

Tips for Telephoning

Phone numbers

0172 - 46359018

oh, one, seven, two. four, six, three, five, nine, oh, one, eight.

090 - 22664

oh, nine, oh. double two, double six, four.

Making Calls

Look at this example. Paul is calling Steven at the office.

Hello, Universal Studios

Hello, **this is** Paul Newman. **Can I speak to** Steven Spielberg, please?

Can you hold for a moment, please?
I'll put you through to his office.

Thank you.

Hello, Mr Spielberg's office, Alice speaking.

This is Paul Newman. **Can I speak to** Steven, please?

I'm sorry, He's not here.

Certainly, I'll put you through.

Can you take a message, please? Call me at 6.30 this evening.
Thanks.

Hello, Steven speaking.

Hi, Steve. Paul here. I'm calling about my contract.

Notice the words and expression in **bold**. Do you know any other expressions used on the phone?

Tips for using the phone

Many learners are nervous about the phone but you can make phoning easier for yourself.

1. Tell the other person your English isn't perfect.

Can you speak slowly, please?

2. If you don't understand something ask them to repeat or spell the word.

Can you repeat that, please?

Can you spell that, please?

3. Plan! When you have to phone someone, write down the questions you need to ask (in English!) before you call. Then you'll be sure you'll get the information you need.
4. Plan! You may have to leave a message. Before you call, write down what the message will be.
5. Use simple direct English. It's easier for the other person to understand and less confusing for you.
6. Every language has expressions that are normally used on the phone. Make a list of English phone expressions and use them!
7. Learn to pronounce the letters of the alphabet clearly. You may have to spell.

1	2	3	4	5	6	7
<u>day</u>	<u>see</u>	<u>get</u>	<u>why</u>	<u>no</u>	<u>new</u>	<u>or</u>
A	B	F	I	O	Q	R
H	C	L	Y		U	
J	D	M			W	
K	E	N				
	G	S				
	P	X				
	T	Z				
	V					
	Z					