USEFUL TELEPHONE SENTENCES

Activity 1. Here are some examples of telephone sentences, classified according to their function. What are they used for? Choose an option.

FASTPRINTS 4u. Helen here.

Human Resources Department. Clara speaking.

My name is Oscar Bennet, from Media Plus 2.

This is James Blake, from FASTPRINTS 4u.

McWade Computers. Adam here.

Goodbye. Have a nice day!

Thank you for calling!

Thank you for your help. Goodbye!

Hello!

Good afternoon!

Good morning!

And your name again...?

I'm sorry, who shall I say is calling?

Sorry, could you repeat your phone number?

Sorry, could you say the model number again more slowly?

Sorry, was that 18 or 80?

Sorry, what did you say your name was?

It's ringing for you!

Putting you through...

OK, you are through.

Trying to connect you...

Could you hold, please?

Just a moment, please.

Would you like to hold?

Yes, hold on, please.

Can I have Martin in Accounts, please?

Can I have someone in Sales Department, please?

Could you put me through to Harry in Customer Services?

I'd like to speak to Melanie in Marketing, please.

Could I have someone in IT, please?

LIVEWORKSHEETS

Sorry, I'm with a customer right now. I will call you in half an hour. Is that OK?

I'm afraid I can't talk now... I will call you back in 5 minutes. Is that OK?

Thomas will call you back in twenty minutes. Is that OK?

...I'm afraid Helen is busy just now.

...I'm sorry, James is on another line.

...Sorry, Mr Smith is out of the office at the moment.

...Sorry, the line is busy at the moment /the line is engaged.

...Sorry, William is in a meeting right now.

…Sorry, Mr Smith is out of his desk.

How can I help you?

Can I be of any assistance?

Helen may have a copy of the logo design. Shall I contact her?

I could try someone else, if you want...

Shall I try someone else?

Would you like to speak to Mr White's assistant?

Would you like to leave a message?

Can I take a message?

Can you take a message?

Please tell Tina to send me the price list before 4 p.m. It's urgent.

I'll give Mrs Walters your message.

LIVEWORKSHEETS

Activity 2. Complete the Dialogue with appropriate sentences.

A: Good morning. McWade Computers, Martha speaking. _____

B: _____ This is James Blake, from FASTPRINTS 4u. _____ David, please?

A: Wait a moment, please..._____

A: I'm sorry, his line is busy right now. _____

B: No, thank you. I will call again later.

A: _____

B: Good bye!

A: Good afternoon. McWade Computers, Martha speaking. _____

B: Good afternoon. This is James, from FASTPRINTS 4u Can you put me through to David, please?

A: Yes, hold on, please...

A: _____

B: _____

A: Of course! What is the message?

B: Could you tell David that James Blake, from FASTPRINTS 4u, phoned? It's about next Tuesday's meeting.

A: Right. What is your phone number, Mr Blake?

B: It's 020 7946 0110

A: OK, Mr. Blake. _____

A: _____

B: Good bye!

LIVEWORKSHEETS

Activity 3. Drag and drop. Put the text fragments in order to obtain two dialogues.

Dialogue 1

A: Good morning. McWade Computers, Martha speaking. How can I help you?
B: Good morning. This is Melanie from The Wanderer's Music Shop. Could I speak to David, please?
A: Yes, hold on, please...

A: So…You are Ms Melanie from The Wanderer's Music Shop, and David should return your call before 5 p.m. today... Is that correct?
B: Yes, that's correct.

A: I'm sorry, David is on another line. Would you like to hold?
B: No, thank you. Could you ask David to call me back before 5 p.m.? He has my phone number.

A: Ok Ms Melanie. I'll give David your message. Thank you for calling.
B: Thank you for your help. Good bye!

LIVEWORKSHEETS

Dialogue 2

B: That's my phone. Do you mind if I take it, Mr Smith?
C: Of course not, go ahead.
B: Hello?

B: Sorry for the interruption, Mr Smith. As I was saying before, we have top-of the range equipment...

D: Melanie? It's David here, from McWade Computers company. I'm returning your call.
B: David! Hello! Sorry, I can't speak right now. I'm with a customer.

D: Sorry to bother you. Can I call you back in about an hour?
B: Sure, no problem. I'll be here all afternoon. Good bye!
D: Good bye!

LIVEWORKSHEETS