

## Telephoning

<b>Making calls</b>	<b>Receiving calls</b>
<b>Introducing yourself</b> <ul style="list-style-type: none"> <li>• Hello, this is ... from ...</li> <li>• Hello, my name's ... calling from ...</li> </ul>	<b>Introducing yourself</b> <ul style="list-style-type: none"> <li>• ... (name of company), good morning.</li> <li>• Speaking! (Am Apparat!)</li> </ul>
<b>Saying who you want to speak to</b> <ul style="list-style-type: none"> <li>• I'd like to speak to Mr/Ms ..., please.</li> </ul>	<b>Person is not available</b> <ul style="list-style-type: none"> <li>• I'm sorry, but he's/she's <ul style="list-style-type: none"> <li>– not in (the office) today.</li> <li>– in a meeting/on holiday.</li> </ul> </li> </ul>
<b>Saying what it is about</b> <ul style="list-style-type: none"> <li>• I'm phoning about ... (an order/invoice)</li> </ul>	<b>Offering help</b> <ul style="list-style-type: none"> <li>• May I ask why you're calling?</li> <li>• Maybe I can help you.</li> </ul>
<b>Leaving a message</b> <ul style="list-style-type: none"> <li>• Could I leave a message?</li> <li>• Could you tell him/her that I phoned and ask him/her to call me back on (telephone number)?</li> </ul>	<b>Taking a message</b> <ul style="list-style-type: none"> <li>• Can I take a message?</li> <li>• Would you like to leave your name and number and Mr/Mrs ... will get back to you later?</li> </ul>
<b>Problems</b> <ul style="list-style-type: none"> <li>• I can't hear you very well. Could you speak up a bit?</li> <li>• Sorry, I didn't catch that. Could you repeat it?</li> </ul>	<b>Problems</b> <ul style="list-style-type: none"> <li>• I'm afraid you've got the wrong number</li> <li>• I'm afraid this is a bad line. Can I ring you back?</li> <li>• I'm afraid I'm in a meeting. Could I call you back?</li> </ul>
<b>Asking to be connected</b> <ul style="list-style-type: none"> <li>• Could you put me through to Mr/Ms ..., please?</li> <li>• Could you connect me with ...?</li> </ul>	<b>Connecting</b> <ul style="list-style-type: none"> <li>• Hold the line. I'll put you through to Mr /Ms ...</li> <li>• I'll connect you with ...</li> <li>• Sorry, the line is busy. Would you like to hold?</li> </ul>
<b>Spelling names and addresses</b> <ul style="list-style-type: none"> <li>• Could you spell that (your surname/ the name of your company ...), please?</li> <li>• I'll repeat that if you don't mind. Your number is ...</li> </ul>	
<b>Ending the call</b> <ul style="list-style-type: none"> <li>• Thank you very much for your help.</li> <li>• I look forward to hearing from you.</li> <li>• Goodbye.</li> </ul>	<b>Ending the call</b> <ul style="list-style-type: none"> <li>• You're welcome./Not at all.</li> <li>• I look forward to hearing from you again.</li> <li>• Thank you for ringing/calling.</li> <li>• Goodbye.</li> </ul>