

Telephone Language

Telephone etiquette

The way you speak to your friends on the phone is informal and different from the way you speak to someone in a more formal situation. You should not be too direct on the telephone. Words like "could" or "may" sound polite. Practise how to answer the phone, start and end a conversation and say goodbye in a polite manner.

Answering the phone

Private phone: Hello!... (your name)

At work: Good morning/afternoon/evening,... (company name),... (your name) speaking.

How can I help you?

Introducing yourself

Hello, this is... (your name) speaking.

Hello, this is... (your name) from... (company name).

Asking to speak with someone

I'd like to speak to Mrs Martin, please.

Could you put me through to Mrs Martin, please?

Connecting someone

Who shall I say is calling?

Putting someone on hold / Putting someone through

Just a moment, please.

Please hold and I'll put you through.

One moment, please. I'll see if Mrs Martin is available.

Explaining

I'm afraid Mrs Martin isn't in at the moment.

I'm afraid the line is busy/engaged. Would you like to call back later?

Taking a message

Would you like to leave a message?

I'll tell Mrs Martin that you called.

I'll ask her to get back to you as soon as possible.



Leaving a message

No, that's okay, I'll call back later.

Could you ask her to call me when she is available? My number is...

Confirming information

Let me repeat that just to make sure.

Did you say 444 55667?

Problems

I'm sorry, I can't hear you very well. Could you speak up a little, please?

Would you mind spelling that for me?

Could you repeat that, please?

Can you speak a little more slowly, please. My English isn't very good.

I'm afraid you've got the wrong number.

My battery is running low. Can I call you back later?

Sorry, I can't hear you very well! The reception/line is bad.

Finishing a conversation

Thanks for calling. Bye for now.

Thank you for giving me this time. Looking forward to hearing from you again. Bye.

Returning a call

I'm returning a call from Mrs Martin. Is she available?

Someone just called me from this number.

Answering machines

Hello. You've reached 123-56789. Please leave a message after the tone/beep. Thank you.

Thank you for calling Mrs Martin's office. I'm sorry I'm not available to take your call.

Leave me a message and I'll get back to you as soon as I can.

Leaving a message on an answering machine

Hello, this is... (your name) calling for Mrs Martin. Could you please return my call as soon as possible.

My number is... (your phone number). Thank you.

