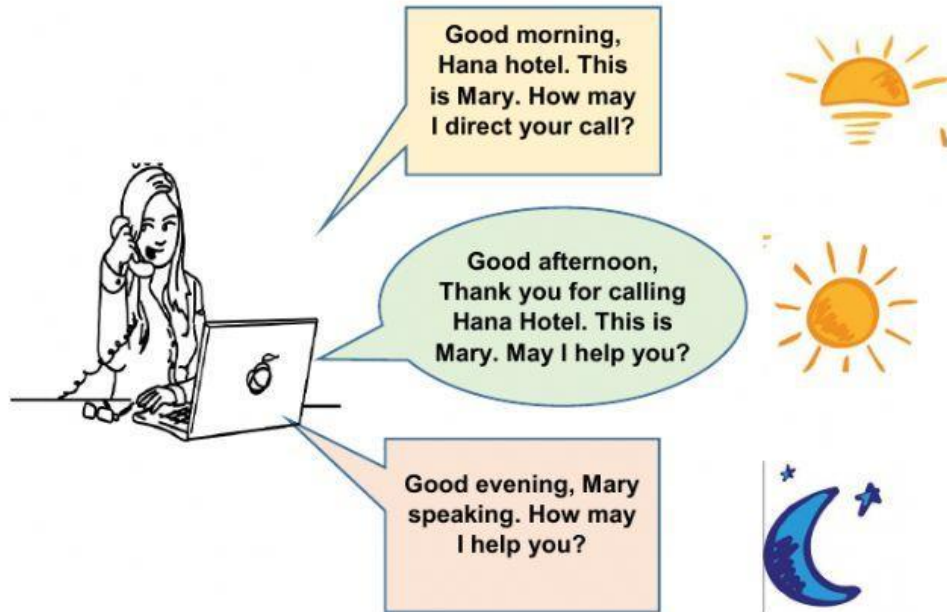


## Communicating at Work: Answering the Phone



These questions are commonly used to obtain information. Some of these questions are formal English while others are informal. Click on formal or informal next to each question.

- |                                               |        |          |
|-----------------------------------------------|--------|----------|
| 1. What is this regarding?                    | formal | informal |
| 2. Could you spell your first name please?    | formal | informal |
| 3. Would you mind spelling your last name?    | formal | informal |
| 4. Who's calling?                             | formal | informal |
| 5. What's this about?                         | formal | informal |
| 6. When can you be reached?                   | formal | informal |
| 7. What is the best way to reach you?         | formal | informal |
| 8. Do you have an alternative contact number? | formal | informal |
| 9. What is the best time to call?             | formal | informal |
| 10. What time are you available?              | formal | informal |

|                                                                                                                                                                          |                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Questions to clarify information:</b><br>Was that .....or .....?<br>Would you mind repeating that?<br>Did you say.....?<br>You said, ....., correct?<br>Is that.....? | <b>Statements to Confirm Understanding:</b><br>Let me read that back to you. You said.....<br>Let me make sure I have this correct. You said, ....., right?<br>Do you mind if I rung that by you again? |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|