

# 01 Telephoning introduction

Dienstag, 6. Dezember 2022 09:50



[De La Soul - Ring Ring Ring \(Ha Ha Hey\) 1991](#)



## Telephoning

Before we can pick up the phone, we'll have to learn the vocabulary!

**Warmup: Match these words with the pictures!**

- receiver – receptionist/telephonist/switchboard operator - answering machine -
- telephone (with push-buttons) - landline - switchboard - mobile phone -
- telephone flex/cable – cordless telephone set -

		
receiver	telephone (with push-buttons)	landline
		
mobile phone cell phone	switchboard	receptionist/telephonist/ switchboard operator
		
telephone flex/cable	cordless telephone set	answering mashine

### Exercise 1: Listening

*Listen to the dialogues and fill in the gaps! Afterwards, underline typical sentences that are used in those two phone call examples!*

- Operator: Smith and Jones Design. Good morning.
- Claudio: Good morning. I'd like to Speak to Mr Graham, please. I'm calling from Italy.
- Operator: I'll just connect you.
- Fred: Fred Graham, Purchasing.
- Claudio: Good morning, Mr Graham. This is Claudio Basso. I'm calling from PGC in Milan. I'm returning your call from yesterday.
- Fred: Ah yes. Good morning, Mr Basso. Thanks very much for calling me back. I wanted to discuss with you the design we did for next year's catalogue.

- Mike: Mike Chalmers, may I help you?
- Caller: Um. Oh, I thought I would be speaking to Amy Tang.
- Mike: I'm afraid Amy Tang is in a meeting all day today. Can I take a message, or can I ask her to call you back tomorrow?
- Caller: Will you be seeing her later? You see, I need her to call me this evening.
- Mike: I'm not sure I will. Let me transfer you to her voice mail. I know she will be picking up her messages before she leaves today.
- Caller: Thanks that's great.
- Mike: I'm putting you through to her mail box now.



**Exercise 2: Rewriting**

*Find another sentence which has the same meaning as the example!*

- Can I help you?

May I help you?

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- I'd like to speak to Mr. Brown, please.

May I speak to Mr. Brown please?

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- Who's speaking, please?

Who is calling, please? / Who am I talking to?

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- This is Brian Howard from Jason's.

I am Brian Howard from Jason's. / Brian Howard from Jason's speaking.

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- Hold on, Mr. Howard.

Could you wait a second Mr. Howard?

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- I'll connect you.

I will redirect you. / I'll transfer you. / I'll (put /hand) you through. / I'll forward you.

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### Exercise 3: Multiple Matching

Read the sentences A – I and put them into the correct order.

- A No, it's alright. When will she be back?
- B Certainly Mr. Blair.
- C Walker and Williams. Good morning.
- D Thanks for your help.
- E Please tell her I called.
- F I'm sorry, she's out at the moment. Can I take a message for her?
- G You're welcome. Goodbye.
- H Can I speak to Mrs. Blair, please? I'm Mr. Blair.
- I I'm afraid I don't know.

C	H	F	A	I	E	B	D	G
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### Exercise 4: Role Play

Go together with another classmate and act out this role play on the telephone. Use the typical sentences in each situation! Use the telephoning phrases in case you need help!

- S: der/die TelefonistIn Mr/Ms Carrington der Firma Office-Furniture Ltd in Manchester meldet sich und fragt was er/sie für den Anrufer tun kann
- C: der/die AnruferIn meldet sich mit seinem/ihrer Namen von der Firma Möbelimport GmbH in Würzburg. Er/sie möchte mit Mr Carlton in der Verkaufsabteilung sprechen.
- S: der/die TelefonistIn bittet um ein wenig Geduld und sagt, dass er/sie durchstellen werde
- C: der/die AnruferIn bedankt sich
- S: der/die Telefonistin meldet sich wieder und sagt, dass es ihm/ihr Leid tue, aber Herr Carlton sei in einer Besprechung
- C: der/die Anruferin sagt, dass es etwas Wichtiges sei
- S: der/die Telefonistin bietet an eine Nachricht aufzuschreiben
- C: der/die AnruferIn nimmt das Angebot an und sagt, dass Herr Carlton heute Nachmittag zurückrufen soll.
- S: der/die Telefonistin notiert das und fragt noch nach Telefonnummer
- C: der/die AnruferIn gibt die Telefonnummer an: 0049/931/8377263
- S: der/die Telefonistin bedankt sich und verabschiedet sich
- C: der/die AnruferIn verabschiedet sich ebenfalls

## TELEPHONING PHRASES

### 1. To begin a telephone conversation

Good morning. Mr/Mrs X	Guten Morgen. Herr/Frau X
Good afternoon, Mr/Mrs X	Guten Tag. Herr/Frau X
How are you?	Wie geht es Ihnen?
Nice to hear from you.	Schön, von Ihnen zu hören.
How can I help you?	Wie kann ich Ihnen helfen?

### 2. To ask for somebody

Could I speak to Mr/Mrs X, please?	Könnte ich bitte Herr/Frau X sprechen?
Could you put me through to Mr/Mrs X, please?	Könnten Sie mich bitte mit Herr/Frau X verbinden?
Could you give me his/her extension, please?	Könnten Sie mir bitte seine/ihre Durchwahl geben?

### 3. To transfer a call

I'll put you through to Mr/Mrs X.	Ich stelle Sie zu Herr/Frau X durch
I'll transfer you now, Mr X/Y.	Ich stelle Sie jetzt durch, Herr/Frau X.
Could you hold the line for a moment, please?	Bleiben Sie bitte einen Moment dran?

### 4. To say that someone is not available

I'm afraid Mr/Mrs X .... is not in the office at the moment	Herr/Frau X ist zur Zeit leider ... nicht im Büro
... is in a meeting.	... ist in einer Besprechung
... on holiday this week.	... ist diese Woche im Urlaub.

### 5. To offer to ring back or take a message

Shall I ask Mr/Mrs X to ring back?	Soll ich Mr/Mrs X bitten, Sie zurückzurufen?
Would you like to leave a message?	Möchten Sie eine Nachricht hinterlassen?
Can I give him/her a message?	Kann ich ihm/ihr etwas ausrichten?

### 6. To ask the caller to speak more slowly, to spell sth., to repeat sth., etc.

Sorry, I didn't quite catch that.	Es tut mir leid, das habe ich nicht verstanden.
Could you repeat it more slowly, please?	Könnten Sie es etwas langsamer wiederholen.
Could you speak up a bit?	Können Sie etwas lauter sprechen?
The connection is rather poor. I can hardly understand you.	Die Verbindung ist ziemlich schlecht. Ich kann Sie kaum verstehen.

### 7. To end the conversation

Goodbye Mr/Mrs X.	Auf Wiederhören, Herr/Frau X.
Thank you for calling.	Vielen Dank für Ihren Anruf.
You're welcome.	Gern geschehen.

Adapted from: Klett. Financial Milestones.