

Business English
Useful Expression
BAD08
BUSINESS TELEPHONING



I`d like to speak to Mr. Jones, please.
 May I ask who`s calling?

They arrived at the convention center. Hiro

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Hiro	One moment, please. Hmmm. " May I ask who`s calling?"
Johnson	I`m sorry , sir. Mr. Jones` out at the moment. Can I take a message?
Hiro	Ask him to call me. I`m at the Grand Star Hotel.
Johnson	Alright, Mr. Kobayashi. I`ll have Mr. Jones call you at the Grand Star Hotel.
Hiro	Thank . goodbye. Hmmm... "I`ll have him call you..." Another phrase to memorize and practice.

Look at the chart below for key language and phrases used in telephone English:

<p>Introducing yourself This is Hiro Kobayashi of Yamamoto Computers. (formal) Hiro speaking</p>	<p>Asking who is on the telephone Excuse me, who is this? Can I ask who is calling, please?</p>
<p>Asking for Someone Can I have extension 321? (extensions are internal numbers at a company) Could I speak to...? (Can I - more informal / May I - more formal) Is Mr. Jones in? (informal idiom meaning: Is Mr. Jones in the office?)</p>	<p>Connecting Someone I'll put you through (put through - phrasal verb meaning 'connect') Can you hold the line? Can you hold on a moment?</p>
<p>How to reply when someone is not available I'm afraid ... is not available at the moment. The line is busy... (when the extension</p>	<p>Taking a Message Could (Can, May) I take a message? Could (Can, May) I tell him who is calling? Would you like to leave a message?</p>

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- ***Immediately ask the person to speak slowly.***
- ***When taking note of a name or important information, repeat each piece of information as the person speaks.***
This is an especially effective tool. By repeating each important piece of information or each number or letter as the spell or give you a telephone number you automatically slow the speaker down.
- ***Do not say you have understood if you have not. Ask the person to repeat until you have understood.***
Remember that the other person needs to make himself/herself understood and it is in his/her interest to make sure that you have understood. If you ask a person to explain more than twice they will usually slow down.
- ***If the person does not slow down begin speaking your own language!***
A sentence or two of another language spoken quickly will remind the person that they are fortunate because THEY do not need to speak a different language to communicate. Used carefully, this exercise in humbling the other speaker can be very effective. Just be sure to use it with colleagues and not with a boss :-)!

Role Playing

Leaving a Message

Student A:

You want to speak to Ms Braun about your account with her company, W&W. If Ms Braun isn't in the office, leave the following information:

- Your name
- Telephone number: 347-8910 (or use your own)
- Calling about changing conditions of your contract with W&W
- You can be reached until 5 o'clock at the above number. If Ms Braun calls after 5 o'clock, she should call 458-2416

Student B:

You are a receptionist at W&W. Student A would like to speak to Ms Braun, but she is out of the office. Take a message and make sure you get the following information:

- Name and telephone number - ask student A to spell the surname
- Message student A would like to leave for Ms Braun

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