###### **TELEPHONE CONVERSATION – TELEPHONE LANGUAGE**

**Answering the phone:**

* ***Good morning/Good afternoon/ Good evening/ Hello!***
* **England PC Services*. ( This is ) Sarah speaking.***
* ***Sarah speaking.***
* ***How can/could/may I help you?***

***Asking for the caller’s name:***

* ***Who’s calling, please?***
* ***Could I take your name, please?***
* ***Hello, caller. Could/May I have your name, please?***

***Introducing yourself:***

* ***Hello! This is Kevin Jelf calling.***
* ***Hello, this is Kevin Jelf from Friend Tecnology Firm.***
* ***My name is Kevin Jelf from England PC Services.***

***Asking for someone or something:***

* ***Could/May/Can I speak to Charles Steven, please?***
* ***I’d like to speak to Charles Steven, please.***
* ***Could you put me through to Charles Steven , please?***
* ***Could I speak to someone who …***
* ***I am just calling to say…***

***Asking the person who is being called for the phone call:***

***If the person who is about to receive the call is available, you can ask;***

* ***Mr Steven? I’ve got a Mr Kevin Jelf on the line for you from Friend Tecnology Firm. Will you take the call?”***
* ***And the person can reply your question like this;***

***The person’s answering for the phone call:***

***If the person who is about to receive the call is available, you can ask;***

* ***Yes, please put him though. / I’m not available right now.***

***Connecting someone:***

* ***One moment (Just a second or moment), please.***
* ***I’ll see if he is in or if Mr Steven is available.***
* ***Please hold on. I will get you through him.***
* ***Could you hold the line, please?***
* ***Please, hold the line.***
* ***Certainly, Mr KevinJelf. I’ll just put you through.***
* ***Of course, Mr Jelf. I’ll just see if he’s available.***
* ***Mr Jelf? Thank you for holding. I’m just putting you through to Mr Steven.***
* ***I’ll put you through.***
* ***I’ll connect you.***
* ***I’m connecting you now.***

***Explaining absence:***

* ***I’m afraid Mr Steven isn’t in at the moment.***
* ***I’m sorry, he’s in a meeting at the moment.***
* ***I’m afraid he’s on another line at the moment.***
* ***I’m sorry but Mr Steven is away on business until Thursday.***
* ***I am sorry you have dialed a wrong number.***
* ***He is not in office now.***

***Taking a message:***

* ***I am sorry, Mr Steven is out/ busy at the moment.***
* ***Can I ask who is calling?***
* ***Can I take a message?***
* ***Would you like to leave a message?***
* ***Can I give him/her a message?***
* ***I will let him know you called.***
* ***Is there anyone else you would like to speak to?***
* ***I’ll tell Mr Steven that you called.***
* ***I’ll ask him to call you as soon as possible.***
* ***If you’d like to give me your number, I’ll ask her to call you back.***
* ***Could you call again after 2 hours?.***

***Leaving a message with someone:***

* ***Yes, it is Kevin Jelf here. Could you ask him to call me when he is available.***
* ***My number is…***
* ***No, that is okay. I will call back later.***
* ***Could you tell her that her friend Kevin called?***
* ***No, that’s all, thank you.***
* ***Thank you very much, you’ve been very helpful.***

***Problems/Making special request:***

* ***I’m sorry, I don’t understand. Could you repeat that, please?***
* ***I’m sorry, I can’t hear you very well.***
* ***Could you speak up a little, please?***
* ***I’m afraid you’ve got the wrong number.***
* ***I’ve tried to get through several times but it’s always engaged.***
* ***Could you spell that, please?***
* ***Sorry, my English is not good. Could you speak a little slower?***
* ***Could I ask you to spell your surname for me, please?***
* ***I’m so sorry. The line is very bad at the end.***
* ***Could I ask you to repeat your name, please?***
* ***Sorry, I didn’t quite catch that. Could you say your name again, please?***

***Confirming information:***

* ***Let me repeat that just to make sure.***

***Finishing a conversation:***

* ***Thanks for calling. Bye for now.***
* ***I need to hang up now.***
* ***I’ll talk to you soon. Bye.***
* ***Thank you for calling, Mr Steven. Good bye.***
* ***Thank you for calling the Friend Technology Firm. Have a nice day!***