

# Telephoning



<b>Introducing yourself</b>	Hello / Good morning / Good afternoon ... This is ..... speaking I'm calling from Tokyo / Paris / New York / Sydney ...	... here. / ... speaking. This is ... (company), ... (name) speaking. ...(company). Good morning ... (company). Good afternoon. ... (company). How can I help you?
<b>Connecting</b>	Could I speak to ..... please? I'd like to speak to .... I'm trying to contact ..... I'm calling on behalf of Mr. X ... Am I speaking to ...? Could you put me through to ..., please?	Who would you like to speak to? What does it concern, please? Would you mind telling me what you're calling about?  I'll pass you over to ... (department).  Hold the line please. Could you hold on please? Just a moment, please.  Thank you for holding. The line's free now ... I'll put you through. I'll connect you now /I'm connecting you now.
<b>No connection</b>		If you hold the line, I'll try again. Would you like to hold? Could you try again later / tomorrow?
<b>Problems</b>	The line is very bad ... Could you speak up please? Could you repeat that please? I'm afraid I can't hear you. Sorry. I didn't catch that. Could you say it again please?	Are you sure you have the right number / name? I'm afraid the line's engaged. Could you call back later? I'm afraid he's in a meeting at the moment. I'm sorry. He's out of the office today. / He isn't in at the moment. I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here I'm sorry. There's nobody here by that name. Sorry. I think you've dialled the wrong number. I'm afraid you've got the wrong number.
<b>Taking a message</b>	Can I leave / take a message? Would you like to leave a message? Could you give him/her a message? Could you ask him/her to call me back? Could you tell him/her that I called? Do you know when ... will be back? Will ... be in the office tomorrow? I'll try again later / tomorrow.	Would you like to leave a message? Could you give me your name please? Could you spell that please? What's your number please? If you give me your phone number, ... will call you back. Could I have your name, please?
<b>Confirming the message</b>	Could you please confirm my meeting?	Before we end this conversation, let's make sure I understand...(repeat main points and close the call)
<b>Ending the conversation</b>		Please call again if you have any other problems/ questions. Thanks for calling. I look forward to hearing from you. Is there anything else you need before I let you go. Goodbye Mr. .... Thank-you for calling

## Problem Cards



Caller	Telephonist	Receiver
I dialled the wrong number.	Receiver is speaking on another line	The line is bad.
The line is bad.	Receiver isn't in yet.	I can hardly hear you.
My English isn't very good.	Receiver is away on business	Spell that please!
I can hardly hear you.	Receiver is on holiday	Repeat that please!
Speak slower!	The line is busy /engaged.	I have difficulties to understand.
Speak louder!	No reply of receiver.	Line is cut off.
Spell that please!	Name of caller is unclear.	No available appointment.
Repeat please!	Line is cut off.	Caller hung up.
I got the wrong extension.	No person with the name of the receiver here.	Another call is coming in.
Line is cut off.	Receiver is out of office / out for lunch	I have to leave now.