

**Business English
Useful Expression
BAD08**

BUSINESS TELEPHONING



I`d like to speak to Mr. Jones, please.
May I ask who`s calling?

They arrived at the convention center. Hiro tells Johnson he has to call someone.

Hiro	Doug, I have to make a call.
Johnson	There`s a phone over there.
Hiro	Thanks. I`ll be right back.
Johnson	Good morning. IBC Enterprises.
Hiro	I`d like to speak to Mr. Jones, please.
Johnson	May I ask who`s calling?
Hiro	This is Hiro Kobayashi of Yamamoto computers.
Johnson	One moment , please.
Hiro	Hmmm. " May I ask who`s calling?"
Johnson	I`m sorry , sir. Mr. Jones` out at the moment. Can I take a message?
Hiro	Ask him to call me. I`m at the Grand Star Hotel.
Johnson	Alright, Mr. Kobayashi. I`ll have Mr. Jones call you at the Grand Star Hotel.
Hiro	Thank . goodbye. Hmmm... "I`ll have him call you..." Another phrase to memorize and practice.

Look at the chart below for key language and phrases used in telephone English:

<p>Introducing yourself This is Hiro Kobayashi of Yamamoto Computers. (formal) Hiro speaking</p>	<p>Asking who is on the telephone Excuse me, who is this? Can I ask who is calling, please?</p>
<p>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 Mr. Jones in? (informal idiom meaning: Is Mr. Jones in the office?)</p>	<p>Connecting Someone I'll put you through (put through - phrasal verb meaning 'connect') Can you hold the line? Can you hold on a moment?</p>
<p>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 Jones isn't in... Mr Jones is out at the moment...</p>	<p>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?</p>

BUSINESS TELEPHONING TIPS:

Tips for Getting People to Slow Down!!

One of the biggest problems is speed. Native speakers, especially business people, tend to speak very quickly on the telephone. Here are some practical tips to get native speakers of English to slow down!

- ***Immediately ask the person to speak slowly.***
- ***When taking note of a name or important information, repeat each piece of information as the person speaks.***
This is an especially effective tool. By repeating each important piece of information or each number or letter as the spell or give you a telephone number you automatically slow the speaker down.
- ***Do not say you have understood if you have not. Ask the person to repeat until you have understood.***
Remember that the other person needs to make himself/herself understood and it is in his/her interest to make sure that you have understood. If you ask a person to explain more than twice they will usually slow down.
- ***If the person does not slow down begin speaking your own language!***
A sentence or two of another language spoken quickly will remind the person that they are fortunate because THEY do not need to speak a different language to communicate. Used carefully, this exercise in humbling the other speaker can be very effective. Just be sure to use it with colleagues and not with a boss :-)!

Role Playing

Leaving a Message

Student A:

You want to speak to Ms Braun about your account with her company, W&W. If Ms Braun isn't in the office, leave the following information:

- Your name
- Telephone number: 347-8910 (or use your own)
- Calling about changing conditions of your contract with W&W
- You can be reached until 5 o'clock at the above number. If Ms Braun calls after 5 o'clock, she should call 458-2416

Student B:

You are a receptionist at W&W. Student A would like to speak to Ms Braun, but she is out of the office. Take a message and make sure you get the following information:

- Name and telephone number - ask student A to spell the surname
- Message student A would like to leave for Ms Braun
- How late Ms Braun can call student A at the given telephone number