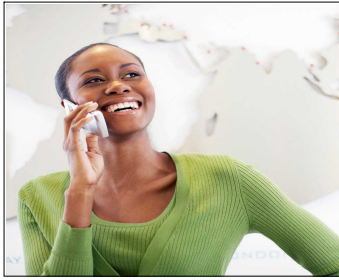


Phone English



Lesson: B103

Please hold on...

Aim: to be a success in English on the telephone

- A. Talk with your teacher about what you need to do in English on the telephone. What do you find it easy to do? What is most difficult?
- B. **Best advice! Speak more slowly.** Get the other person to speak more slowly, too. How can you do this?
- By saying *Please can you slow down?*
 - By repeating key information after they've said it....*So it's Mr Tokato from Hatsuma Industries.* This slows the conversation down.
 - By speaking slowly yourself; hopefully they will match your speed.
 - By never saying you understand when you don't. See the useful language in box below to help you...
- C. With your teacher, review the useful language below. Tick the phrases you will need.

1) Answering the company phone

Good morning, Glaxo industries, Avril speaking.....

When you've been connected:

Hello, This is Michael...

Hello, Michael speaking...

2) Asking who is calling

Can I ask who's calling, please?

Can I take your name, company and telephone number, please?

3) Connecting someone

I'll just put you through.

Can you hold the line?

Can I put you on hold for a moment?

4) Responding when someone is not available

I'm afraid he's not available at the moment.

Sorry, she's on another line/phone call at the moment.

He's out/in a meeting at the moment.

Phone English

5) Taking a Message

Would you like to leave a message?
Could/can I take a message?

6) Explaining that you don't understand

I'm sorry, I didn't catch that...
Could you repeat, please?
Can you spell that for me?
Would you mind speaking more slowly, please?

7) Asking to speak to someone

Could/can I speak to...?
Is Mr. Alvarez there?

8) Asking to leave a message

Could I leave a message for Mr. Alvarez?
Please tell him that...
Could you ask him to return my call?

D. Role-play some typical telephone conversations that you make or receive with your teacher, using the language above.

E. Homework

Practice what you have learned in your work. If you have specific questions, note them and ask your teacher in the next lesson.