

English – Using the Telephone

1. Telephone Vocabulary

a call	a telephone conversation
to call to phone to ring	to make a telephone call
caller	the person who makes a call
to call back	to call someone who called you first
call display	a screen that shows you who is calling
to answer to pick up	to receive a telephone call
busy	the other telephone is not available
landline	a residential or business telephone
cordless phone	a landline telephone that is wireless
to be cut off	to lose the connection
to dial	to press the buttons on the phone to make a call
dial tone	the sound a phone makes before you call
ringtone	the sound a phone makes after you dial
to hang up	to finish a call
to hold	to wait
phone booth pay phone public phone	a telephone in the street for public use
to put someone through	to connect someone to someone else
voicemail	a voice message system for telephones

2. Telephone phrases

Answering the phone	<ul style="list-style-type: none"> • Hello? • Thank you for calling ABC. John speaking. How may I help you? • ABC Rent-a-Car. Peter speaking.
Introducing yourself	<ul style="list-style-type: none"> • Hi George. It's Bob. • Hello, this is Bob Brown calling. • Hello, this is Bob Brown from ABC.
Asking to speak with someone	<ul style="list-style-type: none"> • Is Fred around? • Is Jackson there, please? • Can I talk to Mr. Smith? • Is Mr. Smith available?
Connecting someone	<ul style="list-style-type: none"> • Please hold for a moment. • Please hold and I'll put you through. • One moment please. • He's busy right now. Can you call again later? • All of our operators are busy. Please hold for the next available person.
Making special requests	<ul style="list-style-type: none"> • Could you please repeat that? • Could you spell that for me? • Could you speak a little louder please? • Can you speak a little slower please. My English isn't very good. • Can I call you back? We have a bad connection. • Can you please hold for a minute? I have another call.
Taking a message for someone	<ul style="list-style-type: none"> • I'm afraid he/she is not available. Would you like to leave a message? • I'll inform him/her that you are calling. • I'll inform him/her that you called. • I'll make sure he/she gets your message.
Leaving a message with someone	<ul style="list-style-type: none"> • Can you tell him that his wife called, please? • I'll call back later. • Could you ask him to call Mary please? • Please ask him to call me. My number is
Confirming information	<ul style="list-style-type: none"> • OK, I got that. • Let me repeat that..... • Did you say 212 Charles St.? • You said that your name was John, right?
Voicemail messages	<ul style="list-style-type: none"> • Hello. You've reached 555-6789. Please leave your message after the beep. Thank you. • Hi, this is Elizabeth. I'm sorry - I'm not available to take your call at this time. Leave me a message and I'll get back to you as soon as I can. • Thank you for calling Dr. Michael's office. Our hours are 9am to 5pm, Monday to Friday. Please call back during these hours, or leave a message after the tone. If You have an emergency please call the hospital on 333-7890.
Leaving a message on voicemail	<ul style="list-style-type: none"> • Hey Mike. It's Bob. Call me! (informal) • Hello, this is Ricardo calling for John. Could you please return my call as soon as possible. My number is 333-5689. Thank you. • Hello Maxwell. This is Marina from the doctor's office. I just wanted to let you know that you're due for a check-up this month. Please call us when you can.
Finishing a conversation	<ul style="list-style-type: none"> • Well, I have to go now. Talk to you soon. (informal) • Thanks for calling. Bye. (informal) • I should let you go now. • I have another call. Let's talk later. • Let's talk again soon. All the best.

Exercise 1. Making an Appointment (complete the conversation). Use one or two words in each blank.

- Receptionist:** Thank you for calling Maple Clinic. Sylvia _____. How can I help you?
- Thelma:** Hi Sylvia. _____ Thelma Woods calling. How are you today?
- Receptionist:** I'm fine Mrs. Woods. How are you?
- Thelma:** Well, actually, I have a sore tooth. I was hoping that Dr. Morris would have some time to see me this week.
- Receptionist:** I'm afraid that he's booked all this week. I can put you in for 2pm next Tuesday. How does that sound?
- Thelma:** That would be great.
- Receptionist:** I'll have to give you the address of our new office.
- Thelma:** Oh, that's right, you've moved.
- Receptionist:** Yes, we've moved downtown. Do you have a _____?
- Thelma:** Could you _____ for a moment please..... Okay, go ahead, Sylvia.
- Receptionist:** We are at 723 Baltic Avenue, Room 4.
- Thelma:** OK, great. I'll see you on Tuesday, then.
- Receptionist:** OK. _____ calling. See you then.
- Thelma:** Thanks. Bye.

Exercise 2. Ordering a pizza (complete the conversation). Use one or two words in each blank.

Reception: Pepi's Pizza. How can I _____ you?

Customer: Hi. I'd like to order a pizza please.

Reception: Okay. I'll transfer your call to our delivery department. _____ please.....

Delivery: Thank you for holding. John _____. Is this for take-out or delivery?

Customer: Delivery please.

Delivery: Can I have your name and address please?

Customer: My name is.....

Delivery: Sorry, I can't hear you. Could you _____ a little _____ please?

Customer: Oh, sure. THIS IS _____. MY ADDRESS IS 222 MAIN STREET.

Delivery: Is that an apartment or a house?

Customer: It's an apartment. Number 17.

Delivery: OK. And what would you like to order today?

Customer: I'd like a large pepperoni pizza with extra cheese. And a large diet Coke.

Delivery: I'm sorry, my English isn't _____. Could you speak a little slower please?

Customer: No problem. I - would - like - a - large - pizza.

Delivery: Large pizza. OK.

Customer: Pepperoni pizza, with extra cheese.

Delivery: OK. Anything else?

Customer: Yes, a large diet Coke.

Delivery: OK. I _____ .

Customer: Great. And how long will it be?

Delivery: About thirty minutes.

Customer: And how much is it?

Delivery: Could you please _____ while I calculate the total?

Customer: Don't worry. I have to go. Thank you. Bye.

Delivery: OK. Thanks for calling. Bye.

Exercise 3. Choose the most appropriate answer.

1. Could I speak to Mr. Johnson, please?

- a) Hang up and I'll call you back.
 - b) Yes, I'll put you through.
 - c) No thanks, I prefer to hold, it's very important.
 - d) Yes, I'd like to speak to the person who deals with paying your suppliers, please.
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2. Good afternoon. Can I help you?

- a) Yes, I'd like to speak to the person who deals with paying your suppliers, please.
 - b) I'm afraid you have the wrong number.
 - c) No thanks, I prefer to hold, it's very important.
 - d) Hang up and I'll call you back.
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3. Is that Tailgate Insurance?

- a) Well, could you get him to call me back later?
 - b) Yes, I'll put you through.
 - c) I'm afraid you seem to have the wrong number.
 - d) No thanks, I prefer to hold, it's very important.
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4. I'm afraid he's out of the office – he'll be back in an hour.

- a) Well, could you get him to call me back later?
 - b) I'm afraid you seem to have the wrong number.
 - c) Hang up and I'll call you back.
 - d) Yes, I'll put you through.
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5. I could get him to call you back in a few minutes.

- a) Yes, I'll put you through.
 - b) I'm afraid you seem to have the wrong number.
 - c) Hang up and I'll call you back.
 - d) No thanks, I prefer to hold, it's very important.
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6. There's a lot of noise on the line. Could you speak louder?

- a) Hang up and I'll call you back.
- b) I'm afraid you seem to have the wrong number.
- c) Yes, I'll put you through.
- d) Well, could you get him to call me back later?