

Unit 7E

Useful phrases for answering the phone and offering help

Making a call

- Good morning. This is ... speaking.
- Hello, my name is
- May I speak to ..., please?
- -Is ... available, please?
- I would like to speak to ..., please.
- Could you put me through to ..., please?

Connecting people

- Hold the line, please. I'll put you through.
- Just a moment. I'll see if he/she is in.
- Sorry to keep you waiting.
- I'm afraid he/she is talking on another line.
- I'm afraid the number is engaged / busy.
- I'm afraid ... is not in at the moment.
- There is no reply.

Dealing with problems and suggesting alternatives

- Would you like to leave a message?
- Would you like to call back later?
- Shall I ask ... to call you back?
- Can I take a message?
- Could you give me his/her extension number, please?
- I'll try again later.

Ending a call

- Thank you very much for your help.
- Thank you for calling.

Dialoge / formale Gespräche

4. Act out three complete telephone calls (a – c). Work in pairs. Decide who is A and who is B.

B: VES Tom Miles speaking. How can I help you?

A: Good morning Mr Miles. This is Ann Simpson speaking. I would like to speak to Mr Rowlandson, please.

B: Hold the line, please. I'll put you through. Sorry to keep you waiting. I'm afraid Mr Rowlandson is not in at the moment. Would you like to leave a message?

A: No, thank you. I'll try again later. Thank you very much for your help.

B: You're welcome.

B: Good morning. VES Tom Miles speaking. Can I help you?

A: Good morning Mr Miles. This is Ann Simpson speaking. Could you put me through to Mr Rowlandson, please?

B: Just a moment. I'll see if he's in. ... Sorry to keep you waiting, Mrs Simpson. I'm afraid the number is engaged. Would you like to call back later?

A: Oh, yes. Could you give me his extension number, please?

B: Of course. It's 399.

A: Thank you very much for your help.

B: Not at all. Goodbye.

B: Good morning. VES Tom Miles speaking. Can I help you?

A: Good morning Mr Miles. This is Ann Simpson speaking. Is Mr Rowlandson available, please?

B: Just a moment. I'll see if he's in. ... Sorry to keep you waiting, Mrs Simpson. I'm afraid he is talking on another line. Shall I ask Mr Rowlandson to call you back?

A: No, thanks. I'll try again later. Thank you very much for your help.

B: My pleasure. Bye.