

TELEPHONING SKILLS

Introducing yourself This is Ken. Ken speaking	Asking who is on the telephone Excuse me, who is this? Can I ask who is calling, please?
Asking for Someone Can I have extension 321? (extensions are internal numbers at a company) Could I speak to...? (Can I - more informal / May I - more formal) Is Jack in? (informal idiom meaning: Is Jack in the office?)	Connecting Someone I'll put you through (put through - phrasal verb meaning 'connect') Can you hold the line? Can you hold on a moment?
How to reply when someone is not available I'm afraid ... is not available at the moment The line is busy... (when the extension requested is being used) Mr Jackson isn't in... Mr Jackson is out at the moment...	Taking a Message Could (Can, May) I take a message? Could (Can, May) I tell him who is calling? Would you like to leave a message?

TELEPHONING IN ENGLISH

Operator: Hello, Frank and Brothers, How can I help you?

Peter: This is Peter Jackson. Can I have extension 3421?

Operator: Certainly, hold on a minute, I'll put you through...

Frank: Bob Peterson's office, Frank speaking.

Peter: This is Peter Jackson calling, is Bob in?

Frank: I'm afraid he's out at the moment. Can I take a message?

Peter: Yes, Could you ask him to call me at I need to talk to him about the Nuovo line, it's urgent.

Frank: Could you repeat the number please?

Peter: Yes, that's, and this is Peter Jackson.

Frank: Thank you Mr Jackson, I'll make sure Bob gets this ASAP.

Peter: Thanks, bye.

Frank: Bye.

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Ken speaking

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Asking for Someone

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Could I speak to...? (Can I - more informal / May I - more formal)

Is Jack in? (informal idiom meaning: Is Jack in the office?)

Connecting Someone

I'll put you through (put through - phrasal verb meaning 'connect')

Can you hold the line? Can you hold on a moment?

How to reply when someone is not available

I'm afraid ... is not available at the moment

The line is busy... (when the extension requested is being used)

Mr Jackson isn't in... Mr Jackson is out at the moment...

Taking a Message

Could (Can, May) I take a message?

Could (Can, May) I tell him who is calling?

Would you like to leave a message?