

A

Asking to speak to someone 2

It's } X (here).
This is }

! You don't say ~~I am~~ X.

Can } I speak to Y, please?
Could }
Is that Y?

Y speaking.
Speaking.

Is this a good/convenient time to call?

I'm (rather) tied up at the moment.
Could you call back later?

I'm afraid Y is

n't at his/her desk.	not in the office.
on another line.	out of the office.
with someone right now.	off sick today.
in a meeting.	on holiday (until ...).

B

Giving and taking messages

I'm calling about ...
I'm calling to confirm that ...
Could I leave a message?
Could you tell Y that ...?
Could you ask Y to call me back? My number's ...

I wonder if you could call back later?

Can I ask who's calling?

Who's calling please?

Which company are you calling from?

May/Can I ask what it's about?

May/Can I take a message?

Would you like to leave a message?

I'll ask him/her to call you (when he/she gets back).

C

Spelling names

If you want to spell a name, you can say, for example, 'A for Alpha', 'B as in Bravo', etc.

You may also need these expressions:

■ capital A

■ small a

■ all one word

■ new word/line

■ dash or hyphen (-)

■ slash (/)

■ dot (.)

■ at (@)

D

Taking messages: checking information

a I'm sorry, I didn't catch your name.

Could you spell it, please?

b Is that with a D at the end, D for David?

c Did you say your number is 624 426?

d Is that with B for Bravo or V for Victor?

e Where did you say you're calling from?

f Is that with one M in the middle or two?

g The code for Sweden is 49, right?

h Is that Ginola like the football player?

50.1 Look at A and B opposite and change these conversations so that they are correct and more polite.

1

A: I want to speak to Mrs Lee.
 B: That's me but I'm busy.
 A: Sven Nyman talking. I want to talk about your order.
 B: Call me back later.

2

A: Are you James Cassidy?
 B: No. Who are you?
 A: Annelise Schmidt. Is James Cassidy there and, if he is, can I speak to him?
 B: He can't speak to you. He's in a meeting. Give me a message.
 A: He has to call me as soon as possible.

50.2 Spell the following as you would spell them on the phone. Use the table below to help you. The first one has been done for you.

Alpha	Bravo	Charlie	Delta	Echo	Foxtrot
Golf	Hotel	India	Juliet	Kilo	Lima
Mike	November	Oscar	Papa	Quebec	Romeo
Sierra	Tango	Uniform	Victor	Whisky	X-ray
Yankee	Zulu				

1 Maeght: M for Mike, A for Alpha, E for Echo, G for Golf, H for Hotel, T for Tango.

2

● Valladolid

5

Peter House

3



6

Macpherson

4

<http://www.britishcouncil.org/courses>

7

To: john-smith@cambridge.ac.uk
 Cc:
 Subject:

50.3 Match the responses (1–8) with the questions (a–h) in D opposite.

- 1 No, actually it's 46.
- 2 It's Valladolid with a V at the beginning, V for Victor.
- 3 No, it's Schmidt with a T at the end, T for Tommy.
- 4 Two. T-I-double-M-E-R-M-A-N.
- 5 No, 642 246.
- 6 Springer Verlag in Hamburg.
- 7 Krieslovski. K-R-I-E-S-L-O-V-S-K-I.
- 8 No, it's with two Ns in the middle.

Over to you



What is the most difficult thing when you phone someone in another language?
 Practise words you often have to spell on the phone, using the alphabet above.

A

Making arrangements

You get through to the person you want to speak to and fix a meeting.

Can/Shall we fix/arrange an appointment/a meeting?
Would it be useful to meet up soon?

How about Monday?
What about Tuesday?
Would Wednesday be suitable?
Would Thursday suit you?
Shall we say Friday?

I'll (just) get / check my diary

That's fine.

I can't / won't be able to make Monday.
I've got to (+ infinitive) / a (+ noun) ...

B

Closing the conversation

Here are some ways of finishing a conversation without sounding abrupt (rude).

See you on Friday then.

I'm going to have to go now.

I've got to { go to a meeting.
go and see someone.

(It's been) nice talking to you.

Good to talk to you.

Talk to you soon, no doubt.

We'll be (back) in touch soon.

Look forward to hearing from you soon.

Yes, I'll look forward to seeing you on Friday.

Nice talking to you.

(It's been) good talking to you.

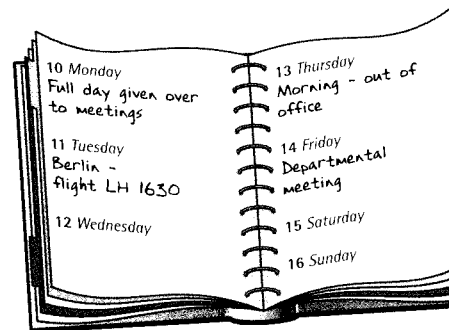
Thanks for { calling.
phoning.

C

Changing arrangements

Here are some ways of changing arrangements.

- a I can't **make** Tuesday (Tuesday is not possible). **Something has come up** (has occurred to prevent our meeting). **I've got to** go over to Berlin to see a client. **How about** Wednesday?
- b I think we said Thursday at 11. **Can you make** the afternoon instead? (Is it possible for you to meet in the afternoon?)
- c We're going to have to change our arrangement for the 15th. Can we **put it off** (delay it) till the 22nd?
I'd completely forgotten we have a departmental meeting that day.
- d I'm afraid Monday **won't be possible** after all. I'm going to be very busy that day. What about the following week?
- e We're going to have to **put back** (delay) our meeting.
I'm **completely snowed under** (very busy) at the moment.
Can we leave it open (decide not to fix a day) for the time being? **I'll get back in touch** (contact you again) when I'm not so busy.



- 51.1** Annelise Schmidt (AS) gets through to James Cassidy (JC) and arranges to meet him. Reorder their conversation, which contains expressions from A and B opposite.
- a AS: Fine thanks. I'm going to be in London on Tuesday and Wednesday next week. How about meeting up to discuss how Megabook and Sprenger might work together?
 - b AS: Hello. This is Annelise Schmidt. You remember we met at the Frankfurt Book Fair last month?
 - c AS: Look forward to seeing you then. Bye.
 - d AS: Sounds good. Shall I meet you at your office? I've got the address.
 - e AS: Yes, that's fine.
 - f JC: James Cassidy.
 - g JC: Goodbye.
 - h JC: I'll just check my diary. I won't be able to make Tuesday. I've got to go to Manchester. Would Wednesday suit you? How about lunch?
 - i JC: OK. See you on Wednesday at 12.30, then.
 - j JC: Yes, how are you?
 - k JC: Yes. Why don't you come round here at about 12.30? Ask for me at reception and I'll come down.

51.2 Look at B opposite. Which of these conversations sound natural, and which sound strange?

- 1 A: Nice talking to you. See you on Wednesday.
B: See you Wednesday. Thanks for calling. Bye.
- 2 A: I'll look forward to seeing you tomorrow, then.
B: Talk to you soon, no doubt. Bye.
- 3 A: It's been good talking to you. I'm going to have to go. I've got to go to a meeting.
B: Nice talking to you. I'll be in touch soon.
- 4 A: See you this afternoon at four, then.
B: Yes, we'll be back in touch soon.
- 5 A: I'm going to have to go.
B: OK. Talk to you soon, no doubt. Bye.

51.3 Match these replies (1–5) to the things (a–e) the people say in C opposite.

- 1 I suppose so: it would have been good to meet. Look forward to hearing from you when you're less busy.
- 2 The 22nd ... I'm going to be on holiday. What about the 29th?
- 3 The afternoon would be no problem. How about at three?
- 4 Wednesday's going to be difficult. Can you make the next day?
- 5 Yes, the same day the following week would be fine.

Over to you



Do you make arrangements on the phone?

Do you find it difficult to end phone calls?