**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.
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| **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?
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| **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.
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| **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.
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| **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.
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| **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.
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| **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.
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| **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.
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| **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.
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| **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.
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