

Activity 10: My Telephone Voice – Useful phrases

Section	Useful phrases
Starting the call	<p>Hello. Is that [NAME]?</p> <p>Please could I speak to [NAME]?</p>
Answering the phone	<p>Hello. [NAME] speaking. / [ORGANISATION]</p> <p>How can I help?</p>
Showing you are listening	<p>Mhm / Uh-huh</p> <p>Yes.</p> <p>I see. / OK.</p>
Asking for clarification	<p>Sorry, do you mean ...?</p> <p>Please could you say that again?</p> <p>Please could you spell that for me?</p> <p>So, let me check I've understood correctly. You said ...</p> <p>So, we are going to ... or ...?</p>
Other	<p>I just need to check that. Shall I call you back?</p> <p>Please could you hold for a moment?</p> <p>I'm afraid this is not a good line. Would you like me to call you back?</p> <p>Sorry – we lost the connection there.</p>
Finishing the call	<p>Thank you for calling. / Thanks for your call.</p> <p>We'll be in touch by [email] / [letter] / [text].</p> <p>Goodbye. / Bye!</p>