

TELEPHONING

Vocabulary	Important phrasal verbs
area code / dialing code - bad line - busy / engaged enquiries - extension - number phone / home / office / work / mobile / fax number receiver - telephone book / directory - to ring - switchboard operator - wrong number - telephone charge - telephone box / booth - telephone network telephone bill - answer phone / answering machine missed call - voice mail - voice message	call back / ring back cut off - get through speak up - hang up hold on - look up pick up - put on put through

On the phone

<p style="text-align: center;">➤ Introducing yourself</p> <ul style="list-style-type: none"> ◆ Good morning, Swissair. (How can I help you?) ◆ Hello, the Grand Hotel. Hannah Brown speaking. (What can I do for you?) ◆ Hello, this is ... from ... ◆ Hello, my name's ... I'm calling from ... 	<p style="text-align: center;">➤ Asking for the caller's name</p> <ul style="list-style-type: none"> ◆ Who's calling, please? ◆ Can I have your name, please?
<p style="text-align: center;">➤ Saying who you want</p> <ul style="list-style-type: none"> ◆ Can I have the accounts department? ◆ I'd like to speak to ... ◆ Could I speak to ..., please? ◆ Is ... there, please? ◆ I'm calling about ... 	<p style="text-align: center;">➤ Responding</p> <ul style="list-style-type: none"> ◆ I'll put you through. ◆ Hold the line, please. ◆ I'm sorry he/ she is not available. ◆ I'm afraid he/ she's busy at the moment. ◆ I'm afraid he/ she's away/ not in at the moment/ in a meeting.
<p style="text-align: center;">➤ Reason for calling</p> <ul style="list-style-type: none"> ◆ I'm ringing to ... ◆ I'd like to ... ◆ I need some information about ... 	<p style="text-align: center;">➤ Leaving and taking a message</p> <ul style="list-style-type: none"> ◆ Can I leave a message? ◆ Can I take a message? ◆ Would you like to leave a message? ◆ Please tell him/ her ... ◆ Could you ask him/ her to call me? ◆ Could you tell him/ her I called?
<p style="text-align: center;">➤ Asking for repetition</p> <ul style="list-style-type: none"> ◆ I'm sorry, but I didn't catch your name/ your number. ◆ Sorry, I didn't hear that. ◆ Could you repeat it, please? ◆ Could you say it again? I'm afraid I didn't understand. ◆ Could you spell that, please? ◆ Could you speak up? 	