

TELEPHONING VOCABULARY

Language Checklist Telephoning (1)

Introducing yourself

Good morning, Aristo.

Hello, this is ... from ...

Hello, my name's ... calling from ...

Saying who you want

I'd like to speak to ..., please.

Could I have the ... Department, please?

Is ... there, please?

Saying someone is not available

I'm sorry he/she's not available ...

Sorry, he/she's away / not in / in a meeting in Milan.

Leaving and taking messages

Could you give him/her a message?

Can I leave him/her a message?

Please tell him/her ...

Please ask him/her to ring me on ...

Can I take a message?

Would you like to leave a message?

If you give me your number I'll ask him/her to call you later.

Offering to help in other ways

Can anyone else help you?

Can I help you perhaps?

Would you like to speak to his assistant?

Shall I ask him to call you back?

Asking for repetition

Sorry, I didn't catch (your name /

your number / your company name / e ...)

Sorry, could you repeat your (name, number, etc.).

Sorry, I didn't hear that.

Sorry, I didn't understand that.

Could you spell (that / your name), please.

Acknowledging repetition

Okay, I've got that now.

(Mr Kyoto.) I understand.

I see, thank you.

Language Checklist Telephoning (2)

Stating reason for a call

I'm ringing to ...

I'd like to ...

I need some information about ...

Making arrangements

Could we meet some time next month?

When would be a good time?

Would Thursday at 5 o'clock suit you?

What about July 21st?

That would be fine.

No, sorry, I can't make it then.

Sorry, I'm too busy next week.

Changing arrangements

We've an appointment for next month, but ...

I'm afraid I can't come on that day.

Could we fix an alternative?

Confirming information

So ...

Can I check that? You said ...

To confirm that ...

Can you / Can I confirm that by fax?

Ending a call

Right. I think that's all.

Thanks very much for your help.

Do call if you need anything else.

I look forward to ... seeing you / your call / your letter / your fax / our meeting.

Goodbye and thanks.

Bye for now.

Language Checklist Telephoning (3)

Stating reason for the call

I'm ringing about ...

Unfortunately, there's a problem with ...

I'm ringing to complain about ...

Explaining the problem

There seems to be ...

We haven't received ...

The ... doesn't work.

The quality of the work is below standard.

The specifications are not in accordance with our order.

Referring to previous problems

It's not the first time we've had this problem.

This is the (third) time this has happened.

Three months ago ...

We had a meeting about this and you assured us that ...

Threatening

If the problem is not resolved ...

we'll have to reconsider our position.

we'll have to renegotiate the contract.

we'll contact other suppliers.

the consequences could be very serious.

Handling complaints and other problems

Asking for details

Could you tell me exactly what ... ?

Can you tell me ... ?

What's the ... ?

Apologising

I'm sorry to hear that.

I'm very sorry about the problem / delay / mistake ...

Denying an accusation

No, I don't think that can be right.

I'm sorry but I think you're mistaken.

I'm afraid that's not quite right.

I'm afraid that can't be true.