



BUSINESS ENGLISH

UNIT 2: TELEPHONE ENGLISH

1. Tips for English Telephone.
2. Key expressions by phone.
3. Make a special request
4. Leave a message
5. Practice



SH TELEPHONE

1. Use of polite words

May I speak to Mr. Jackson?

I **would like** to talk with Mr Kennedy

Instead of... I **want** to talk with

2. Spelling: Alphabet

Could you tell me your last name please?

My last name is May. **M** as in Mary; **A** as in Anne; **Y** as in Yellow

Using examples is important because some English letters sound the same.

TIPS FOR ENGLISH TELEPHONE

3. Practice Numbers:

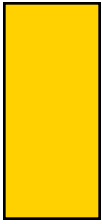
Forty: practice the pronunciation

Fourteen:

You can say the numbers slowly.

4. Ask if you don't understand





Key Expressions by phone

Imagine that you are calling a company where you need to talk with Steven:

- 1. Company:** Good morning. Thank you for calling (name of the company).
Vanessa speaking. How can I help you?
- 2. You:** This is Mary from Cambridge University calling for Steven Davison
May I please speak to Steven Davison?
- 3. Company:** Just a second please.... He is not here at the moment, would you like to leave a message?



Key Expressions by phone

4. You: Yes, can you tell Steven Davison that Mary Lee from Cambridge University called.

Can you tell him to call me later.

He can reach me at 005932884833

5. Company: Hold on a second, I will write this down.

Making special request

- Could you please repeat that?
- Would you mind spelling that for me?
- Could you speak up a little please?
- Can you speak a little slower please. My English isn't very strong.
- Can you call me back? I think we have a bad connection.
- Can you please hold for a minute? I have another call.

Leaving a message: Would you like to leave a message?

- No, that's okay, I'll call back later.
 - Thanks, could you ask him to call Brian when he gets in?
 - Do you have a pen handy. I don't think he has my number.
- Thanks. My number is 222-34583w, extension 134.

PRACTICE

Listen to the audio “Connecting...”

- 1.- First write down what you understand.
2. Then check the script of the conversation.

Listen to the audio “Messages”

- 1.- First write down what you understand.
2. Then check the script of the conversation.

END OF THE UNIT