**Useful telephone phrase**

*Reference: https://www.youtube.com/watch?v=6tfFRD0enV0&t=517s*

**Making contact**

I’d like to speak to …. (Mr.John)

I’m calling from… (what company are you coming from?)

I’m calling on behalf of…. (Mr.John)

**Taking a call**

How can I help you?

Where are you calling from?

**Asking to hold**

Just a moment please…

Could you hold on please…

Hang on… (can be only used with your friends and family, Please don’t use in the business world or formal world)

**Giving negative information**

I’m afraid he is not in office

I’m sorry she is in a meeting.

I’m afriad you’ve got the wrong number.

**Telephone problems**

Your voice is cracking/ Jarring /dʒɑː(r)/

The line is very bad… could you repeat.

I’m afraid I can’t hear you.

**Leaving or taking a message**

Would you like to leave a message?

Can I pen down a message?

Can I pen down a message for him please?

Can I leave a message for him please?

**How to tell a story( Past Events) in English?**

Reference: <https://www.youtube.com/watch?v=AxTys2C4t68>

**Beginning:** Firstly, first of all, to start of with.

**Continuing**: then, after that, next

**Interuptions**: Suddently, unexpectedly

**Ending:** Finally, eventually, in the end.

**Using Etc., (Et cetera) correctly in English**

Reference: <https://www.youtube.com/watch?v=GNzevbHO6us>

* Items in the list should be of the same kind.
* Do not use the etc, while refering people.
* Do not use and before or after etc.
* Do not use an introductory phrase such as ‘a long with etc’.