The Blue Tree

Basic Telephoning Language

-A2-

ENDING A CALL
- Thank you. Goodbye.
- Thanks for calling.
- That's it. I need to finish now.
- Is there anything else?

PROMISING ACTION
- I'll make sure he gets the message.
- I'll pass your message to him.
- I'll tell her when she gets back.
- I'll tell him, OK, don't sweat it.

CHECKING UNDERSTANDING
- Could you spell that?
- Can I ask you to repeat the surname, please?
- I didn't get that, why can't you speak clearly?
- Can I read that back to you?

ASKING FOR INFORMATION
- Could I have your name?
- May I have your name, sir?
- Can I take your number?
- And your name again?

SHOWING UNDERSTANDING
- What?
- Right.
- Uhm.
- That's fine.

ANSWERING THE PHONE
- Hello, Jill Smith speaking.
- Good morning, Top Sports Ltd.
- Yo, who's there?
- Good afternoon, Purchasing Department, Angela Bree speaking. How can I help you?

MAKING CONTACT
- I'd like to speak to Karol Wanat.
- Push me through to your boss now.
- Can you put me through to Mr Duckworth?
- Could I have Marketing Department, please?

IDENTIFYING YOURSELF
- This is Bruce White
- My name's Robert Went
- It's me, don't you recognise me?
- It's Bob here.

STATING YOUR PURPOSE
- Why haven't you paid me yet?
- I'm calling about your invoice.
- I'm returning his call.
- The reason I'm calling is that I haven't received the money yet.

MAKING EXCUSES
- I'm sorry, he's in a meeting.
- I'm afraid she's not available.
- I'm terribly sorry, but he won't be able to talk to you right now.
- Stop calling him, he doesn't want to talk to you.