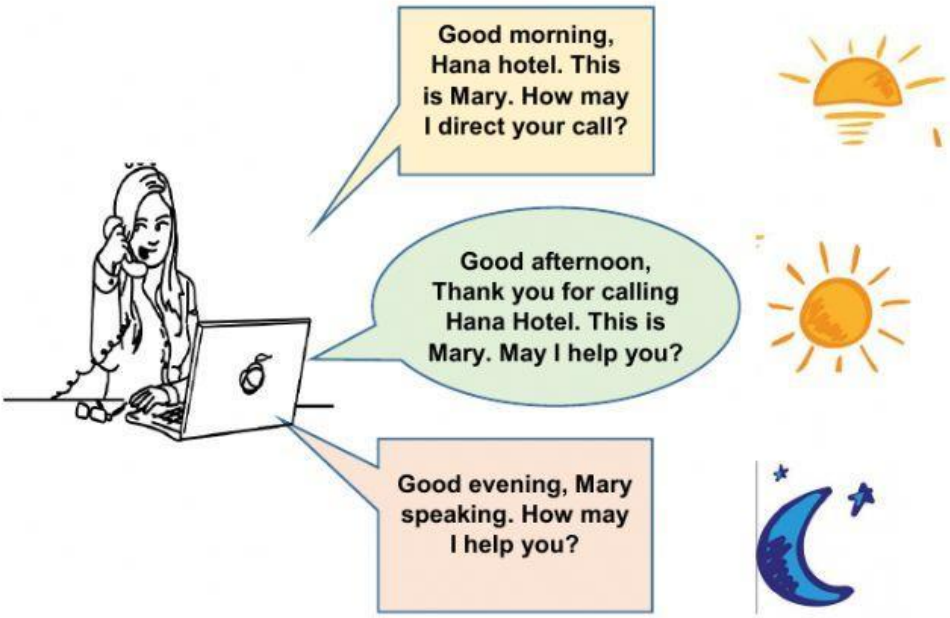
Communicating at Work: Answering the Phone



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

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

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