

# Day 2 - Phone Communication Vocabulary & Expressions

## Complete vocabulary for professional phone interactions

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### PHONE OPENING PHRASES / PHRASES D'OUVERTURE TÉLÉPHONIQUE

#### Professional Greetings

English	French	Pronunciation	Key Sentence
Côte d'Azur University Library	Bibliothèque Université Côte d'Azur	[koht dah-ZEER yoo-nuh-VUR- suh-tee LAY-brer-ee]	"Hello, Côte d'Azur University Library"
Good morning	Bonjour	[good MOR-ning]	"Good morning, University Library"
Good afternoon	Bon après-midi	[good af-ter-NOON]	"Good afternoon, how may I assist you?"
This is [name]	Ici [nom]	[this iz]	"This is Marie speaking"
Speaking	À l'appareil	[SPEE-king]	"Marie speaking, how can I help?"
How can I help you?	Comment puis-je vous aider?	[how kan ay help yoo]	"How can I help you today?"
One moment please	Un moment s'il vous plaît	[wuhn MOH-muhnt pleez]	"One moment please, let me check"

#### Call Identification

English	French	Pronunciation	Key Sentence
Who am I speaking with?	À qui ai-je l'honneur?	[hoo am ay SPEE-king with]	"Who am I speaking with please?"
May I ask who's calling?	Puis-je demander qui appelle?	[may ay ask hooz KOL- ing]	"May I ask who's calling?"
Could you please confirm	Pourriez-vous confirmer	[kood yoo pleez kuhn- FURM]	"Could you please confirm your details?"

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### COMMUNICATION PROBLEMS / PROBLÈMES DE COMMUNICATION

#### Basic Communication Issues

English	French	Pronunciation	Key Sentence
Can you repeat please?	Pouvez-vous répéter?	[kan yoo ri-PEET pleez]	" <i>Sorry, can you repeat please?</i> "
I don't understand	Je ne comprends pas	[ay dohnt uhn-der-STAND]	" <i>Sorry, I don't understand</i> "
Speak more slowly	Parlez plus lentement	[speek mor SLOH-lee]	" <i>Can you speak more slowly?</i> "
Can you spell that?	Pouvez-vous épeler?	[kan yoo spel that]	" <i>Can you spell that please?</i> "
Can you speak louder?	Pouvez-vous parler plus fort?	[kan yoo speek LOW-der]	" <i>Can you speak louder please?</i> "

## Technical Phone Problems

English	French	Pronunciation	Key Sentence
The line is bad	La ligne est mauvaise	[thuh layn iz bad]	" <i>Sorry, the line is bad</i> "
You're breaking up	Vous coupez	[yoor BRAY-king uhp]	" <i>Sorry, you're breaking up</i> "
I can barely hear you	Je vous entends à peine	[ay kan BAIR-lee heer yoo]	" <i>I can barely hear you</i> "
The connection is poor	La connexion est mauvaise	[thuh kuh-NEK-shuhn iz poor]	" <i>The connection is poor</i> "
We got disconnected	Nous avons été coupés	[wee got dis-kuh-NEK-ted]	" <i>We got disconnected</i> "
I will call you back	Je vous rappellerai	[ay wil kol yoo bak]	" <i>I will call you back</i> "
Let me try again	Laissez-moi réessayer	[let mee trahy uh-GEN]	" <i>Let me try calling again</i> "

## TAKING INFORMATION / PRISE D'INFORMATIONS

### Personal Information

English	French	Pronunciation	Key Sentence
What is your name?	Quel est votre nom?	[wuht iz yoor naym]	" <i>What is your name please?</i> "
Your student number please?	Votre numéro étudiant?	[yoor STOO-dent NUHM-ber pleez]	" <i>Your student number please?</i> "
Email address	Adresse email	[EE-mayl uh-DRES]	" <i>What's your email address?</i> "
Phone number	Numéro de téléphone	[fohn NUHM-ber]	" <i>Can I have your phone number?</i> "
Date of birth	Date de naissance	[dayt uhv burth]	" <i>I need your date of birth</i> "
Faculty	Faculté	[FAK-uhl-tee]	" <i>Which faculty are you in?</i> "
Year of study	Année d'étude	[yeer uhv STUHD-ee]	" <i>What year of study are you in?</i> "

### Verification Process

English	French	Pronunciation	Key Sentence
Let me check	Laissez-moi vérifier	[let mee chek]	" <i>Let me check that for you</i> "
Can you repeat the title?	Pouvez-vous répéter le titre?	[kan yoo ri-PEET tuh TAY-tuhl]	" <i>Can you repeat the book title?</i> "
I need to verify	Je dois vérifier	[ay need tuh VER-uh-fahy]	" <i>I need to verify your account</i> "
Please hold	Veuillez patienter	[pleez hohld]	" <i>Please hold while I check</i> "

## COMMON PHONE QUESTIONS / QUESTIONS TÉLÉPHONIQUES COURANTES

### Opening Hours & Information

English	French	Pronunciation	Key Sentence
What time do you open?	À quelle heure ouvrez-vous?	[wuht taym doo yoo OH-puhn]	" <i>What time do you open?</i> "
We open at 8 AM	Nous ouvrons à 8h	[wee OH-puhn at ayt ay em]	" <i>We open at 8 AM</i> "
When do you close?	Quand fermez-vous?	[wen doo yoo klohz]	" <i>When do you close?</i> "
We close at 8 PM	Nous fermons à 20h	[wee klohz at ayt pee em]	" <i>We close at 8 PM</i> "
Holiday schedule	Horaires vacances	[HOL-i-day SKEJ-ool]	" <i>Check our holiday schedule online</i> "
Extended hours	Horaires étendus	[ik-STEN-did owrz]	" <i>We have extended hours during exams</i> "

### Book Availability

English	French	Pronunciation	Key Sentence
Do you have the book?	Avez-vous le livre?	[doo yoo hav thuh book]	" <i>Do you have the book [title]?</i> "
Yes, we have it	Oui, nous l'avons	[yes wee hav it]	" <i>Yes, we have it available</i> "
No, someone borrowed it	Non, quelqu'un l'a emprunté	[noh SUHM-wuhn BOR-ohd it]	" <i>No, someone borrowed it</i> "
Is it available?	Est-il disponible?	[iz it uh-VAY-luh-buhl]	" <i>Is it available now?</i> "
When will it be back?	Quand sera-t-il de retour?	[wen wil it bee bak]	" <i>When will it be back?</i> "
I can reserve it	Je peux le réserver	[ay kan ri-ZURV it]	" <i>I can reserve it for you</i> "

### Account Questions

English	French	Pronunciation	Key Sentence
Can I renew my books?	Puis-je renouveler mes livres?	[kan ay ri-NEW mahy books]	" <i>Can I renew my books?</i> "
Why can't I borrow?	Pourquoi ne puis-je pas emprunter?	[wahy kant ay BOR-oh]	" <i>Why can't I borrow?</i> "
You have a suspension	Vous avez une suspension	[yoo hav uh suh-SPEN-shuhn]	" <i>You have a suspension until [date]</i> "
How many books overdue?	Combien de livres en retard?	[how MEN-ee books OH-ver-doo]	" <i>How many books are overdue?</i> "
When can I borrow again?	Quand puis-je emprunter à nouveau?	[wen kan ay BOR-oh uh-GEN]	" <i>When can I borrow again?</i> "

## CALL MANAGEMENT / GESTION D'APPELS

### Hold & Transfer

English	French	Pronunciation	Key Sentence
Please hold the line	Veuillez rester en ligne	[pleez hohld thuh lahyn]	" <i>Please hold the line</i> "
Putting you through	Je vous mets en communication	[PUHT-ing yoo throo]	" <i>I'm putting you through now</i> "
Transfer	Transférer	[TRANS-fur]	" <i>I will transfer you</i> "
Department	Département	[di-PART-muhnt]	" <i>Which department do you need?</i> "
Extension	Poste	[ik-STEN-shuhn]	" <i>What's the extension number?</i> "
Direct line	Ligne directe	[di-REKT lahyn]	" <i>I'll give you the direct line</i> "
Hold/Wait	Attendre/Patienter	[hohld / wayt]	" <i>Please hold on</i> "

### Message Taking

English	French	Pronunciation	Key Sentence
Message	Message	[MES-ij]	" <i>Can I take a message?</i> "
Line busy	Ligne occupée	[layn BIZ-ee]	" <i>The line is busy</i> "
Call back	Rappeler	[kol bak]	" <i>I will call back later</i> "
Not available	Pas disponible	[not uh-VAY-luh-buhl]	" <i>They are not available right now</i> "
I'll pass the message	Je transmettrai le message	[ahyl pas thuh MES-ij]	" <i>I'll pass the message along</i> "

## APPOINTMENTS & SERVICES / RENDEZ-VOUS ET SERVICES

### Booking Appointments

English	French	Pronunciation	Key Sentence
Book an appointment	Prendre rendez-vous	[book an uh-POINT-muhnt]	"Would you like to book an appointment?"
Available times	Créneaux disponibles	[uh-VAY-luh-buhl taymz]	"These are the available times"
Cancel appointment	Annuler rendez-vous	[KAN-suhl uh-POINT-muhnt]	"Do you want to cancel your appointment?"
Reschedule	Reporter	[ree-SKEJ-ool]	"Can we reschedule for tomorrow?"
Confirm appointment	Confirmer rendez-vous	[kuhn-FURM uh-POINT-muhnt]	"I need to confirm your appointment"

## Library Services by Phone

English	French	Pronunciation	Key Sentence
Research assistance	Aide à la recherche	[ri-SURCH uh-SIS-tuhns]	"We provide research assistance"
Database access	Accès base de données	[DAY-tuh-bays AK-ses]	"You need database access"
Interlibrary loan	Prêt inter-bibliothèques	[in-ter-LAHY-brer-ee lohn]	"Do you need an interlibrary loan?"
Study room booking	Réservation salle d'étude	[STUHD-ee room BOOK-ing]	"Would you like to book a study room?"
Printing services	Services d'impression	[PRIN-ting SUR-vis-iz]	"We have printing services available"

## HANDLING COMPLAINTS / GESTION DES PLAINTES

### Empathy & Apologies

English	French	Pronunciation	Key Sentence
I apologize	Je m'excuse	[ay uh-POL-uh-jahyz]	"I apologize for the inconvenience"
I'm sorry to hear that	Je suis désolé d'entendre cela	[ahym SOR-ee tuh heer that]	"I'm sorry to hear that"
Let me help you	Laissez-moi vous aider	[let mee help yoo]	"Let me help you with that"
What seems to be the problem?	Quel semble être le problème?	[wuht seemz tuh bee thuh PROB-luhm]	"What seems to be the problem?"
I'll look into it	Je vais examiner cela	[ahyl look IN-too it]	"I'll look into it right away"
I understand your frustration	Je comprends votre frustration	[ay uhn-der-STAND yoor fruh-STRAY-shuhn]	"I understand your frustration"

### Escalation

English	French	Pronunciation	Key Sentence
Supervisor	Superviseur	[SOO-per-vahy-zer]	"Would you like to speak to my supervisor?"
Urgent matter	Affaire urgente	[UR-juhnt MAT-er]	"Is this an urgent matter?"
Emergency	Urgence	[ih-MUR-juhn-see]	"Is this an emergency?"
Priority	Priorité	[prahy-OR-i-tee]	"I'll make this a priority"
File a complaint	Déposer une plainte	[fahyl uh kuhm-PLAYNT]	"You can file a formal complaint"

## TECHNICAL SUPPORT / SUPPORT TECHNIQUE

### System Issues

English	French	Pronunciation	Key Sentence
System is down	Système en panne	[SIS-tuhm iz down]	"Our system is down right now"
Computer problems	Problèmes informatiques	[kuhm-PYOO-ter PROB-luhmz]	"We're having computer problems"
Network is slow	Réseau lent	[NET-wurk iz sloh]	"The network is slow today"
Please try later	Essayez plus tard	[pleez trahy LAY-ter]	"Please try again later"
Technical difficulties	Difficultés techniques	[TEK-ni-kuhl dif-i-KUHL-teez]	"We're experiencing technical difficulties"
Maintenance	Maintenance	[MAYN-tuh-nuhns]	"System is under maintenance"

### Account Problems

English	French	Pronunciation	Key Sentence
Login problems	Problèmes de connexion	[LAWG-in PROB-luhmz]	"Are you having login problems?"
Password reset	Réinitialiser mot de passe	[PAS-wurd ree-SET]	"Do you need a password reset?"
Account locked	Compte verrouillé	[uh-KOWNT lokd]	"Your account appears to be locked"
Contact IT support	Contacteur support informatique	[KON-takt ahy tee suh-PORT]	"You need to contact IT support"

## CLOSING PHRASES / PHRASES DE CLÔTURE

### Standard Closings

English	French	Pronunciation	Key Sentence
Is there anything else?	Y a-t-il autre chose?	[iz ther EH-nee-thing els]	"Is there anything else I can help with?"
Thank you for calling	Merci d'avoir appelé	[thank yoo for KOL-ing]	"Thank you for calling"
Have a good day	Bonne journée	[hav uh good day]	"Have a good day"
Goodbye	Au revoir	[good-BAY]	"Goodbye"
You're welcome	De rien	[yoor WEL-kuhm]	"You're very welcome"

Extended Closings

English	French	Pronunciation	Key Sentence
Pleasure speaking with you	Plaisir de vous parler	[PLEZH-er SPEE-king with yoo]	"It was a pleasure speaking with you"
Feel free to call back	N'hésitez pas à rappeler	[feel free tuh kol bak]	"Feel free to call back anytime"
Take care	Prenez soin de vous	[tayk kair]	"Take care and have a great day"
Talk to you soon	À bientôt	[tok tuh yoo soon]	"Talk to you soon"
Have a wonderful day	Excellente journée	[hav uh WUHN-der-fuhl day]	"Have a wonderful day"

PHONE CALL STRUCTURE / STRUCTURE D'APPEL

6-Step Call Process

Step	English	French	Key Action
1. Opening	Ouverture	Ouverture	"Hello, Côte d'Azur University Library. This is [name]"
2. Identification	Identification	Identification	"How can I help you?"
3. Listen	Écouter	Écouter	Active listening to understand the request
4. Help	Aider	Aider	Provide information or assistance
5. Confirm	Confirmer	Confirmer	"Is there anything else?"
6. Close	Clôturer	Clôturer	"Thank you for calling. Have a good day"

COMMON PHONE VOCABULARY / VOCABULAIRE TÉLÉPHONIQUE COURANT

Time References

English	French	Pronunciation	Key Sentence
Right now	En ce moment	[rahyt now]	"I can help you right now"
This morning	Ce matin	[this MOR-ning]	"We sent an email this morning"
Later today	Plus tard aujourd'hui	[LAY-ter tuh-DAY]	"Call back later today"
Tomorrow	Demain	[tuh-MOR-oh]	"The book will be ready tomorrow"
Next week	La semaine prochaine	[nekst week]	"Try calling next week"
During office hours	Pendant les heures d'ouverture	[DOOR-ing OF-is owrz]	"Call during office hours"

Useful Adjectives

English	French	Pronunciation	Key Sentence
Available	Disponible	[uh-VAY-luh-buhl]	"The book is available now"
Busy	Occupé	[BIZ-ee]	"The librarian is busy right now"
Urgent	Urgent	[UR-juhnt]	"Is this urgent?"
Important	Important	[im-POR-tuhnt]	"This seems important"
Automatic	Automatique	[aw-tuh-MAT-ik]	"The system is automatic"
Temporary	Temporaire	[TEM-puh-rer-ee]	"This is a temporary problem"