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Pre-Intermediate
Learning new words and expressions
Episode 11 - Phrases for Phone Calls.



Hello! Today we will learn some expressions you can use while talking on the phone. Let's listen to the dialogue:

Dialogue:

- Hello. May I speak to Harry?
- There's nobody here by that name, young man.
- Oh, I am sorry. I must have dialed the wrong number.
- Please hang up and don't call here again.

- Hello! Is Harry in?
- Hold on a minute... I'm afraid, he is not here at the moment. Could you call back a bit later, please?
- Sure. When will he be in?
- In about an hour. Would you like to leave a message?
- Tell him that it's Mike and it's urgent.
- I'm sorry, I didn't get that. This is a bad connection. Could you please repeat that?
- Tell him it's Mike and this is urgent!
- Sorry, can you speak up?
- This is Mike and it's urgent! Please ask him to call me.
- Sure! Could you leave your phone number, please?
- He can reach me at 79875649900.
- Don't worry I will pass on your message.
- Thank you. It's been nice to talk to you.
- Bye.

Let's look at some expressions you can use while talking on the phone.

We start with introducing ourselves.

Hello, this is Anna.

Hello, this is Anna speaking.

You can ask to talk to someone by saying:

Could I speak to John, please? / May I speak to John, please? Or simple: Is John in?

If somebody asks you on the phone to talk to a person who is not available now, you say:

He is not here. John is out at the moment.

I am afraid he is in a meeting now.

He is talking on another phone now.

He is not in the office at the moment.

I am sorry, the line is busy at the moment. I can't get you through.

Or the person may be available but you have to wait for him to pick up the call:

Hold on a minute. - This is how you ask somebody to wait.

Could you please hold the line?

There was also an expression: **hang up**. Hang up means to end a phone conversation.

For example:

If she didn't want to speak to her husband and simple hung up.

He started shouting so I hung up on him.

As a follow up, it is possible to ask the person to call back or leave a message:

Could you call back later? Try calling again later.

Can you leave your phone number? Could I get your phone number?

Would you like to leave a message?

The answer to this will be:

My telephone number is 89065667801. Pay attention that if there are two similar numbers, like two 6 in this case, you say double 6. And as a rule 0 is pronounced as "oh." For example: 89065667801.

If you want to leave a message you say: *Tell him Anna phoned. Tell him I will call him in the evening.* If it is something very important, you add: *It is urgent!*

The connection may be bad sometimes. Let's look at some useful phrases in these situations:

I'm sorry, I didn't get that. This is a bad connection. Could you please repeat that?

This line is so poor.

In this case you may ask: Can you speak a bit louder, please? Sorry, can you speak up?

Some other useful phrases if you phoned the wrong number:

I must have got the wrong number.

Or for example the person calling you got the wrong number:

You dialed the wrong number.

You must have misdialed.

And of course let's see how you can end your phone conversation:

Look forward to hearing from you soon.

It's been nice to talk to you.

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