

Telephoning

Beginning of conversations:

- 1) Hello. Dr. Smith's office. Can I help you?
 - 2) Hello. 346 58 23.
 - 3) Hello. Health clinic.
 - 4) Good morning. Dr. Smith's office.
 - 5) Hello. Legal aid.
 - 6) Good afternoon. Appointments desk.
- May I help you?
- 7) Personnel department. May I help you?

1) Hello. Is Mary Johnson here?

This is John Smith.

2) Hello. Is Barbara there?

(Hello. Barbara. This is Bill.)

3) Hello. This is I suppose

Mr. Johnson is there?

4) Hello. This is Gloria Nelson.

Is Mr. Johnson there?

5) Hello. This is Could I speak to Barbara?

6) Hello. This isI'm returning

the call from Mr Johnson.

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Telephoning

Hello. This is Fred Adams.

Could I speak to Dr Jefferson?

The Person is in.

-Sure. He'll be right with you.

-Just a moment. I'll see if he is in.

-Yes. He's right here I'll get him.

-Certainly, Dr. J. will be with you in a moment (minute, a second).

-Yes. Mr. J. will be right with you.

Hold the line, please. (Can you hold).

Stay on the line, please.

If you can hold a minute, he'll talk to you. (I'll get him).

-This is she.

-I'm sorry, he is not here. (right now).

He isn't in today.

He isn't available.

He's just stepped out.

He's out to lunch. (right now).

He's not in his office. He's left for the day.

The Person is out.

Oh, no. He's on vacation.

He's at the movies.

1) Could you call back?

2) Could you call him at about ...?

3) Could you call him before 9 ...?

4) Can you call him back this afternoon?

Messages

Asking about I'm sorry. He's out. 1) Any message?
2) Can I take a message?

a message.

3) Do you want to leave a message?

4) (Can I give him a message? 5) Would
you like to leave a
message?

6) Can he return your call?

Leaving a message.

1) Please tell him I'll call him back
tomorrow.

2) Would you have him call me?

3) Yes. I ask him to call me at
503 227 75 83

4) Well. I'll call him later.

Nothing urgent.

5) Not in his office? Tell him I
called. He has my number or
have him call me.

It's, really important.

6) Well. Please tell him I'm in ... & I want to
see him. I'm at the Plasa 587-6900 . .. You
know what? I'll call him tomorrow.

7) Please tell him. I'll call him. I'll give you
my number just in case. 336 98 97.

-Fine. Thank you for calling. - OK. I'll have
him call you first thing this afternoon. -I
sure will. -Sure, thanks. -OK. fine, thank
you for
calling.
-Certainly.

Talking with the answering machine.

- 1) I'm not able to come to the phone right now. But if you leave your name, number, approximate to time of your call and any message, I'll get back to you as soon as I can.
- 2) Hello. This is Mary. I'm not able to come to the phone right now. But if you leave your name, number, approximate time of your call and any message, I'll get back to you as soon as I can.
- 3) Hello. This is ... I'm presently unable to converse with you. If you be so kind as leave your name, number, the time of your call and a brief message I'll return your call promptly.
- 4) Hi. This is Sally. I can't come to the phone right now. I'm busy. But leave your name, address, the telephone number, what time it is and tell me what you want, I'll call you back.
- 5) This is ... No one is in the office right now. But we can get to you shortly, if you leave your name, phone, time of your call and any other message. Thank you for calling.
- 6) Hello. This is Felloni residence. No one is able to come to the phone right now. But if you leave your name ... we'll get back to you as soon as possible.

Leaving messages with the answering machine

- 1) Hi. This is Susan. I'm at 987 23 76. But not for long. We are going dancing. Call me before it.
- 2) This is Mary. At 987 54 67. I'm returning your call. It's about 6.30.
- 3) This is Bill ... returning your call. As you know our number is 522 67 93. It's 1.30 now. I'll call you back later this afternoon.
- 4) This is Barbara. I got your call. Call me tonight. I'll be at my sister's. Her number is 243 76 76. It's about 7 o'clock now.
- 5) Hi. This is Mike. It's 2.30. I've just got home. You know my number is 433 24 56. Call me later

Business Telephoning

- Hello, Johnson & Gloom. Can I help you?

-This is Mr. Smith. I suppose Mr. Johnson is there.

-Oh, Hello, Mr. Smith. I'm sorry, Mr. Johnson isn't in.

-Well I'm returning his call. I'm at 22 5 831 9. Would you have him call me?

-Certainly.

-Hello. Johnson & Gloom.

-Hello. This is Mr. Carter. Is Fred Johnson there?

-Mr. Johnson is on the other line. Can he return your call?

-Yes. Ask him to call me at 503 22 7 75 83.

-Fine.

-Hello. This is Gloria Nelson. Is Mr. Johnson there?

-Oh, I'm sorry. He's not in his office right now. Not in his office? Well ... Tell him I called. He has my number or have him call me. It's really important. OK.

-Hello. This is Fred Edwards. I'm returning a call from Mr. Johnson.

-I'm sorry Mr. Edwards. Mr. Johnson isn't available.

-I want to see him. When will he be free?

-After 3.30

-OK. Please tell him, I'll call him. I'll give you my number just in case 336 98 98.

-OK, fine.

Wrong number.

-Hello. Is Jane there?

-Jane? What number are you calling?

-833 28371

-Oh, this is 834 . . . You dialed the wrong number.

-Oh, I'm sorry.

-That's OK.

-Hello. Is Brian there?

-Brian? Brian who?

-Brian Johnson.

-What number are you calling?

- 561 346 78.

-That's this number, but there is
no one by the name Brian here.

-Oh, I'm sorry.

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Telephone

Appointments

Model

-Hello. Dr. Smith's office.

-Hello. This is Frank Jones. Can I make an appointment with Dr. Smith? -All right. How about September 1st? - Yes, that's fine.

-All right. Is October 2d all right? -Well. Let's see. We have an opening on November 3d.

-OK. Is December 4th all right.

-All right. Let's see. Dr. Smith has a cancellation on January 6th.

-How about February 20th?

-An appointment? All right. How about March 26 th.

-Fine. How's April 27th sound.

-Dr. Smith's next available appointment is June 29th.

-Just a moment. Dr. Smith could see you on July 30th.

-Morning or afternoon? (What time of day)

-OK. In the afternoon on May 7th we have an opening.

-With Dr. Smith? Could you wait a minute? Thanks for waiting. Is morning or afternoon better for you?

-Oh. We have something open in the morning October 3d.

-Dr. Smith is out of town this week. But I can fit you in on March 30th.

-How's 3/30 sound?

-Is morning or afternoon more convenient to you?

-OK.Mr. Smith is free in the afternoon on August 26th.

-Yes, 10.35 is fine

-Yes, that's fine.

-Yes. 10.30 is fine with me.

Calling to cancel an appointment

1. - Hello. This is Sara Jenkins. I'm calling to cancel my appointment. It's for 9.15 on September 16 th.

-All right. Thank you for calling to cancel.

-You are welcome. Good-bye.

-Good-bye.

2. -Hello. Frank Anderson's office.

-Hello. I'm calling to cancel my appointment with Mr. Anderson.

It's for 9.15.

-9.15? All right. We appreciate your calling to cancel. Good-bye.

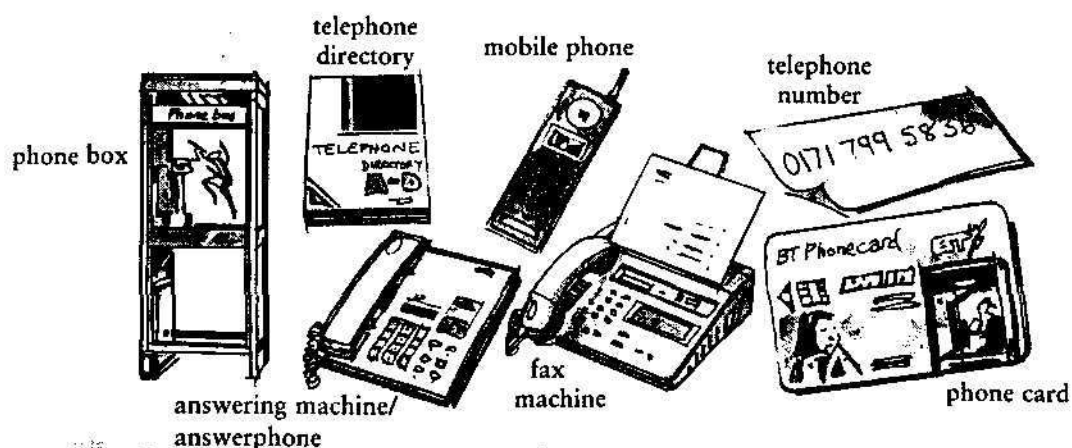
3. -Good afternoon. Appointment desk

-With Dr. Heath? All right. When was that appointment?

-December 12th at 7.45. All in the evening clinic?

-OK. I'll get it. Bye.

76 On the phone



A Starting a phone conversation

The first example is an informal situation; the second example is a more formal call.

A: Hello.

B: Is that Mary? [NOT Are you Mary? or Is it Mary?]

A: Yeah.

B: Hi. It's Ruth. [NOT I am Ruth, or Here is Ruth]

Note: When British people answer the phone at home they usually just say 'hello' and sometimes they also give their number. They do not give their name.

C: Good morning. Chalfont Electronics.

D: Oh good morning. Could I speak to Mrs Gordon, please?

C: Yes. Who's calling, please?

D: My name is Paul Scott. (This is usually how you introduce yourself in a formal situation.)

C: Right, Mr Scott. I'll put you through. (= I will connect you with Mrs Gordon)

B Telephone problems

4.20 p.m. You try to phone your sister Susan but the line is engaged (= the line is busy). In other words, someone is already on the phone (= using the phone).

4.30 p.m. You phone your sister again but it's the wrong number (= you have dialled another number, e.g. 637 424 and not 627 424, and a stranger answers).

4.35 p.m. You get through to your sister's number (= make contact) but she's out (= not at home). Her husband answers and says that Susan won't be back (= will not return) for a couple of hours, so you leave a message, e.g. Could you ask Susan to ring me when she gets back? The husband agrees to give Susan the message.

7.30 p.m. Susan phones you back but you are out. She leaves a message on your answerphone. Her message is: Jean, this is Susan. I'm just returning your call (= phone call). I'll give you a ring (= phone you) tomorrow.

C Useful vocabulary

A reverse charge call (AmEng = collect call). This is when the person you ring agrees to pay for the phone call. If you make a reverse charge call, you must go through the operator. If you have someone's name and address, you can call Directory Enquiries to get their phone number. If you phone another town or city, you need to know the code, e.g. the code for Cambridge is 01223. This type of call is a long distance call (≠ a local call).