

# Phone Call



## (1) Useful expressions

May I speak to \_\_\_\_\_(name), please.

I'd like to talk to \_\_\_\_\_(name).

This is (name) speaking.

Who's on the line?

I'm sorry, she is out

She is off today.

She is not at her desk at the moment.

She has a visitor at the moment.

She is in a meeting right now.

She is now overseas on business.

She has gone for the day.

She is on another line, right now.

Do you want her to call you back?

Shall I have her call you back ?

No, I'll call back later.

Does she have your phone number ?

Please wait a moment.

Please wait a minute.

Right away.

Would that be all?

I'll send someone to do it for you.

Would you like to leave a message?

Can you connect me?

Please stay on the line.

She is currently unavailable at the moment, may I take a message?

May I have your name again, please ?

May I have your name of your company, again, please ?

Could you please spell your name ?

## (2) Conversation

LATONYA: Thomas & Thomas, this is LaTonya, how can I help you?

DAWN: Yes, this is Dawn Lu from Acme Appliances. I'd like to speak to Mr. Thomas, if he's available please.

LATONYA: Would that be Mr. Thomas Senior or Mr. Thomas Junior?

DAWN: Mr. Thomas Sr.

LATONYA: I'll just see if he's available - Please stay on the line.

A Ms. Dawn Lu from Acme Appliances for Mr. Thomas Sr.

I'm sorry, Ms. Lu. Mr. Thomas is in a meeting at the moment. May I take a message?

DAWN: Yes, could you ask him to return my call. My number's 2311-5654.

LATONYA: I'm sorry, May I have your name again, please?

DAWN: Dawn Lu of Acme Appliances.

LATONYA: Thank you for that, Let me verify your number,

that's 2311-5654.  
DAWN: That's right.  
LATONYA: I'll relay the message to Mr. Thomas Sr., Ms. Lu.  
Thank you for calling.  
DAWN: Thanks. Bye.

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DAWN: Acme Appliances, Dawn Lu speaking.  
ROGER: This is Roger Thomas returning your call.  
DAWN: Ah yes, Mr. Thomas. Thank you for calling.  
I wanted to set up a meeting with you to discuss  
your requirements for next year.  
ROGER: Yes certainly. How about Thursday at 2:30 PM?  
DAWN: That would be fine.  
ROGER: Okay, I look forward to seeing you then.  
DAWN: Thursday, 2:30 PM. See you then.  
Goodbye.  
ROGER: Goodbye.

### (3) Activity 1

Screen English:

<http://www.youtube.com/watch?v=IkxRhLdBJcl&feature=related>

### (4) Activity 2

Let's talk about the video and the dialogue above then  
practice it together following the useful expressions.