



SUPER-SPICKZETTEL

für englische Telefonate



Making phone calls

- > Hi there. My name is Lisa Corliss and I'm trying to contact ...
- > Good morning. This is Bettina Braune from ABC Bank. Could you put me through to ...?

Dialling the wrong number

- > Oh sorry, I think I've dialled the wrong number.
- > I'm afraid you have the wrong number.

Answering the phone

- > This is ABC Bank. My name is John Ritter.
- > Good morning, ABC Bank. This is John Ritter speaking.
- > Hello, ABC Bank, John Ritter here. How may I help you?
- > Mr Jones! How good to hear from you! [known caller]

Asking for the caller's name

- > May I have your name, please?
- > Who's calling, please?

Finding out what the call is about

- > What can I do for you, Mr Jones?
- > Could you tell me what this is about?

Offering help

- > I'll take care of it right away.
- > I'll get back to you this afternoon on that.
- > Who would you like to speak to?

Connecting callers

- > Just a minute, please, I'll try to put you through.
- > Hang on a minute and I'll see what I can do.
- > Thank you for holding, Mrs Meyer. I'm connecting you to Mr Koch now.

Saying someone is not available

- > I'm sorry, Mr Koch is not in today. Can he call you back?
- > Mr Koch is in a meeting at the moment. What is it regarding? Maybe I can help you.

Leaving messages

- > Could you ask Mr Koch to call me back when he gets in, please? It's urgent.
- > Could you let me know when he will be in the office?

Taking messages

- > Would you like to leave him a message?
- > I'd be happy to take a message for you if you like.
- > When can he contact you?
- > All right, I'll let him know that you called.

Phrases to show that you are listening

- > OK.
- > Right.
- > Really?
- > I see.

If the connection isn't good / noise is disturbing

- > Oh, this is a really bad connection. Shall we put down the phone and try again?
- > I'm sorry, could you close the window, please?

Clarifying / asking people to repeat

- > Pardon?
- > Sorry, I didn't get that.
- > Could you please repeat?
- > Could you please speak a little more slowly / speak up?
- > Let me see if I've got this right. You want Mr Rashid to cancel ... Is that correct?

Talking about language difficulties

- > I'm afraid my English isn't that good. Can you wait while I pass you on to an English-speaking colleague?
- > Oh, my apologies. I seem to be having problems understanding you.

Checking on numbers

- > Is that 'one-three' or 'three-oh'?
- > Right, let me read this number back to you ...

Checking on spelling

- > Could you spell that for me?
- > Oh, I hope I got that right. It's **A** for Alpha, **N** for November ...

Showing agreement

- > Absolutely.
- > Exactly.
- > That's right.
- > Definitely.

Demonstrating interest

- > That's really interesting!
- > Really? I didn't know that.

Showing empathy

- > What a pity.
- > I'm sorry to hear that.
- > That must be so difficult for you.

Expressing your opinion

- > From my point of view, ...
- > I'm sorry, but I can't agree.
- > I agree with you, but on the other hand ...

Saying that you have to leave / asking to call back

- > I'm afraid I have to go now.
- > Sorry, but we have to cut this short. My train has arrived.
- > Would you mind calling me back this afternoon? I'm in a meeting now.
- > Sorry, Nicole – can I call you back in a few minutes? I've got to run.
- > I'm sorry – could you hold on for a minute? I have another call coming through.

Finishing the call

- > Thanks for calling. Have a good day!
- > Thanks a lot, you have been most helpful. Bye-bye.
- > You're welcome. I'm glad I could help. Do you have any other questions?
- > Just one last thing before I hang up: don't forget ...
- > It's been a pleasure talking to you, goodbye.

The NATO alphabet:

A Alpha	J Juliet	S Sierra
B Bravo	K Kilo	T Tango
C Charlie	L Lima	U Uniform
D Delta	M Mike	V Victor
E Echo	N November	W Whiskey
F Foxtrot	O Oscar	X X-ray
G Golf	P Papa	Y Yankee
H Hotel	Q Quebec	Z Zulu
I India	R Romeo	

E.g.: "A for Alpha, ..."

