

TELEPHONE EXPRESSIONS

ANSWERING THE PHONE:

- Hello, John Butler speaking.
- Good morning, Iberia. How can I help you? This is Freda Grey.
- What can I do for you?
- My name's Raymond Pike.

ASKING FOR PEOPLE / DEPARTMENTS:

- Could you put me through to Miss Christopher?
- I'd like to speak to Mr. Williams please.
- Could I have the accounts department please?

ANSWERING:

- I'm putting you through.
- I'm connecting you.
- Would you like to hold?
- Do you mind waiting?
- The line is engaged.
- I'm afraid it's busy.

MESSAGES:

- Would you mind taking a message?
- Can I take a message?
- Who's speaking please?
- Can I take your name / phone number please?
- Could I have your name / Who's calling please?
- Could you ask her to ring me when she gets back?

SAYING WHY YOU PHONED:

- I'm calling about your email
- I'm phoning to confirm the price of...
- I'm returning her call

CHECKING INFORMATION:

- Could you spell that for me?
- Could you repeat that please?
- I'm sorry, I didn't catch the number / price / amount / address etc,
- Can I read that back to you?

FINISHING THE CONVERSATION:

- I'll make sure he / she gets the message.
- I'll tell him / her as soon as she gets back.
- Thanks for calling.
- Thank you for your help.
- I'll get back to you / I'll phone again.
- Give me a ring / Phone me

MAKING EXCUSES:

- I'm sorry, he's out of the office at the moment.
- I'm afraid she's not available.

PHRASAL VERBS

- speak up (talk louder)
- cut off (break contact)
- put through (connect)
- get back to (contact again later)
- pick up (answer)
- hold on (wait)
- hang up (close the phone)
- get through (make contact)
- look up (find)
- phone back (call again)

VOCABULARY

- to receive a call: recibir una llamada
- make a call: hacer una llamada, telefonar
- to return somebody's call: devolver una llamada
- call centre: central de atención telefónica
- call forwarding: desvío de llamada
- call waiting service: servicio de llamada en espera
- caller: persona que llama por teléfono
- call box: cabina de teléfono
- phone bill: factura telefónica
- phone company: compañía telefónica
- answering machine / answer phone: contestador automático
- telephone directory: guía telefónica
- telephone exchange: centralita
- telephone operator: telefonista, operadora
- telephone subscriber: abonado
- mobile, mobile phone (UK) / cell, cellular phone (USA): teléfono móvil

TO RECORD A PHONE MESSAGE:

- We are not here at the moment. Please leave your name, your company and your phone number after the tone and we'll call back as soon as possible.
- We are unable to take your call at the moment. Please leave your message after the tone.

TO LEAVE A MESSAGE:

- I'm returning your call.
- I'll be in New York next month, perhaps we can...
- I'd like to talk to you about your last invoice.
- This is Peter Falk. Could you call me back...?