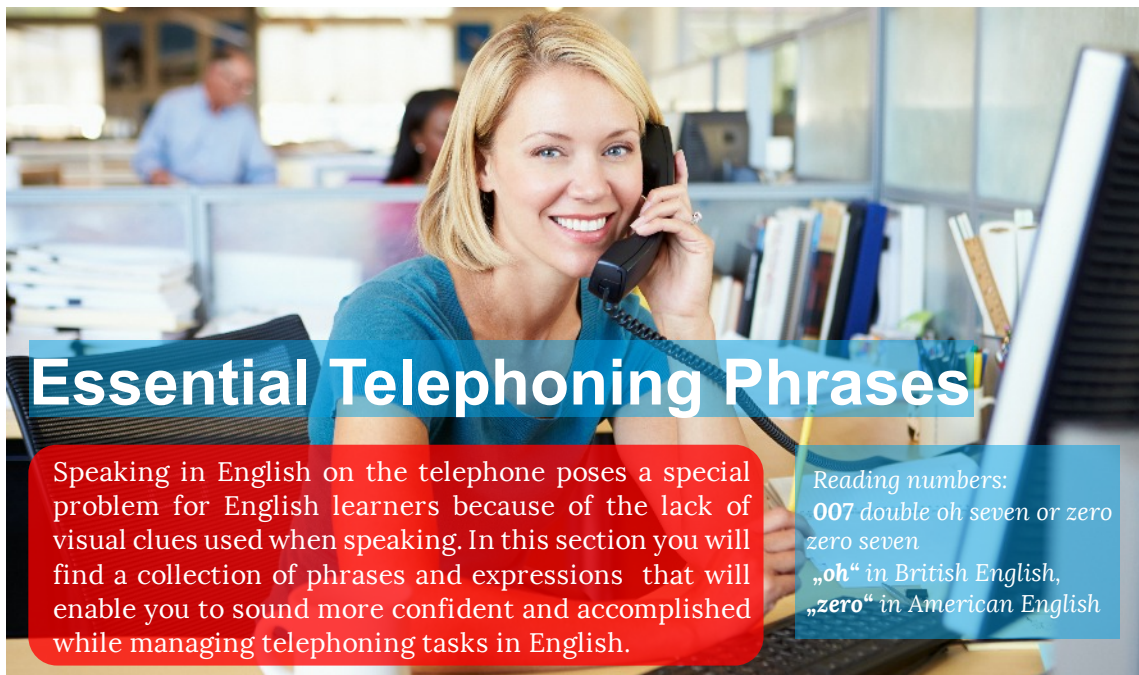




Essential Telephoning Phrases

Speaking in English on the telephone poses a special problem for English learners because of the lack of visual clues used when speaking. In this section you will find a collection of phrases and expressions that will enable you to sound more confident and accomplished while managing telephoning tasks in English.

Reading numbers:
007 double oh seven or zero
zero seven
„oh“ in British English,
„zero“ in American English

Introducing yourself on the telephone

Hello. This is Anette Terlutter from Antipolis.
Good morning. Anette Terlutter from Antipolis speaking.

I'm calling/phoning from Germany.

Do not say:

~~Company Antipolis, Terlutter.~~

Can I help you?

What can I do for you?

Asking to speak to someone

I'd like to speak to Ms Terlutter, please.

Can/Could I have extension 72, please?

“Is that Ms. Terlutter?”

Response: “Speaking”.

Putting someone through

Hold the line, please. I'll put you through.

Will you hold? She'll be right with you.

Saying the person is not available

Make sure you always start this type of sentence with: **I'm sorry, but ...** or **I'm afraid**

...

I'm sorry, but Ms Terlutter is in a meeting.

I'm afraid she's not here today.

I'm afraid she's away on business this week.

She's expected back at 2.30 pm.

Can I help you?

Finding out who you are talking to

May I have your name, please?

Who ~~shall I say~~ called?

Could you spell that for me, please?

Is that „A“ for Alpha?

Not: A like Alpha

Finding out the purpose of the call

What is it about, please?

Is it urgent?

Organising further phone calls

Shall I ask her to call you back or will you call back later?

It's urgent. _____

Can you tell me when she'll be back, (please)?

tell Ms Terlutter (that) I called.

ask her to ring/call me back

please?

Do not say: May you ...

Would you mind asking her to ring me (please)?

Not: so kind to

Saying you will call again later

It's alright. I'll try again later.
No problem. I'll call back later.
I'll ring her tomorrow.

When could I get in touch with Ms Terlutter?
At what time will she be in?

Please let Ms. Terlutter know that I will call her later today.

Telephone numbers

Does Ms Terlutter have your number?
Could I have your number, please?
Has Ms Terlutter got a mobile?
Not: *handy*

The code for Bielefeld is 0521.
Could I read the number back to you?
Let me just check the number.
So that's 0521. Is that correct?

Taking messages

Would you like to leave a message?
Can I take a message?

Hold on a minute, please. I'll just get a pen.
I'm ready.
(I've) got that.

Checking the information

I'd like to be sure I've got everything.
Have I got that right? ...
So you want(ed) ... Is that correct?
Can I just check that again?

Leaving messages

I'd like to leave a message for...
Could you give her a message, please?

Could you ask Ms Terlutter to ring me back as soon as possible?
Would you tell Ms Terlutter that that I'll be half an hour late.

Problems

(I'm afraid) this line is not very clear.
(I'm sorry, but) this line is very bad.
I can't hear you. Could you speak up, please?

I'm afraid I can't understand you.
I'm sorry, but my English is not very good.
you are speaking too fast.
Sorry, I didn't catch that.
Would you say that again, please?

Could you speak more slowly, please?

Promising action

I'll get in touch (with you) in half an hour.
get back to you (about that).
see to it (myself).
make sure that Ms. Terlutter gets your message.

Ringling off

Thanks for calling. Not at all.
Thank you very much. You're welcome.
I look forward to seeing/hearing from/meeting you. So do I/Likewise.
Nice talking to you.

Key Mobile/Cell Phone Phrases

My battery is low.
You're breaking up (when the line is bad)./You're cutting out (American English).

It's a bad line.
Your signal is very weak.
I can't hear you.
I seem to be in an area with bad reception.
Would you mind sending me a text message.

