

PHONE CALLS – USEFUL LANGUAGE

Phone calls follow certain routines. This makes it easier to understand what's happening and complete the call successfully. It's important to use the correct style when you're speaking on the phone. The style you use depends on the situation and the relationship you have with the other person.

Look at phone calls 1 and 2 and complete the table with the missing phrases.

	personal/informal	business/formal
answer the phone	Hello. / Hi.	Hello, Gladstone Hotel. How can I help you?
ask for someone	_____ 1	Could I speak to Mr Bunn, please?
identify yourself	This is Tamara. / Trudy _____ 2 . It's Mr Abernathy.	←
ask for caller's name	Who's this?	_____ 3
ask someone to wait	Hang on a minute.	Please hold on a moment.
say you will try to make the connection	_____ 4	I'll put you through.
say someone is not available	_____ 5 He isn't here.	I'm afraid Mr Bunn is not available.
offer to take a message	Can I take a message for you?	←
leave a message	Can you tell him that I called?	_____ 6
ask for confirmation	Could/Can you/he email/text me/call me back to confirm?	←
say that you will give the person the message	_____ 7	I'll make sure he gets the message.
ask for repetition	Sorry, could you speak up? Sorry, could you say that again, please?	←
checking the other person has understood	_____ 8	Would you like me to say that again?