



Telephone Expressions

MAKING A PHONE REQUEST

- » I'd like to speak to.....
- » I'm trying to contact.....
- » Could I speak to..... please?
- » Could you put me through to.....please?

ASKING FOR A CALLER'S NAME

- » Who is that?
- » Who's speaking?
- » Who's calling, please?
- » Whom am I speaking to?
- » May I ask who's calling, please?

ASKING A CALLER TO WAIT

- » A minute, please.
- » Just a moment, please.
- » Just a second, please.
- » Wait a moment, please.
- » Hold the line, please.

TRANSFERRING A CALL

- » I'll connect you.
- » I'm connecting you now.
- » I'll put you through.
- » I'm putting you through.
- » I'll transfer your call.

Part 7: Complete the phone phrases or expressions with the words in the list.

1. A minute, please. I'm.....
2. Barbara isn't in. Can I.....?
3. Could I ask.....?
4. I'm..... There's no reply.
5. May I have..... please?
6. Sorry. You've dialed.....
7. The line's busy. Can you..... please?
8. The line's very bad. Could you..... please?
9. This is..... from Marvin Enterprises.
10. Wait....., please. I'll put you through.

- a. a moment
- b. connecting you now
- c. hold on
- d. Laura Thompson
- e. spell that
- f. take a message
- g. terribly sorry
- h. the wrong number
- i. who's calling
- j. your phone number





Leaving & Taking Phone Messages

Part 8: Read the phone message and answer the questions.

PHONE MESSAGE	
For: <i>HR Manager</i>	☒ Urgent
While You Were Out	
Caller: <i>Nicole Scots</i>	☐ Telephoned
Company: <i>TESLA Corp.</i>	☐ Came to see you
Position: <i>Tech. Supervisor</i>	☐ Returned your call
Phone: <i>095-322-4716</i>	☐ Please call
Fax: <i>02-771-5844</i>	☒ Will call again
Message:	☐ Wants to see you
<i>A maintenance technician will be sent to the company on 25 September, at 9.00 a.m.</i>	
Taken by <i>Mary Hayden</i>	
Date: <i>17 September 2018</i>	Time: <i>15.00</i>

- Who was the caller?
.....
- Who did the caller want to speak to?
.....
- Who took the message?
.....
- When did the caller call?
.....
- Would the caller return a call?
.....
- Who is Nicole Scots?
.....
- What was the call about?
.....

Alphabets & Codes for Spelling on Telephone

A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whiskey
F	Foxtrot	O	Oscar	X	X-ray
G	Golf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		



Speaking Task



Directions: Work in pairs and do the following.

1. Read and listen to the sample dialogue.
2. Write a dialogue leaving and taking a phone message.
3. Complete the phone message. Add information where necessary.
4. Role-play the dialogue with your partner.

EXAMPLE

A: I'm very sorry. The supervisor is on a business trip to Sweden.

B: No problem. Can I leave a message?

A: Certainly.

B: Could you ask the supervisor to call me back?
I want to talk with him about a production plan.

A: May I have your name again, please?

B: It's Elena Murphy. I'm calling from Watson & Brothers.

A: Sorry. I didn't catch that. Can you spell your last name, please?

B: M-U-R-P-H-Y.

A: I got it. What's your number?

B: It's 091-599-6744.

A: Can you say that again, please?

B: 091-599-6744.



PHONE MESSAGE

To:

From:

Company:

Phone:

Date:

Time:

☐ Telephoned

☐ Please call

☐ Will call again

☐ Returned call

☐ Stopped in

☐ See me

☐ Urgent

Message:

Taken by

Position