

Useful language:

How to make an informal phone call!

This language will help you make an informal phone call. We'll look at some more formal or business phone language in other videos.

Answering the phone

- Hi, this is Ben. Who's calling please?
- Hello? [informal]
- 348 3982. [some people repeat the number as a way of answering the call]
- Thank you for calling Quick Fix Kitchens. [business]
- Sam speaking. How may I help you? [business]
- Eddie's Electric Store. How can I help you? [business]

Introducing yourself – the caller

- Hi, this is Petra.
- Hi. It's Joanne.
- Hello, this is Sally Fields calling
- Hi, this is Bernadette from the accountant's office.
- Hi, this is Laura speaking. Is John there?
- Good morning, my name is John and I am calling about the advert for a new sales person. [business]

Introductory chat / catching up

- So, what have you been up to?
- How are things with you?
- Where are you working now?
- Did you go to the school reunion the other day?
- How's your brother?
- What's your sister doing these days?

Stating the purpose of the call

- So, I was just calling to see if you wanted to go to the party.
- So, I was wondering whether you had Pete's phone number – I've been trying to get in touch with him.
- I got your number from John. I was hoping you might be able to help me with the software.
- I was just calling to find out what time the party is.
- Do you know where they're meeting up this Friday?
- Do you know if Sam is having her party this Saturday?

Taking a message for someone

- Shall I tell her you called?
- Would you like to leave a message?
- Can I take a message?
- Who shall I say called?
- I'll let her know you called.
- I'll make sure she gets the message.

Leaving a message with someone

- Could you tell her that Jane called, please?
- No, that's OK. I'll call back later.
- Thanks. Could you ask her to call Sam when she gets in, please?
- Could you tell her to call me as soon as possible, please?
- Could I leave a message, please?

Confirming information

- OK. I've got that.
- Let me repeat that back to you just to make sure.
- I'll just repeat that back to you.
- Would you like to repeat that back to me?
- Did you say 76 or 77?
- My number is 467-2896, extension 476.
- You said your name was Jane Smith, didn't you?
- Was that Smythe with an "e" on the end?

Special requests

- Could you repeat that, please?
- Would you mind spelling that for me, please?
- Could you speak up a little please?
- Can you speak a little slower please? My English isn't very good.
- Can I call you back, please? The line's really bad.
- Do you know when she'll be back in the office?
- Do you have a pen handy?
- How do you spell that, please, please?
- Can I have your e-mail address, please?
- Can I have your website address, please?
- Could you send me an e-mail about that, please?

Finishing a call

- Anyway, I'd better get going. I've got to make lunch.
- So, I'll see you next week at the party.
- Anyway, I don't want to take up any more of your time.
- Right, so, I'd better get going. Thanks so much for helping me out.
- Well, I guess I'd better get going.
- OK, I'll get on to that as soon as possible.
- OK, thanks for calling.
- OK, I have to let you go now.

- Sorry but I have another call coming through.
- I'd better run.
- I'm afraid that's my other line.
- OK, we'll talk later.
- I look forward to seeing you next week.

Saying goodbye

- Bye.
- Bye for now.
- Goodbye.
- Speak to you soon.
- See you soon!
- I'm looking forward to seeing you next week.
- Cheers [British English]
- Catch you later. [very informal]
- Later! [very informal]