

COMMUNICATION: Telephoning

Situation: You are working in the UK subsidiary of Fischer Digitaltechnik GmbH.

→ You call a client and leave a voicemail message. Later, you take a message.

1 Making a telephone call

Your supervisor has left you a note asking you to call a customer, Mr Dalton.


First, check the phrases for making a call. Put them in the order you will use them when you call.

- a Could you ask ... (name) to call me back?
- b Good morning/afternoon.
- c I'd like to speak to / leave a message for ... (name).
- d I'm calling on behalf of ... (name).
- e It's about the ...
- f My number is ...
- g Thank you. Goodbye.
- h The details are as follows: ...
- i This is ... (name) from Fischer Digital Ltd.

- Phone Esher Engineering to confirm the update for their components database.
 - Say that you're calling on my behalf.
 - Ask to speak to Roger Dalton. He's the factory manager.
 - Tell him that two IT service technicians will be at the factory at 8.30 on Tuesday, 7 June.
 - The update should be completed by 12.30 at the latest.
 - If you only get voicemail, ask for Mr Dalton to call you back to confirm the date and time.
 - Give him your mobile number.
- Thanks.

2 Leaving a voicemail message

When you call Esher Engineering, you only get voicemail, so you have to leave a message for Mr Dalton.

 Work with a partner. Use the phrases in exercise 1 and the note above to complete the voicemail message.

"Good morning. This is ¹ from Fischer Digital Ltd. I'm calling ² my supervisor, John Hall. I'd like to ³ Mr Dalton, the ⁴. It's ⁵ update for your components database. The ⁶: We'll be sending ⁷ to your factory at 8.30 on Tuesday, 7 June. The update should be completed by 12.30 ⁸. ⁹ Mr Dalton ¹⁰ to confirm the details? My ¹¹ 0177 58412503. ¹². Goodbye."

3 Preparing to take a call in English

Match the English sentences (1–10) to the German equivalents (a–j)

- | | |
|------------------------------------------------------------------|--------------------------------------------|
| 1 I'm sorry, I didn't understand. Could you repeat that, please? | 6 Would you like to speak to someone else? |
| 2 I'm afraid the line is engaged. | 7 Would you like to leave a message? |
| 3 I'm sorry, ... (name) is unavailable at the moment. | 8 I'm trying to connect you. |
| 4 Please hold the line. | 9 I'll put you through. |
| 5 Who's calling, please? | 10 Could you spell your name, please? |



TOOLBOX

to be unavailable – nicht zu sprechen sein
to connect sb – jdn verbinden

engaged – besetzt
extension – Durchwahl

- | | |
|-----------------------------------------------------|---------------------------------------------------------------------|
| a Bleiben Sie bitte dran. | f Möchten Sie mit jemand anderem sprechen? |
| b Der Anschluss ist besetzt. | g Ich versuche, Sie zu verbinden. |
| c Ich stelle Sie durch. | h Möchten Sie eine Nachricht hinterlassen? |
| d Ich habe nicht verstanden. Bitte wiederholen Sie. | i Die Person, mit der Sie sprechen möchten, ist im Moment nicht da. |
| e Buchstabieren Sie bitte Ihren Namen. | j Wie ist Ihr Name bitte? |

4 Taking a message

Your colleague, Julie Matthews, takes a call from a supplier.

9))) Before you listen to the call, complete the dialogue using phrases from exercise 3. Then listen and check.

Julie Fischer Digital Ltd. Julie Matthews speaking.
 Liam Can I speak to Martin Brown in Hardware Support, please?
 Julie *Who's calling please* ¹?
 Liam This is Liam Donnelly.
 Julie I'm sorry, ■ ²?
 Liam It's L I A M D O double-N E double-L Y. I'm calling from Adler Network Components in Manchester. It's about the cables Mr Brown ordered.
 Julie Thank you, Mr Donnelly. I'll try Mr Brown for you. Please ■ ³.
 Liam Thank you.
 ...
 Julie Mr Donnelly. I'm sorry, Mr Brown is ■ ⁴ at the moment. Would you like to ■ ⁵?
 Liam Yes. All right. Anyone in Hardware Support will do.
 Julie Thank you. I'll ■ ⁶.
 ...
 Julie I'm sorry, Mr Donnelly. I'm afraid the line ■ ⁷. Would you like to ■ ⁸ for Mr Brown?
 Liam Yes, please. Would you tell Mr Brown that the cables he ordered aren't available and ask him to call me to discuss an alternative. My telephone number is 161 839 5005 and the extension is 822.
 Julie ■ ⁹. I didn't ■ ¹⁰. Could you ■ ¹¹, please?
 Liam Sure. It's 161 839 5005, extension 822.
 Julie Thank you, Mr Donnelly. I'll make sure that Mr Brown gets the message.

➔ Giving telephone numbers

Say each digit separately, except for double digits, e.g.
 01233455 = "oh (AE: zero) one two double-three four double-five".

5 Role-play: A telephone call

Work with a partner. **Partner A** and **Partner B**:

Partner A: You work for your training company. (Use your own name and the name of your company.)

Partner B: You work for Trent IT Equipment Ltd in Stoke. (Make up an English name for yourself.)

Role-play a telephone call and taking a message. Partner A starts:

Good morning, (name of company). (Your name) speaking. ...

Partner A

Answer the phone. Introduce yourself and ask how you can help.

Say that Mr Schmidt is out of the office at the moment.

Say that Ms Wendlinger is in a meeting. Ask if the caller would like to leave a message.

Ask the caller for his/her contact details.

Say that you will pass on the message.

Thank Partner B for calling.

Partner B

Introduce yourself and ask to speak to Mr Schmidt in the Purchasing department.

Ask to speak to Ms Wendlinger.

Say that the monitors the company ordered are not available. Ask for somebody to call you back to discuss an alternative.

Give your contact details.

Thank Partner A and end the call politely.

Telephoning**Unit 2****Identifying yourself**

- Good morning. My name's ...
- Good afternoon. This is ... from ... (company).
- Good evening. I work for ...

- Guten Morgen. Ich heiße ...
- Guten Tag. Hier spricht ... von ... (Firma).
- Guten Abend. Ich arbeite bei ...

Explaining the reason for your call

- I'm enquiring about ...
- I'd like some information on ...

- Ich wollte mich nach ... erkundigen.
- Ich hätte gern nähere Informationen zu ...

Asking for a person/department

- I'd like to speak to Mr/Ms ...
- Could you put me through to the ... department, please?

- Ich hätte gern (mit) Herrn/Frau ... gesprochen.
- Könnten Sie mich bitte zur ... -Abteilung durchstellen?

Saying what you want to do

- Can I leave a message?
- I'll call again later.
- Could you ask Mr/Ms ... to call me back?

- Kann ich eine Nachricht hinterlassen?
- Ich rufe später noch einmal an.
- Könnten Sie Herrn/Frau ... bitten, mich zurückzurufen?

Ending the call

- Thank you for your help/assistance.
- You're welcome.
- Goodbye.
- Have a nice day/evening.

- Vielen Dank für Ihre Hilfe/Unterstützung.
- Gern geschehen. / Bitte sehr.
- Auf Wiederhören.
- Einen schönen Tag/Abend noch.

Taking telephone calls**Unit 2**

- Who's calling, please?
- Could you spell your name, please?
- I'm sorry, I didn't understand. Could you repeat that, please?
- I'll put you through.
- I'm trying to connect you.
- Please hold the line.
- I'm afraid the line is engaged.
- I'm sorry, ... (name) is unavailable at the moment.
- Would you like to speak to someone else?
- Would you like to leave a message?

- Wie ist Ihr Name bitte?
- Könnten Sie bitte Ihren Namen buchstabieren?
- Ich habe das nicht verstanden. Könnten Sie das bitte wiederholen?
- Ich stelle Sie durch.
- Ich versuche, Sie zu verbinden.
- Bleiben Sie bitte dran.
- Der Anschluss ist leider besetzt.
- Es tut mir leid, ... (Name) ist im Moment nicht da.
- Möchten Sie mit jemand anderem sprechen?
- Möchten Sie eine Nachricht hinterlassen?