

ON THE PHONE | ESSENTIAL CONVERSATION PHRASES



(fonte: Freepik)

What you will find in this class:

1. On the phone
2. 50 Essential Conversation Phrases

A) Starting a phone conversation

- a) Hello?
- b) Hi, (Is this Trixie?) not Are you Mary? / Is it Mary?
- a) Yeah.
- b) It's Ruth / This is Ruth. Not I am Ruth. Here is Ruth.

Note: When people in the U.S and Canada answer the phone at home, they usually say "Hello". They do not give their name or telephone number.

Thank you for calling Ltti School English. How may I direct your call? (which department or person do you want to speak to?)

Yes, can I speak to Ms. Gold, please? (we also say Could I... or May I...)

I'm sorry, but her line is busy. (her phone is in use, someone is on the phone) Do you want to hold? (wait)

Yes, ok!

B) Telephone problems

4:30 p.m. – You try to call (telephone) your sister Susan, but you get a wrong number. (you have dialed the number incorrectly and a stranger answers)

4:35 p.m. – You get through to Susan's number (make contact), but she's out (not at home). Her husband, Bill, answers and says that Susan won't be back (Will not return) for two hours, so, you leave a message: "Could you ask her to call me when she gets back?" Bill takes the message. (writes it down)

7:30 p.m. – Susan calls you back, but now you are out. She leaves a message on your answering machine. Her message: This is Susan. I'm just returning your call (phone/telephone call) I'll give you a call (call you) tomorrow".

C) Useful telephone vocabulary

A collect call: This is when the person you call agrees to pay for the phone call. If you make a collect call, you may have to go through the operator. If you don't know someone's phone number, you can call Information / Directory Assistance to get the number. If you call another town or city, you need to dial the area code first. For example: the area code for parts of New York City is 212. This type of call is usually a toll call or a long distance call (not: a local call), and it may cost extra.

Useful Vocabulary

- Cellular/cell phone
- Telephone Book
- Telephone number
- Answering machine
- Pay phone / public telephone
- Phone card
- Operator, I wish to make a long distance call. (Operadora. Quero fazer uma ligação de longa distância.)
- Operator, I wish to make a collect call. (Operadora. Quero fazer uma ligação a cobrar.)
- I'd like to speak to Mr./Mrs./Ms Simpson please. (Gostaria de falar com o senhor, a senhora, a senhorita Simpson, por favor.)
- Could you speak louder please? (O senhor poderia falar mais alto por favor?)

- Could you speak more slowly please? (O senhor poderia falar mais devagar por favor?)
- Could you spell that for me please? (Poderia me soletrar isso por favor?)
- Could you call back later please? (O senhor poderia ligar de novo mais tarde por favor?)
- Could I leave a message? (Poderia deixar uma mensagem?)
- I need a phone directory. (Preciso de uma lista telefônica.)
- I need to know the area-code for Miami (Preciso de saber o código da área de Miami)
- Where can I find a pay phone? (Onde posso achar um telefone público?)
- Hold on! Don't hang up! (Espere! ¡Não desligue!)
- Who is calling? (Quem está ligando?)
- Wrong number (Número errado)
- The line is busy. (A linha está ocupada)
- You must dial this number... (O senhor deve discar este número...)

The phone is a really important part of our lives today, especially with mobiles. Here are some useful expressions.

Ten Expressions to Use In Speaking And Writing

1. I'll call you later.
2. Leave a message.
3. Hi Simon, it's Anna.
4. Did you get my message?
5. Can I speak to Rob, please?
6. Hi, Jenny. Where are you?
7. Thanks for getting back to me.
8. Leave a message after the beep
9. What's your number?
10. I'm returning your call.

How To Use These Phrases In Your English

1. 1 is used to say we will phone someone at some time in the future. We can also say 'I'll get back to you' if someone has asked us for specific information that we don't have now.
2. You hear 2 on an answerphone, asking people to say why they were calling.
3. You use 3 to say who you are at the beginning of a call.
4. We use 4 to check someone knows that we called and left a message before.
5. 5 is a common question if the person you want to talk to is not the person who answers the phone.
6. Now we all have mobiles, we often start conversations by asking where someone is.
7. 7 is used when you have left a message for someone, and they are now calling back.
8. 8 is like 2. We say 'beep' or 'tone' meaning the noise that indicates you can leave a message.
9. 9 is a common way of asking for someone's contact details.

10.10 is what we say when someone wants us to call them back.

Spelling Names on the Phone

When it's necessary to spell names or difficult words on the telephone, speakers use widely known names and words to illustrate the letters in the words that they spell. Military and aviation personnel use a different list of words to illustrate the letters of the words that they spell. The table below shows the traditional list of names, other typical variants, and the list used by the military and in aviation.

Letter	Traditional List	Variants	Military and Aviation List
A	Alice	Adams, Adam, Anna	Alpha
B	Bertha	Boston, Boy	Bravo
C	Charles	Chicago, Charlie	Charlie
D	David	Denver, Dog, Dixie	Delta
E	Edward	Easy	Echo
F	Frank	Freddie, Fox	Foxtrot
G	George	George	Golf
H	Henry	Harry, How	Hotel
I	Ida	Ida	India
J	James	John	Juliet
K	Kate	King	Kilo
L	Lewis	Lincoln, Love	Lima
M	Mary	Mother	Mike
N	Nellie	New York, Nick, Nora	November
O	Oliver	Ocean, Orange	Oscar
P	Peter	Peter	Papa
Q	Quaker	Queen	Quebec
R	Robert	Roger, Richard, Radio	Romeo
S	Samuel	Sugar, Sam	Sierra
T	Thomas	Tom, Tommy	Tango
U	Utah	Union, Uncle	Uniform
V	Victor	Vic	Victor
W	William	William	Whisky
X	X-ray	X-ray	X-ray
Y	Young	Young, Yoke	Yankee

Z	Zebra	Zero	Zulu
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Examples

My name is Alexey Tumanov.

How do you spell your last name, please?

That's T as in Thomas, U as in Utah, M as in Mary, A as in Alice, N as in Nellie, O as in Oscar, V as in Victor. That's Tumanov.

How do you spell your first name, please?

That's A as in Alice, L as in Lewis, E as in Edward, X as in X-ray, E as in Edward, Y as in Young. That's Alexey.

My name is Anastasia Roschina.

How do you spell your name, please?

That's R as in Robert, O as in Oliver, S as in Samuel, C as in Charles, H as in Henry, I as in Ida, N as in Nellie, A as in Alice. That's Roschina.

My last name is Krossman, with a K and double S.

Can you spell the name of your company, please?

It's Muzfond. That's M-U-Z-F-O-N-D. [em-yu:-zi:-ef-ou-en-di:]

Can you spell it again, please?

That's Mary-Union-Zero-Frank-Oliver-Nick-David. Muzfond.

What is the name of your company again?

It's Tekhmir. That's T as in Tom, E as in Edward, K as in Kate, H as in Harry, M as in Mike, I as in India, R as in Robert.

Talking on the Phone in English

How Are You?

Michelle: Hello.

Sherlock: Hello. Who is this?

Michelle: Hey, it's me, Michelle.

Sherlock: Hey Michelle! How are you?

Michelle: I'm fine. How are you?

Sherlock: I'm good too.

A Wrong Number

Dean: Hello!

Ginny: Hello.

Dean: Can I speak to George?

Ginny: Ummmm, who is this?

Dean: It's Dean. Are you his sister?

Ginny: No, Dean. I think you have dialed the wrong number.

Dean: Oh! I am sorry.

Ginny: No problem!

Call from a Credit Card Company.

Caller: Hello. Am I talking to Mr. Smith?

Mr. Smith: Yes you are.

Caller: I am calling from Orange County Bank.

Mr. Smith: Yes?

Caller: Well, we want to offer you our premium credit card.

Mr. Smith: No, thank you! I already have many credit cards.

Caller: Thank you for your time, Sir. Have a nice day!

Mr. Smith: Thanks, bye!

Asking for Information.

Fiona: Hey, Vanessa. What's up?

Vanessa: Not much. I was just finishing my homework.

Fiona: Okay, me too but I can't get the last question. Do you know the answer?

Vanessa: Well, just look for it on page 5 of the book. You'll find the answer.

Fiona: Oh, okay. Thanks a lot!

Vanessa: No problem.

Fixing up a Date on the Phone.

Nancy: Hello!

Rocky: Hello. It's Rocky speaking.

Nancy: Hi Rock! How are you?

Rocky: I'm good. What about you?

Nancy: I am great. So, what's new?

Rocky: Well, do you want to go to the movies this Saturday?

Nancy: A movie? Which one?

Rocky: Any movie. Just wanted to spend some time with you this Saturday.

Nancy: Wow! That's so sweet! I will see you on Sat at 5 PM at the plaza.

Rocky: Great! See you there.

How Was Your Day?

Shirley: Hello. Is that Nancy?

Nancy : Yes. I am Nancy. Who's speaking?

Shirley : Nancy! Shirley here.

Nancy. How is everything going?

Shirley: It's going good! How was your day?

Nancy : Great! I went out with my friend today.

Shirley : You did? Good! I hope you've had a nice time.

Nancy : I sure did!



(fonte: Freepik)

50 Essential Conversation Phrases

Greeting / Leaving someone

1. What have you been up to? (= What have you been doing lately?)

Example conversation:

Tom: Hey Luke! Long time no see! What have you been up to?

Luke: Oh you know, this and that...

2. Speak of the devil! (= We've just been talking about you, and here you are!)

Example conversation:

Suzy: Have you heard from Debbie recently?

Kelly: No, I haven't. I thought she was on holiday.

(Debbie walks up to Suzy and Kelly)

Suzy: Speak of the devil!

3. Take care (= Look after yourself)

Example conversation:

Rob: OK, I'm going home. See you next week!

Pat: Take care then.

4. Well I'll be off then.. (= I'm going now)

Example conversation:

Steve: Is there anything else you'd like me to do?

John: No, that's it for today. Thanks.

Steve: Well I'll be off then. See you tomorrow.

5. (I'll) love you and leave you. (= I'm going now)

Example conversation:

(Lisa and Jane are chatting, and Jane's phone rings.)

Jane: Hello?

(She looks at Lisa)

Lisa: Well, I'll love you and leave you!

Jane: Bye!

6. Catch you later. (= See you later)

Example conversation:

Nick: OK, I'm off now.

Ted: OK! Catch you later!

6. Gotta dash! (I've got to go)

Example conversation:

Rob: Is that the time? Gotta dash!

Jo: OK! Catch you later!

7. (I'm / He's, etc) off out for the evening. (= I'm / He's etc going out for the evening)

Son: OK, See you two later!

Dad: Where's he going?

Mum: He's off out for the evening.

Giving / receiving something

8. Here you go / There you go (= Here it is!)

Example conversation:

Customer: Can I have a can of coke, please?

Shop assistant (passing it to the customer): Here you go!

Customer: Thanks

9. I'm good thanks. (= No thank you)

Example conversation:

Food stall assistant: Would you like something to drink with that?

Customer: I'm good thanks.

Saying yes / hospitality**10. Be my guest!** (= Of course - you can do something!)

Example conversation:

Passenger 1: Have you finished with your newspaper?

Passenger 2: Be my guest!

11. Help yourself! (= Take one)

Example conversation

Bill: Can I have one of your biscuits?

Anna: Help yourself!

12. Make yourself at home! (= Sit down and feel comfortable)

(John and Sue arrive at Debbie's house for dinner. Debbie shows them in.)

Debbie: Go and sit down. Make yourself at home! What can I get you to drink?

John: Thanks, a beer please...

Replying to "no" or an apology**13. Never mind!** (= It doesn't matter)

Example conversation:

Ben: I'm sorry, but I can't come out tonight after all.

Liam: Never mind! Another time perhaps.

14. No worries! (= It doesn't matter)

Example conversation:

Richard: Can I borrow your car this evening?

Paul: I'm sorry, but I need to use it.

Richard: No worries!

Offering help / asking for help**15. Would you like a hand with that?** (= Can I help you?)

Example conversation:

(Shop assistant sees a customer trying to get something down from a shelf)

Shop assistant: Would you like a hand with that?

Customer: Oh yes please!

16. Are you alright with that? (= Do you need help?)

Example conversation:

(David sees a woman with a heavy suitcase)

David: Are you alright with that?

Woman: I'm fine, thanks!

17. Have you got a (noun) on you? (= Do you have a / the...?)

Example conversation:

Mike: Have you got the time on you?

Andy: Yes, it's almost 3 o'clock.

Saying thank you

18. Ta! (= Thank you)

Example conversation:

Barbara: I'll leave you that magazine when I've finished with it.

Theresa: Ta!

19. Cheers! (= Thank you)

Example conversation:

(Neil comes back from the sandwich shop)

Neil: Here's the sandwich you wanted.

Will: Cheers mate!

20. Nice one! (= Thank you. This is particularly used by British men.)

Example situation:

Someone holds the door open for you, and you say "Nice one!" as you walk through the door.

Commenting on a situation / giving an opinion

21. Keep your chin up! (= Don't worry too much)

Example conversation:

Kirsty: I just had the most terrible meeting with Dan. I think he's going to fire me.

Julia: Keep your chin up! I'm sure it'll be fine.

22. I don't mind. (= Either option is fine with me)

Example conversation:

Emma: Do you fancy going out tonight or staying in?

Mark: I don't mind. Whatever you decide...

23. By the looks of it... (= From what I can see / understand)

Example conversation:

Charles: It's going to rain, by the looks of it.

Justine: Mmm. Better take an umbrella.

24. I've had it up to here with... (= I'm completely fed up with...)

Example conversation

(Two children arguing with each other)

Mum: I've had it up to here with you two! Why don't you go out and play?

25. Mind your own business! (= Don't be nosy - I'm not going to tell you what you want to know!)

Example conversation:

Sarah: How much do you earn?

George: Mind your own business!

Commenting on what other people say

26. You must be joking! (= Absolutely not!)

Example conversation:

Sean: Are you going to tell Melissa about your car accident?

Terry: You must be joking!

27. Speak for yourself! (= It might be true for you, but it isn't for me!)

Example conversation

Dave: Modern art is so stupid...

June: Speak for yourself! There are some great artists nowadays.

28. Look who's talking! (= You're criticising something that you do yourself!)

Example conversation:

Geoff: I hate it when people jump the queue.

Stella: Look who's talking! I saw you do it yesterday at the bus stop!

29. Well I never! (= When you're surprised at something)

Example conversation:

Irene: I just told Mr Harris he'd have to do the stock-taking himself.

Betty: Well I never! He won't like that!

Asking someone to hurry

30. Look lively! (= Hurry up!)

Example conversation:

Joe: Is that our train, Dad?

Dad: Yeah - look lively! It's going to leave in a couple of minutes.

31. Chop chop! (= Hurry up!)

Example conversation:

(Teacher asks her class to get their books out.)

Teacher: Chop chop! We haven't got all day!

32. Get a move on! (= Hurry up!)

Example conversation:

Sally: What time do we need to leave?

Larry: In a couple of minutes. Come on! Get a move on!

Asking someone to wait

33. Just a sec / Hold on a sec. (= Wait a minute)

Example conversation

(In an office)

Nicola: Have you got the phone number for Sue?

Kate: Just a sec. I'll get it for you.

34. Let me get back to you. (= I'll need to find out the information then tell you later)

Example conversation:

Telephone caller: Can you confirm the list price for these items?

Office worker: Let me get back to you on that.

35. I'll be with you in a tick. (= I'll be able to serve you soon)

Example conversation:

(In a shop: the sales assistant is busy, but sees a customer who needs help)

Sales assistant: I'll be with you in a tick.

Customer: OK, thanks.

Time phrases

36. Have you got the time? (= What time is it?)

Example conversation:

(At a train station)

Passenger 1: Excuse me? Have you got the time?

Passenger 2: Yes, it's five to six.

37. It's just gone... (time) (= It's just past...)

Example conversation:

Louise: Have you got the time?

Simon: Yes, it's just gone five thirty.

Asking someone to be quiet

38. Put a sock in it! (= Stop talking! i.e. put a sock in your mouth to stop speaking)

Example conversation:

(When a child keeps complaining about the same thing)

Dad: Oh put a sock in it! You aren't going to the fun fair, and that's that!

39. Shut it! (= Shut up!)

Example conversation

(Two boys arguing.)

Fraser: I'm going to tell Mum that you stole those sweets.

Robert: Shut it!

Shopping

40. We're out of... (= We don't have any more ...)

Example conversation:

Lily: We're out of milk.

Tom: I'll get some on the way home.

41. We're running low on... (= We don't have much of ...)

Example conversation:

Colin: We're running low on sugar.

Ivan: OK - I'll get some when I go out.

42. Keep the change! (= You can have the change)

Example conversation:

(In a pub)

Barman: That'll be £10.70 please.)

Customer: Here's £11. Keep the change!

Talking about work

43. I'm up to my ears in it! (= I'm really busy)

Example conversation:

Wendy: How's it going?

Peter: Well, I'm up to my ears in it at the moment...

44. I'm a bit tied up... (= I'm busy at the moment)

Example conversation:

Tony: Can you help me with this report?

Sue: I'm a bit tied up at the moment. Can it wait?

45. I've got my hands full... (= I'm busy at the moment)

Example conversation:

Laura: Can I give you this project, Kate?

Kate: Well, I've got my hands full with the other one.

Games, competitions, etc

46. Your turn! (= It's your time to do something)

Example conversation:

Child A: Whose turn is it now?

Child B: It's your turn!

47. You go first. (= You are the first player.)

Example conversation:

(Three players need to roll the dice to start the game.)

Steven: Donna - you go first!

Donna: OK.

48. Time's up! (= When the time for an activity finishes)

Example conversation:

(In a game when a player has a limited time to answer a question)

Child 1: OK Mum! Time's up! What's your answer?

Mum: OK, I'm going to say 1812...

49. Ladies first! (= Women are allowed to be the first to do something)

Example conversation:

Dan: OK, ladies first! Jill: Who was the first person to walk on the moon?

Jill: That's an easy one!

50. Heads or tails? (= When you toss a coin to see which side faces up: the side which has the face of the important person, or "heads"; or the other side of the coin, which is "tails")

Example conversation:

Ben: Let's toss for it. Heads or tails?

Penny: Heads!

VOCABULARY (2)

Here are some of the words and terms that we use to talk **about** telephoning.

answer	to say "hello" into the phone when it rings
answering machine	something that you can record a message on if the person you are

	calling isn't home
busy signal	a beeping sound that tells the caller that the other person is already on the phone with someone else
call	a telephone conversation; to telephone
caller	the person who telephones
call back/phone back	to call someone who called you first
call display	a screen that shows you who is calling
cellular phone/cell phone	a telephone that you can take with you away from your house; mobile phone
cordless phone	a phone that is not attached to the wall (you can walk short distances with it at home or in the garden)
dial	to press the buttons on the phone
dial tone	the sound the phone makes when you pick it up
directory/phone book	a book that alphabetically lists local phone numbers of people and businesses
hang up	to put the receiver down and end a call
operator	a person who answers telephone-related questions when you dial "0"
pager	a small machine you wear that makes a noise (or vibrates) when someone wants you to call them
phone	a telephone; to telephone
phone booth/pay phone	a place where you can pay to use a telephone in public

pick up	to answer the phone
receiver	the piece on the phone that you speak into and listen from
ring	the sound a phone makes when somebody calls; to make that sound
ringer	the sound-piece that alerts a person that a call is coming through

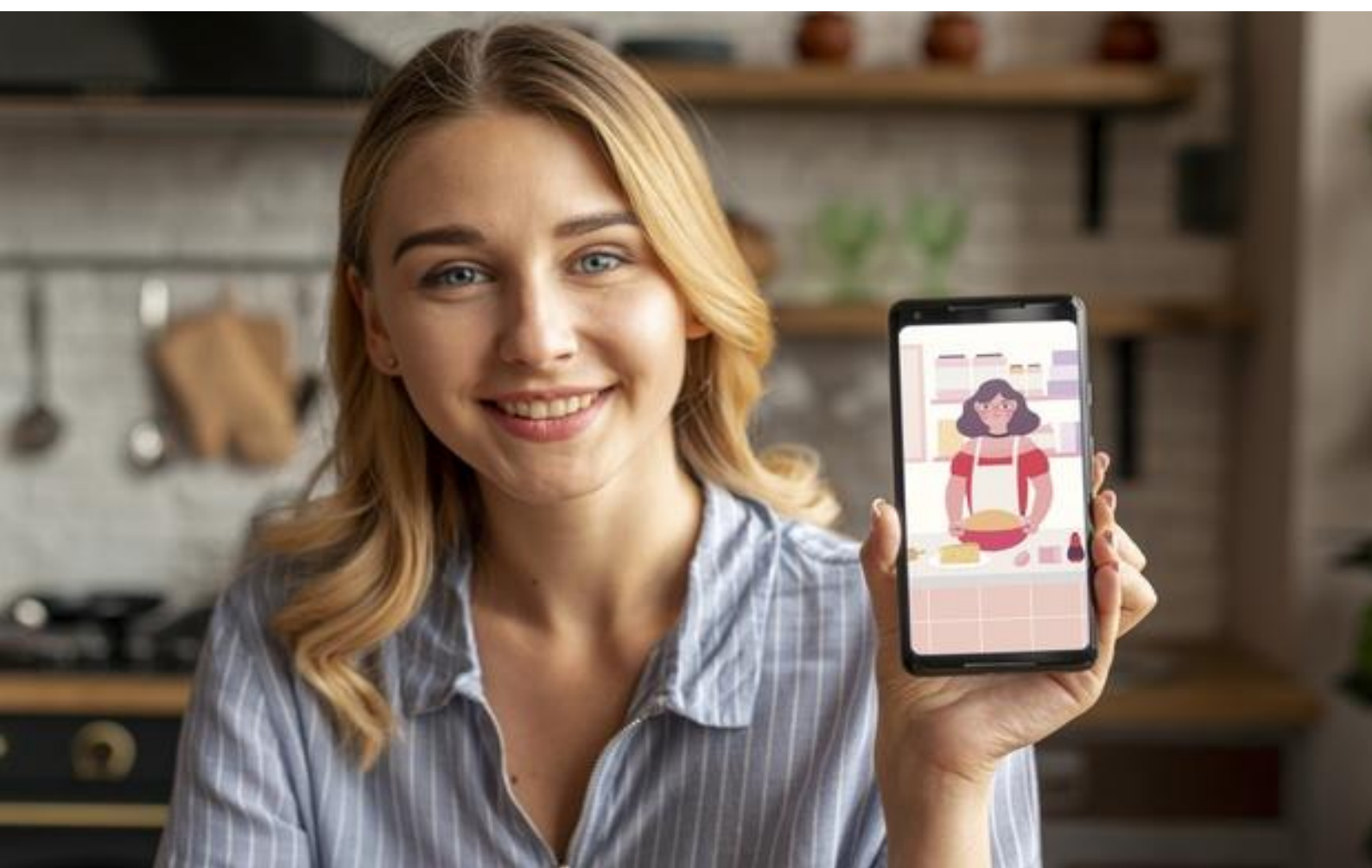
Here are some typical phrases that you can use in a telephone conversation.

Answering the phone	<ul style="list-style-type: none"> • Hello? (informal) • Thank you for calling Boyz Autobody. Jody speaking. How can I help you? • Doctor's office.
Introducing yourself	<ul style="list-style-type: none"> • 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.* <p>*The person answering says this if the caller does not recognize their voice.</p>
Asking to speak with someone	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Could you please repeat that? • Would you mind spelling that for me? • Could you speak up a little please?

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Yes, can you tell him his wife called, please. • No, that's okay, I'll call back later. • Yes, it's James from Complnc. 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Telephone Tips



(fonte: Freepik)

1. **Speak slowly and clearly**

Listening to someone speaking in a second language over the telephone can be very challenging because you cannot see the person you are trying to hear. However, it may be even more difficult for the person you are talking with to understand you. You may not realize that your pronunciation isn't clear because your teacher and fellow students know and understand you. Pay special attention to your weak areas (such as "r's" and "l's" or "b's" and "v's") when you are on the phone. If you are nervous about using the phone in

English, you may notice yourself speaking very quickly. Practise or write down what you are going to say and take a few deep breaths before you make a phone call.

2. **Make sure you understand the other speaker**

Don't pretend to understand everything you hear over the telephone. Even native speakers ask each other to repeat and confirm information from time to time. This is especially important if you are taking a message for someone else. Learn the appropriate expressions that English speakers use when they don't hear something properly. Don't be afraid to remind the person to slow down more than once. Keep your telephone in an area that is away from other noise distractions such as a radio or television.

3. **Practise with a friend**

Ask another student to practise talking on the phone with you. You might choose one night a week and take turns phoning each other at a certain time. Try to talk for at least fifteen minutes. You can talk socially, or role play different scenarios in a business environment. If you don't have access to a telephone, you can practise by setting two chairs up back to back. The most important thing about practising telephone English is that you aren't able to see each other's mouths. It is amazing how much people lip-read without realizing.

4. **Use businesses and recordings**

There are many ways to get free telephone English practice. After business hours, you can call and listen to recorded messages. Write down what you hear the first time, and then call back and check if your notes are accurate. Use the phone in your everyday life. Call for a pizza delivery instead of going out to eat. Call a salon to book a hair appointment. You can even phone the movie theatre to ask for the listings instead of using the newspaper. Some large cities have free recordings you can call for information such as your daily horoscope or the weather. (Make sure that you aren't going to get charged for these numbers first.) Some products have free phone numbers on the packaging that you can call for information. Think of a question you might want to ask and call the free number! For example, call the number on the back of the cereal box and ask for coupons. You will have to give your name and address. Make sure you have a pen handy so that you can repeat the information and check your comprehension.

5. **Learn telephone etiquette (manners)**

The way that you speak to your best friend on the phone is very different to the way you should speak to someone in a business setting. Many ESL speakers make the mistake of being too direct on the telephone. It is possible that the person on the other line will think that you are being rude on purpose if you don't use formal language in certain situations. Sometimes just one word such as "could" or "may" is necessary in order to sound polite. You should use the same modals you would use in a formal "face-to-face" situation. Take the time to learn how to answer the phone and say goodbye in a polite manner, as well as all the various ways one can start and end a conversation casually.

6. **Practise dates and numbers**

It only takes a short time to memorize English Phonetic Spelling, but it is something that you will be able to use in any country. You should also practise saying dates and numbers aloud. You and a friend can write out a list of dates and numbers and take turns reading them over the phone to each other. Record what you hear. Swap papers the next day and check your answers.

CRÉDITOS

ENGLISH SPEAKING COURSES

ENGLISH CLUB

CAMBRIDGE UNIVERSITY PRESS

ENGLISH CLUB

FREEPIK

VOCABULARY IN USE

REFERÊNCIAS

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