

IIT Madras

BSc Degree

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Useful sentences you can use on the phone

Telephone English

Making a call

- Hi/ Hello.
 - This is Megha from Airvoice services.
 - My name is Megha. I am calling from Airvoice services.
-
- How is it going? Good, thanks. What about you?
 - How are you? Great, thanks. What about you?
 - What's up? Not much. The usual.

Asking for someone

- May I speak to Padmini ?
- Could I speak with Padmini?
- I'd like to speak to Padmini, please.

- Is Padmini there?
- Is Padmini around?
- Can I talk to Padmini?

Purpose of the call



I'm calling to ask about...



Ex: I'm calling to ask about your software consulting services.



Could you tell me...?



Ex: Could you tell me how much it costs?



I just wanted to ask...



Ex: I just wanted to ask if you're free to meet sometime this week.



Availability

- When would be a good time to call?
- When will he/ she be back?
- Please let me know your best convenient time.

- Do you know when she'll be back?

Leaving a message

- Could you take a message for him?
- I'd like to leave her a message.
- Please tell Padmini that Meera called.
- Please ask her to call me back.
- She can reach me at 7708645321.
- Could you ask him to call me back?
- Please tell him that I'm in town.
- Please let her know that I would like to meet her.

(Listen to the conversation)

Taking a call

- Good morning/Good afternoon. (Company name), (your name) speaking.
 - Thank you for calling (company name). This is (your name).
 - How may I help you? What can I do for you ?
-
- Ex: Good afternoon. Air voice services. Megha speaking.
 - How may I help you?
 - Ex: Thank you for calling Airvoice Services. This is Megha. What can I do for you today?
 - (Listen to the conversation)

Asking who is calling

- Hello...Is that?
- Could I ask who's calling?
- May I ask who's calling?
- Who's calling, please?
- Who am I speaking to, please?
- Where are you calling from, please?

Asking to wait

(Listen to the conversation)

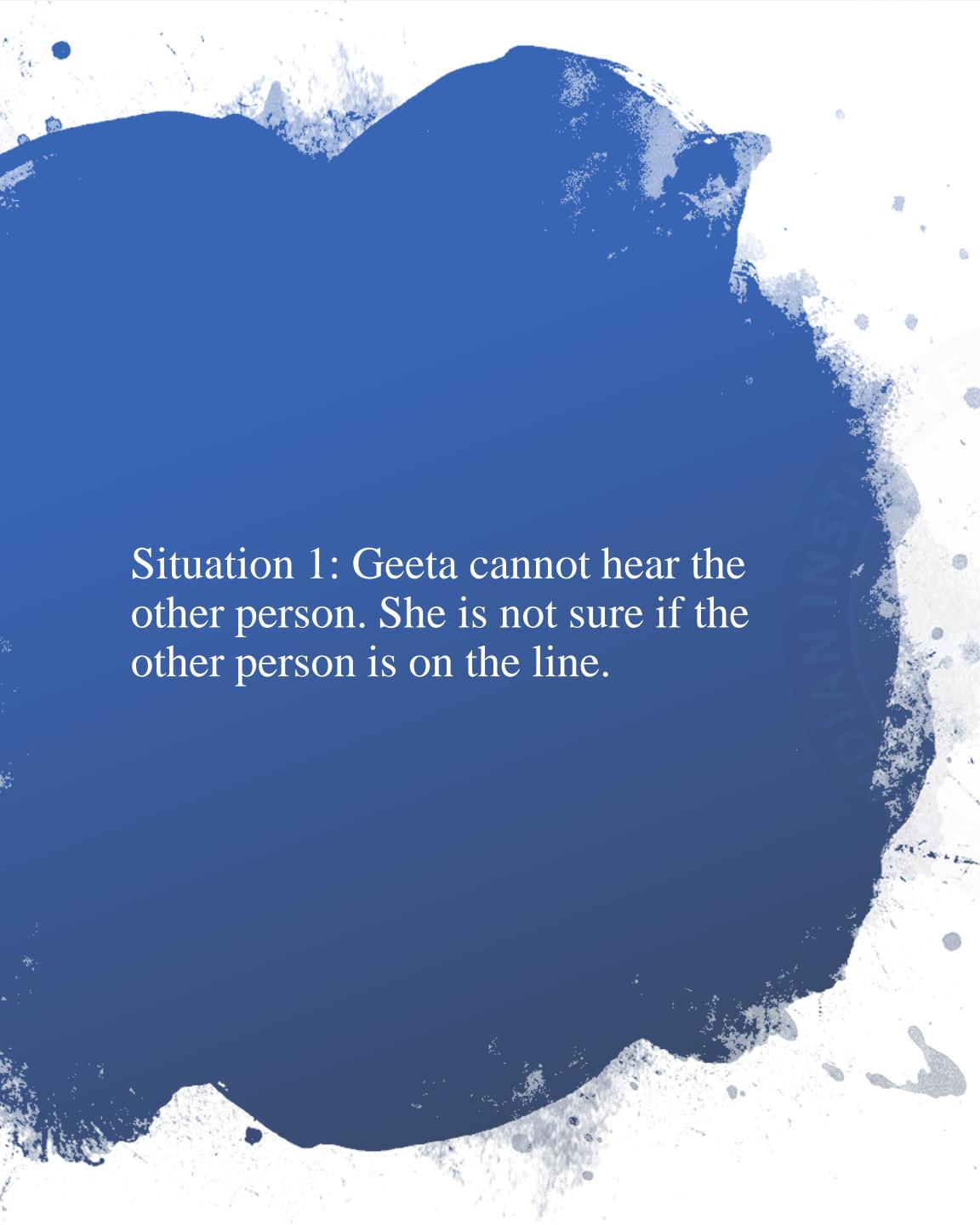
- Could you hang on?
- Could you hold on?
- Would you mind holding, please?
- Hold on, let me grab a pen and a paper.
- Sorry, to keep you waiting.
- Sorry, he is on the other line.
- Could I take a message?
- Could I leave a message?
- I am tied up at the moment. Can I call you back/in an hours time?
- If it is not urgent, can I buzz you later in the evening?
- You just have two minutes, be quick in what you have to say.
- I won't be able to have a long chat as I am driving now.
- This conversation will take longer, can I call you later?

On receiving a second call

- I am receiving a second call. Could you hold for a second/minute?
- I am speaking to someone on the other side. If it is not urgent, can I call you in sometime?
- I am getting a call from my professor. I will have to answer. I will call you back soon.
- Please hold on a sec. My boss is pinging me.

Conference call

- Can I get Sita with us?
- Wait a second, let me rope in Sita into this call.
- I am having Geetha with me on the other side, I am patching you in.
- Geetha and Sita, am I audible to both of you?
- Geetha, please stay on the line, Sita you could disconnect. I will call you later.



Situation 1: Geeta cannot hear the other person. She is not sure if the other person is on the line.

1. Hello, are you there?
2. Hello. Can you hear me?
3. Hello. Am I audible?
4. Hello. Is my voice clear enough?
5. Can you hear me loud and clear?
6. Is my voice too low?

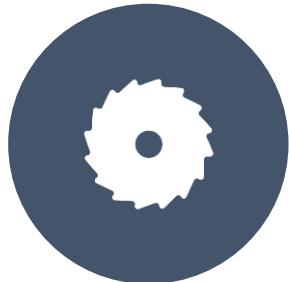
Situation 2: Lenna is on a phone conversation with Anjali. Anjali realises that she is running out of charge.

- 1. Please be quick. My battery is about to die.
- 2. I might lose you soon, as I am on 1% battery.
- 3. My battery is about to drain. Please text me.
- 4. Can I call you after charging my phone?
- 5. Let me grab a charger and call you back.

Situation 3 : Geeta cannot hear the other person.

- Hello, I can hear you on and off.
- Hello, your voice is breaking.
- Hello, your voice is jarring.
- Hello, I can hear you, but in bits and pieces
- Hello, your voice is echoing.
- Hello, I think you got cut off.

Phone problems / Wrong number



I can't get through.



The line is
busy/engaged/unobtainable.



Sorry, I think you have got
the wrong number.



There is none of that name
here.

Before ending a call

- No problem. I will try again later.
- Okay, I will pass on the message.

- It was a great conversation. Let us connect regularly.
- Take care. Let us be in touch.
- Take care. Goodbye.

- I might lose you soon. There is some connectivity issue here.
- I need to hang up now. Let us continue the conversation tomorrow.
- It has been an hour we are talking. I need to get back to work.
- Listen. My class is about to start. I will talk to you later.