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https://www.100test.com/kao_ti2020/244/2021_2022__E5_95_86_E5_8A_A1_E5_B8_88_E4_c29_244307.htm Answering the phone
Hello? (informal) Thank you for calling Boyz Autobody. Jody speaking. How can I help you?
Doctors office. Introducing yourself
Hey George. Its Lisa calling. (informal) Hello, this is Julie Madison calling. Hi, its Gerry from the dentists office here. This is she.* Speaking.* *The person answering says this if the caller does not recognize their voice.
Asking to speak with someone
Is Fred in? (informal) Is Jackson there, please? (informal) Can I talk to your sister? (informal) May I speak with Mr. Green, please? Would the doctor be in/available?
Connecting someone
Just a sec. Ill get him. (informal) Hang on one second. (informal) Please hold and Ill put you through to his office. One moment please. All of our operators are busy at this time. Please hold for the next available person.
Making special requests
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 isnt 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. Taking a message for someone
Sammys not in. Whos this? (informal) Im sorry, Lisas not here at the moment. Can I ask whos calling? Im afraid hes stepped out. Would you like to leave a message? Hes on lunch right now.
Whos calling please? Hes busy right now. Can you call again later? Ill let him know you called. Ill make sure she gets the message.

Leaving a message with someone Yes, can you tell him his wife called, please. No, thats okay, Ill call back later. Yes, its James from CompInc. here. When do you expect her back in the office? Thanks, could you ask him to call Brian when he gets in? Do you have a pen handy. I dont think he has my number. Thanks. My number is 222-3456, extension 12. Confirming information Okay, Ive got it all down. Let me repeat that just to make sure. Did you say 555 Charles St.? You said your name was John, right? Ill make sure he gets the message. Listening to an answering machine Hello. Youve reached 222-6789. Please leave a detailed message after the beep. Thank you. Hi, this is Elizabeth. Im sorry Im not available to take your call at this time. Leave me a message and Ill get back to you as soon as I can. Thank you for calling Dr. Mindins office. Our hours are 9am-5pm, Monday-Friday. Please call back during these hours, or leave a message after the tone. If this is an emergency please call the hospital at 333-7896. Leaving a message on an answering machine Hey Mikako. Its Yuka. Call me! (informal) Hello, this is Ricardo calling for Luke. Could you please return my call as soon as possible. My number is 334-5689. Thank you. Hello Maxwell. This is Marina from the doctors office calling. I just wanted to let you know that youre due for a check-up this month. Please give us a ring/buzz whenever its convenient. Finishing a conversation Well, I guess I better get going. Talk to you soon. Thanks for calling. Bye for now. I have to let you go now. I have another call coming through. I better run. Im afraid thats my other line. Ill talk to you again soon. Bye. 100

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