

Telephone English - Important Phrases

There are a number of phrases and idioms that are only used when telephoning. Let's first take a look at an example dialogue: Here are the most common:

- **Operator:** Hello, Frank and Brothers, How can I help you?
- **Peter:** This is Peter Jackson. Can I have extension 3421?
- **Operator:** Certainly, hold on a minute, I'll put you through...
- **Frank:** Bob Peterson's office, Frank speaking.
- **Peter:** This is Peter Jackson calling, is Bob in?
 - **Frank:** I'm afraid he's out at the moment. Can I take a message?
 - **Peter:** Yes, Could you ask him to call me at . I need to talk to him about the Nuovo line, it's urgent.
 - **Frank:** Could you repeat the number please?
 - **Peter:** Yes, that's , and this is Peter Jackson.
 - **Frank:** Thank you Mr Jackson, I'll make sure Bob gets this asap.
 - **Peter:** Thanks, bye.
 - **Frank:** Bye.

Important phrases

Situation	Phrase
don't understand	<i>Sorry, I didn't catch that.</i>
speaking too fast	<i>Sorry, could you slow down a bit, please?</i>
say it again	<i>Sorry, could you repeat that, please?</i>
spell it	<i>Sorry, could you spell that for me, please?</i>