

TELEPHONING TIPS

Useful telephone vocabulary and phrases in English

A – Alpha B – Bravo C – Charly D – Delta E – Echo F – Foxtrot G – Golf H – Hotel I – India J – Juliet K – Kilo L – Lima M – Mike N – November O – Oscar P – Papa Q – Quebec R – Romeo S – Sierra T – Tango U – Uniform V – Victor W – Whisky X – X-Ray Y – Yellow Z – Zulu	Making contact	Hello/Good morning/Good afternoon ...	Telephone problems	The line is very bad.	
		This is John Brown speaking.		Could you speak up please?	
		Could I speak to please?		Could you repeat that please?	
		I'd like to speak to please.		I'm afraid I can't hear you.	
			I'm trying to contact ...		Sorry. I didn't catch that.
	Giving more information	I'm calling from Tokyo/Paris/New York/Sydney	Leaving/taking a message	Can I leave/take a message?	
		I'm calling on behalf of (Mr. X ...)		Would you like to leave a message?	
	Taking a call	X speaking	Starting your call - Small Talk	Could you give him/her a message?	
		Can I help you?		Could you ask him/her to call me back?	
	Asking for a name/information	Who's calling please?		Would you like him/her to call you back?	
		Who's speaking?		Could you tell him/her that I called?	
		Where are you calling from?		Could you give me your name please?	
		Are you sure you have the right number/name?		Could you spell that please?	
	Asking the caller to wait	Hold the line please		What's your number please?	
		Could you hold on please			
		Just a moment please			
	Connecting	Thank you for holding		Starting your call - Small Talk	How is your husband/wife?
		The line's free now I'll put you through		How are the children, they must be 5 or 6 by now?	
		I'll connect you now/I'm connecting you now.		How was your holiday?	
	Giving negative information	I'm afraid the line's engaged.		It sounded like such an adventure!	
		Could you call back later?		What have you been doing with yourself?	
I'm afraid he's in a meeting at the moment			I hear the business has been doing rather well this year!		
I'm sorry. He's out of the office today/			It's been too long! We must catch up soon.		
He isn't in at the moment.					
I'm afraid we don't have a Mr/Mrs/Miss ... here					
	I'm sorry. There's nobody here by that name.	Going to the main point of your call	The reason I'm calling is...		
	Sorry. I think you've dialled the wrong number.		Actually I called to ask you about...		
	I'm afraid you've got the wrong number.		I was wondering if you could help me with...		



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