



Bournemouth One to One

English Language School

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Telephone Language

Asking for repetition

- I'm sorry, I didn't quite catch that.
- Sorry, I didn't get that.
- Could you say that again please?
- Could you repeat that please?
- Could you speak a little slower please, as my English isn't very good?
- Could you speak more slowly please?
- Could you please explain that once more?
- I'm sorry, this line is very bad.
- I'm afraid this line isn't very good; can I phone you back on my land line?
- Could I just check that I have understood the main points by summarising them?
- Could I just go through the main points again?
- Could you summarise the main points again please?
- Could you speak more slowly, please?
- Could you speak up a bit, please? (speak louder)
- Could I just confirm that you said 13th January and not the 30th?
- Did you say 50 or 15, five zero or one five?

Phone Call Verbs

- to phone
- to make a phone call
- to call someone
- to telephone someone
- to pick up the receiver
- to answer the phone
- to pick up the telephone
- the line is busy
- the line is engaged
- to dial a number
- to redial (to dial again)
- to hold on (to wait)
- to put someone on speaker phone
- to hang up (finish the phone call)
- to return someone's call (to call someone who earlier called you)
- to call back later
- to put someone through (to transfer the call to another person)
- to cut someone off (to accidentally stop the call)
- to replace the receiver (to put down the telephone)

Telephone Numbers

- My mobile number is 12345.
- What's Mr Smith's extension?
- He can call me on my mobile phone.
- My number is 12345.
- You can reach me on 12345.
- Does he have your number?
- What's your number, please?
- Sorry, I've got the wrong number.

Who?

- Who's calling please?
- Sorry, I didn't catch your name.
- I'd like to speak to Mr Smith.
- Hello, this is Mr Smith from B121.
- Are you Mr Smith?
- Speaking.
- Would you like to speak to someone else?
- Mr Smith asked me to call him.
- May I speak to his colleague, please?

Telephone Phrases

- I'll put you through.
- Thanks for returning my call.
- I'll put you on speaker phone.
- Go ahead, caller.
- I'll connect you back to the switchboard.
- Sorry, we were cut off.
- I'm calling about
- What can I do for you?
- Could you tell me what it's about?
- Could you tell him...?
- I'll spell it.
- I'm calling from England.
- He's expected back at 11 o'clock.

Waiting

- One moment, please.
- I'm sorry; Mr Smith is out for lunch.
- I'm sorry, there's no answer.
- Her line's busy at the moment.
- He isn't at his desk at the moment.
- Would you like to leave a message?
- Hold on, please
- Would you like to hold?
- I'll hold.
- I'll call back later.
- I'll call back again later.
- Could you give him a message, please?
- Can I call you back?

Nouns

- a switchboard (an electronic system to receive and transfer telephone calls)
- an operator (a person who answers telephone calls)
- an extension (another telephone in the same office or house)
- a directory (a list of telephone numbers)
- a reverse charge call (when the receiver pays for the call)