



## Answering a call

- Good morning, biz.talk Language Consulting, Anna Tubbs speaking. How may I help you?
- Hello, biz.talk Language Consulting. This is Anna Tubbs. What can I do for you?

## Introducing yourself and giving the reason for your call

- Hello, Mrs Tubbs. My name is Sarah Colson. I wanted to speak to Britta about my placement interview, please.
- Hello, Sarah Colson speaking. I am calling about my upcoming placement interview. Can I speak to Mrs Schuster, please?
- Hall, Anna. It's Sarah here. Is Britta in today? This is about my placement interview.

## Connecting a caller

- Certainly. I'll connect you to Mrs Schuster.
- One moment, please. I'll put you through to her.
- Just hang on for a moment. I'll see if she is in.
- Can you hold the line, please? I'll see if she is there.

## Telling the caller that a person is not available

- I am afraid her line is busy. Can she call you back later?
- Unfortunately, she is in a meeting at the moment. Would you like to try again later?
- I am sorry she is not in the office today.

## Taking a message and contact details

- Do you want me to give her a message?
- Do you want to leave a message?
- Does she have your telephone number?
- Can you give me your mobile number just in case?

## Returning a call

- I am sorry I missed your call yesterday. You wanted to talk to me about your placement interview. How can I help you?

## Arranging a meeting

- Can we meet on Thursday at 3.00 p.m.?
- Are you free on Thursday at 3.00 p.m.?
- Does Thursday 3.00 p.m. suit you?
- How about Thursday 3.00 p.m.?
- Would Thursday 3.00 p.m. be convenient for you?

## Responding to a meeting suggestion

- Thursday, 3.00 p.m. would be fine for me. Shall we meet at your office?
- I am afraid I can't make 3.00 p.m. What about 4.00 p.m. instead?
- I am afraid Thursday does not work for me. Shall we say Friday?
- Hang on a moment. I just need to check my schedule. Thursday is perfect.



## Asking for clarification

- Could you repeat that, please?
- Could you spell your name for me, please?
- I did not catch that. Could you say it again?
- Sorry, the line is really bad. I did not hear what you said.
- I'll just read that back to you to make sure I got it correctly.
- Could you speak more slowly, please?
- Could you speak up, please?

## Ending a call

- If you need anything else, please give me a call.
- Let me know if there is anything else we can do for you.
- Thank you for calling. Bye.
- Have a nice weekend. Bye. – Likewise/Same to you. Bye.

## Voicemail text

- You have reached the voicemail of Anna Tubbs. I cannot take your call at the moment. Please leave your message after the beep/tone.
- This is biz.talk Language Consulting. There is no one to take your call at the moment. Our office hours are Monday to Friday from 9.00 to 5.00. Please leave your name and telephone number, so we can call you back as soon as possible.

## Spelling

If you find spelling in English difficult or you happen to have a poor connection, the below spelling alphabet might help you spell your name, e-mail address, etc. and avoid misunderstandings. Just print out the page and pin it to your wall or put it next to the phone so you have it at hand whenever you need it.

A – Alpha	G – Golf	M – Mike	S – Sierra	Y – Yankee
B – Bravo	H – Hotel	N – November	T – Tango	Z – Zulu
C – Charlie	I – India	O – Oscar	U – Uniform	
D – Delta	J – Juliett	P – Papa	V – Victor	
E – Echo	K – Kilo	Q – Quebec	W – Whiskey	
F – Foxtrot	L – Lima	R – Romeo	X – X-ray	

In a spoken conversation, you use the above code words as follows:

A: Could you spell your name for me, please?

B: Certainly. That is T as in Tango, U as in Uniform, double B as in Bravo and S as in Sierra.

For e-mail addresses, you also need the following terms:

.	dot
-	hyphen (BrE), dash (AmE)
_	underscore
@	at sign