**Telephone Language**

Here are some typical phrases that you can use in a telephone conversation.

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| **Answering the phone** | * Hello? (informal) * Thank you for calling Boyz Autobody. Jody speaking. How can I help you? * Doctor's office. |
| **Introducing yourself** | * Hey George. It's Lisa calling. (informal) * Hello, this is Julie Madison calling. * Hi, it's Gerry from the dentist's office here. * This is she.\* * Speaking.\*   \*The person answering says this if the caller does not recognize their voice. |
| **Asking to speak with someone** | * Is Fred in? (informal) * Is Jackson there, please? (informal) * Can I talk to your sister? (informal) * May I speak with Mr. Green, please? * Would the doctor be in/available? |
| **Connecting someone** | * Just a sec. I'll get him. (informal) * Hang on one second. (informal) * Please hold and I'll put you through to his office. * One moment please. * All of our operators are busy at this time. Please hold for the next available person. |
| **Making special requests** | * Could you please repeat that? * Would you mind spelling that for me? * Could you speak up a little please? * Can you speak a little slower please. My English isn't very strong. * Can you call me back? I think we have a bad connection. * Can you please hold for a minute? I have another call. |
| **Taking a message for someone** | * Sammy's not in. Who's this? (informal) * I'm sorry, Lisa's not here at the moment. Can I ask who's calling? * I'm afraid he's stepped out. Would you like to leave a message? * He's on lunch right now. Who's calling please? * He's busy right now. Can you call again later? * I'll let him know you called. * I'll make sure she gets the message. |
| **Leaving a message with someone** | * Yes, can you tell him his wife called, please. * No, that's okay, I'll call back later. * Yes, it's James from CompInc. here. When do you expect her back in the office? * Thanks, could you ask him to call Brian when he gets in? * Do you have a pen handy. I don't think he has my number. * Thanks. My number is 222-3456, extension 12. |
| **Confirming information** | * Okay, I've got it all down. * Let me repeat that just to make sure. * Did you say 555 Charles St.? * You said your name was John, right? * I'll make sure he gets the message. |
| **Listening to an answering machine** | * Hello. You've reached 222-6789. Please leave a detailed message after the beep.Thank you. * Hi, this is Elizabeth. I'm sorry I'm not available to take your call at this time. Leave me a message and I'll get back to you as soon as I can. * Thank you for calling Dr. Mindin's office. Our hours are 9am-5pm, Monday-Friday. Please call back during these hours, or leave a message after the tone. If this is an emergency please call the hospital at 333-7896. |
| **Leaving a message on an answering machine** | * Hey Mikako. It's Yuka. Call me! (informal) * Hello, this is Ricardo calling for Luke. Could you please return my call as soon as possible. My number is 334-5689. Thank you. * Hello Maxwell. This is Marina from the doctor's office calling. I just wanted to let you know that you're due for a check-up this month. Please give us a ring/buzz whenever it's convenient. |
| **Finishing a conversation** | * Well, I guess I better get going. Talk to you soon. * Thanks for calling. Bye for now. * I have to let you go now. * I have another call coming through. I better run. * I'm afraid that's my other line. * I'll talk to you again soon. Bye. |