the call:

g about X.

onfirm the meeting tomorrow.

tion to the meeting tomorrow.

o the advert in the local

rrow.

rmal)

Taking a message for someone:

you like to leave a message?

g, please?

ou called.

he message.

Leaving a message with someone:

…u tell her that Jane called, please?

…K. I'll call back later.

…ask her to call Sam when she

…xtension 632.

…s possible?

Enquiries regarding the caller:

ompany are you calling from?

please?

to speak to?

ase?

to connect to?

Asking someone to wait:

(informal)

nt, please

ormal)

Connecting someone:

...ou through.

...er line is engaged at the moment.

...busy at the moment.

...ilable at the moment. Can

...k again?

...vis.

Making special requests:

you repeat that, please?

mind spelling that for me, please?

p a little, please?

ower please? My English isn't very

ve a bad connection.

nother call.

Problems:

a meeting right now.

isn't here at the moment.

opped out.

he moment.

the moment.

to speak to

Mistakes:

but I think you've got the wrong

ith that name.

ohn.

umber?

Confirming information:

ot that.

t back to you just to make sure.

k to you.

back to me?

lidn'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:**