



Key Telephone Phrases (1)

Fill in the gaps with the words at the bottom of the page.

Introducing yourself

- _____ is(Julie Castle / Julie, Julie Castle / Ms Julie Castle) .
- I'm _____ from
- Could I speak _____ ?
- Could you _____ me through to(Paul Johnston, please) ?
- Could you _____ me with (extension 146, please) ?
- Could I speak to someone who deals with _____, please?

Answering a call

- (Your name)speaking.
- _____ I have your name, please?
- How can I _____ you?
- Could you tell me what you're calling about?

Getting to the point / the purpose of the call

- I'm calling _____
- I'm _____ your call from yesterday.
- The _____ I'm calling is to ...
- I'd like to talk about _____ things:.....
- Is there _____ else you'd like to add?

Setting a time limit / discussing time

- It should _____ about 15 minutes. Is that OK?
- Do you have _____ now or should I call back later?

What to do when you don't understand.

- _____ ?
- Pardon?
- I'm _____ I still didn't catch that.
- So that was Thursday not _____.
- So you said that (Kevin can't come to the meeting.)
- Could you speak _____ a bit, please? / Could you speak a little louder, please?
- Could you speak a little more _____, please?

**to time about reason sorry help this slowly Tuesday put may afraid
connect anything up take calling returning three complaints**



Key Telephone Phrases (2)

Fill in the gaps with the words on the next page.

Giving bad news

- I'm afraid Mr Evans is not _____ at the moment.
- I'm _____ she's (out of the office / in a meeting / on holiday / busy at the moment).
- I'm afraid he's on the other _____ at the moment.
- I'm afraid the line's _____ at the moment. Do you want to hold? (UK)
- I'm afraid the line's busy at the moment. Do you want to hold? (US)

Taking a message

- Could I take a _____?
- Would you like to leave a message?
- Can I take your name and _____?
- Let me just _____ it down.
- OK. _____ give her your message.

Summarising / Clarifying

- So, (I'll book the meeting room and I'll email you with the _____.)
- Is there anything I've _____?
- Let me just check I've understood you _____.
- Let me _____ what we've just discussed.
- Let's just summarise what we've _____.
- Is that _____?
- Let me _____ that back to you.

Thanking

- Thanks for your help.
- Thanks for the information.

Responding to thanks

- Not at all.
- No problem.
- You're _____.
- Don't _____ it.



Key Telephone Phrases (2) cont.

Ending the call

- Well, _____ you very much for taking the time to speak to me today.
- I look _____ to speaking to you again next week.
- Have a _____ weekend.
- Give Paula my _____.
- Say hello to Sam.
- Nice talking to you. _____.

read Bye summarise note afraid regards forgotten thank welcome mention
correctly forward engaged I'll good agreed number right available line
message details



Key Telephone Phrases (1)

Introducing yourself

- This is(Julie Castle / Julie, Julie Castle / Ms Julie Castle)
- I'm calling from
- Could I speak to
- Could you put me through to(Paul Johnston), please?
- Could you connect me with (extension 146), please?
- Could I speak to someone who deals with complaints, please?

Answering a call

- (Your name)speaking
- May I have your name, please?
- How can I help you?
- Could you tell me what you're calling about?

Getting to the point / the purpose of the call

- I'm calling about
- I'm returning your call from yesterday
- The reason I'm calling is to ...
- I'd like to talk about three things:.....
- Is there anything else you'd like to add?

Setting a time limit / discussing time

- It should take about 15 minutes. Is that OK?
- Do you have time now or should I call back later?

What to do when you don't understand.

- Sorry?
- Pardon?
- I'm afraid I still didn't catch that.
- So that was Thursday not Tuesday?
- So you said that (Kevin can't come to the meeting.)
- Could you speak up a bit, please? / Could you speak a little louder, please?
- Could you speak a little more slowly, please



Key Telephone Phrases (2)

Giving bad news

- I'm afraid Mr Evans is not available at the moment.
- I'm afraid she's (out of the office / in a meeting / on holiday / busy at the moment).
- I'm afraid he's on the other line at the moment.
- I'm afraid the line's engaged at the moment. Do you want to hold? (UK)
- I'm afraid the line's busy at the moment. Do you want to hold? (US)

Taking a message

- Could I take a message?
- Would you like to leave a message?
- Can I take your name and number?
- Let me just note it down.
- OK. I'll give her your message.

Summarising / Clarifying

- So, (I'll book the meeting room and I'll email you with the details.)
- Is there anything I've forgotten?
- Let me just check I've understood you correctly.
- Let me summarise what we've agreed.
- Let me summarise what we've just discussed.
- Is that right?
- Let me read that back to you.

Thanking

- Thanks for your help.
- Thanks for the information.

Responding to thanks

- Not at all.
- No problem.
- You're welcome.
- Don't mention it.

Ending the call

- Well, thank you very much for taking the time to speak to me today.
- I look forward to speaking to you again next week.
- Have a good weekend.
- Give Paula my regards.
- Say hello to Sam
- Nice talking to you. Bye.