

# MAKING CONTACT

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*I'd like to speak to (Mr. Smith) please.*

*You can also say...*

1. Could I speak to...
2. I'm trying to contact...



## *Conversation:*

- A: QQ English. Good morning.  
B: I would like to speak to Mr. Smith please.  
A: I'm sorry he's in a meeting at the moment. Could you please call back?  
B: Ok, I'll do that.  
B: By the way, what time will the meeting finish?  
A: Around 6pm.  
B: Ok. Thank you.

## *Questions:*

1. How often do you make phone calls in English?
2. When was the last time you spoke to a manager over the phone?
3. How do you feel talking to a manager over the phone?

# GIVING MORE INFORMATION

## I'm calling from (Tokyo)

### *You can also say...*

1. I'm calling on behalf of ...
2. I am phoning to ...



### *Conversation:*

- A: Where are you calling from?  
B: I'm calling from Tokyo.  
A: What can I do for you?  
B: I would like to speak to your manager regarding our appointment tomorrow.  
A: Okay. Please wait.  
B: Thank you.

### *Questions:*

1. Have you received an international call?
2. How do you feel every time you receive a call from a valued office or client?
3. Have you tried receiving a call from a legal department?

# GIVING YOUR NAME

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*This is Mr. Smith from XBY company.*

*You can also say...*

1. Dr. Will speaking.
2. Yes. This is he.



## *Conversation:*

- A: Good morning. Could I speak to Mr. Smith please?  
B: Yes. This is Mr. Smith from XBY company.  
A: I am calling to inform you that Mr. Taylor of A1 marketing would like to talk to you tomorrow at 9 in the morning.  
B: Okay.  
A: Please be there on time.  
B: I will. Thank you.

## *Questions:*

1. Have you ever given your full name to a stranger over the phone?
2. Have you ever given another name at some point in your life?
3. How do you feel answering a call when you are busy?

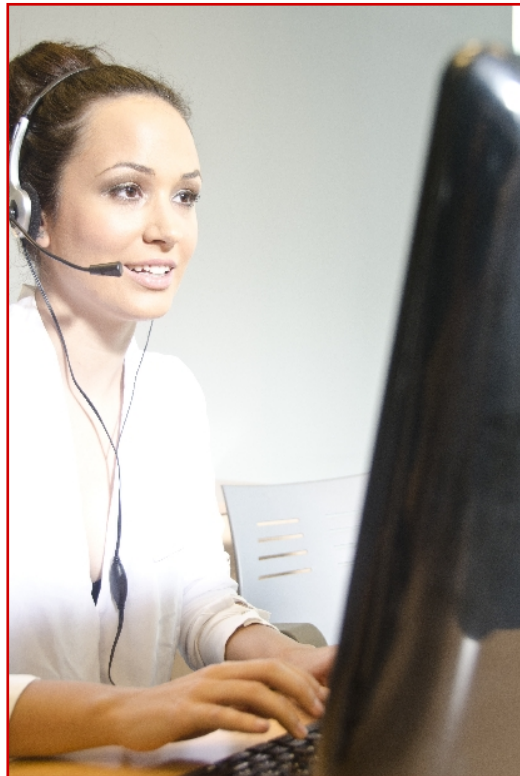
# ASKING FOR INFORMATION

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*What did you say your name was?*

*You can also say...*

1. *Can I have the correct spelling of...*
2. *Could you please spell...*



***Conversation:***

- A: I would like to speak to Mr. Suzuki.  
B: May I know who's on the line please?  
A: Mr. Winger.  
B: What did you say your name was?  
A: It's W-I-N-G-E-R.  
B: Ok. Hold on.

***Questions:***

1. Are you a good listener? Why or why not?
2. Are you good at giving information over the phone?
3. Can you easily grasp information over the phone?

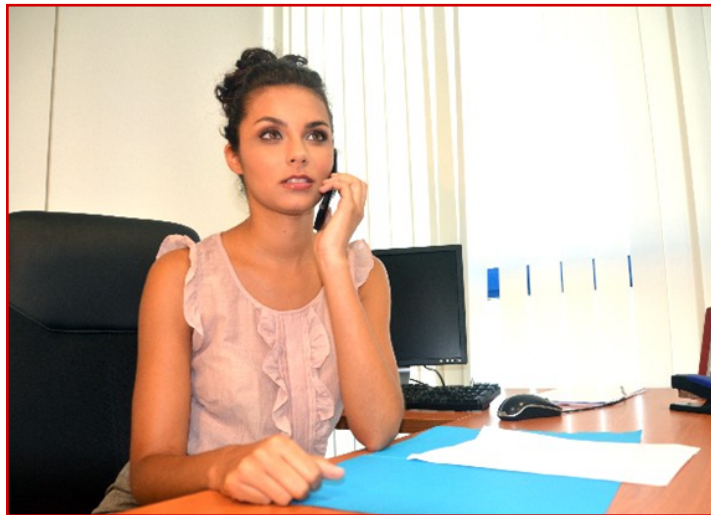
# ASKING THE CALLER TO WAIT

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*Could you hold on for a minute?*

*You can also say...*

1. *One moment please.*
2. *Please hold the line.*



## *Conversation:*

- A: Good afternoon. May I speak to Mrs. Taylor?  
B: May I know who's on the line please?  
A: This is Mrs. Andrada from the Bank of Commerce.  
B: Ok. Could you hold on for a minute?  
A: Sure. Thank you.

## *Questions:*

1. Is it polite to let someone wait for you over the phone?
2. How long are you prepared to wait on the line for someone to answer your call?
3. How many times or hours have you waited for someone over the phone? Can you tell me an instance when you had to wait for someone for a long time?

# CONNECTING

## *I'll put you through (to Mr. Smith)*

### *You can also say...*

1. *I'll connect you...*
2. *I'm connecting you now...*



### *Conversation:*

- A: Hello, good afternoon. May I speak to Mr. Smith please?  
B: Is he expecting your call ma'am?  
A: Yes, he is. We were supposed to have a meeting but I wasn't able to come.  
B: I'll put you through (to Mr. Smith).  
A: Thank you.

### *Questions:*

1. How do you feel about being put on hold for too long? Does it irritate you?
2. What's the most irritating situation have you encountered while making a call?
3. In your own experience - have you tried being put on hold for a long time? Can you tell me that situation?

## GIVING NEGATIVE INFORMATION- NOT AVAILABLE

*I'm afraid Ms. Wilson is in a meeting at the moment.*

*You can also say...*

1. Actually, Ms. Wilson is off work today because she's on vacation.
2. She isn't in at the moment. It's her meal break.



### *Conversation:*

- A: Good morning. I would like to speak to Ms. Wilson.  
B: I'm sorry but she is currently unavailable.  
A: I see.  
B: Can you try to call back later?  
A: Ok. I will call back later. Thank you.  
B: You're welcome.

### *Questions:*

1. Have you ever made excuses?
2. How do you deal with a situation where you don't want to talk to the person calling you?
3. Have you tried informing someone on the other end of the line that the person he's trying to reach is not available? What did you say?

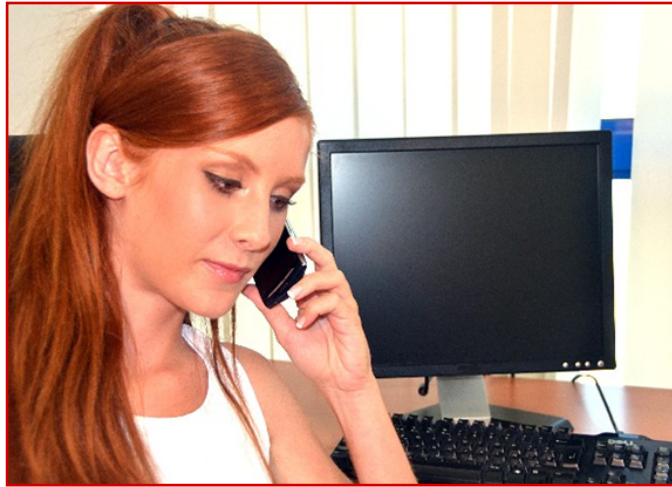


## GIVING NEGATIVE INFORMATION - WRONG NUMBER

*I'm afraid we don't have a Mr. Swift here.*

*You can also say...*

1. *I'm sorry...*
2. *I apologize for the inconvenience,...*



### *Conversation:*

- A: Could I speak to Mr. Swift please?  
B: Who is that again?  
A: Mr. Swift.  
B: I'm afraid we don't have a Mr. Swift here.  
A: Oh! I'm sorry.  
B: You must have dialed the wrong number.

### *Questions:*

1. Have you experienced dialing a wrong number?
2. How did the person react? Or what did the person say?
3. How did you feel when someone called and it was a wrong number?



# TELEPHONE PROBLEMS

*I'm sorry but I'm having a hard time hearing you.*

*You can also say...*

1. The line is very bad...
2. Could you repeat...



## *Conversation:*

- A: Hello. Can you hear me?  
B: No, I'm afraid I can't hear you.  
A: The line is breaking up. Could you make your voice louder please?  
B: Sorry, I still can't hear you.  
A: Would you mind if I call back in five minutes?  
B: No, that would be better. Thanks.

## *Questions:*

1. What are the common problems you encounter when making a business call?
2. How often do you make a business call?
3. What was the worst business call problem you encountered?

# LEAVING A MESSAGE

## Can I just leave a message?

### *You can also say...*

1. Could you ask...
2. Could you tell...



### **Conversation:**

- A: Hello, good afternoon. May I speak to Ms. Fonda please?  
 B: I'm sorry but she's not here. She's in a meeting at the moment.  
 A: Can I just leave a message?  
 B: Yeah sure. Hold on I'll get my notepad.  
 A: Please tell her that Mr. Fajardo will meet her tomorrow at Cafe George.  
 B: Would that be all?  
 A: Oh! I almost forgot the time will be 8:00 in the morning. Thank you.  
 B: I'll tell her as soon as the meeting ends.

### **Questions:**

1. What are the common messages you receive from work?
2. If you could leave a message to someone right now, who would it be and what would the message be?
3. If you had 5 hours left, what message would you want to tell your family and friends?

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