

TELEPHONING TIPS

- Speak clearly.
- Do not speak too fast.
- Confirm what you have understood.
- Listen carefully.

PREPARATION

- Who are you calling?
- What time is it?
- What is the reason for your call?
- Do you know the vocabulary?

Phonetic Alphabet

A	ALPHA
B	BRAVO
C	CHARLIE
D	DELTA
E	ECHO
F	FOXTROT
G	GOLF
H	HOTEL
I	INDIA
J	JULIET
K	KILO
L	LIMA
M	MIKE
N	NOVEMBER
O	OSCAR
P	PAPA
Q	QUEBEC
R	ROMEO
S	SIERRA
T	TANGO
U	UNIFORM
V	VICTOR
W	WHISKY
X	X-RAY
Y	YANKEE
Z	ZULU

Opening a call

Identifying yourself

This is *Leo Pearson* from Griffin Plc.
It's *Steve Zimmermann* (from) AFS here.

Explaining the reason for the call

I'm calling about...
I have a question about...
I wanted to ask about...
Are you the right person to ask?

Getting through to the right person

Asking for the person

Could I speak to *Bob Little*, please?
Is *Katja* there, please?
Could you put me through to your accounts department, please?
Listen, *Steve*, I'm actually trying to get through to *Paula*. Is she there at the moment?

When the person isn't available

Oh, that's a pity. I'll try calling later.
Can I leave a message for him/her?
Can you ask him/her to call me back, please?

Calling someone back

Sorry, I'm really busy at the moment. Can I call you back later today / in ten minutes?
I'm actually talking to someone on the other line.
I think I've got your number, but can you give it to me again just in case?

Taking a call

Identifying yourself

Micah Information Systems. *Sylvia* speaking.
HCE Ltd. *Arno Maier* speaking. How can I help you?
So, what can I do for you?

Transferring a call

Can I just ask what it's about?
Can you hold on a moment, please?
Can you hold the line, please?
I'll put you through.
I'm connecting you now.
The line's (still) busy.
Would you like to wait, or shall I ask him/her to call you back?
I'm afraid his/her line is engaged (AE: busy). Shall I give you his/her extension number?

When the other person isn't available

I'm afraid *Ms Thomas* is unavailable at the moment.
She's on another line/in a meeting/on a business trip.
I'm sorry, but *Derek* isn't in the office today.
Can I take a message?
Would you like to leave a message for him/her?
Would you like to call back later?
Can I help you?

Lexis Languages

www.lexis-languages.de

telephoning

Communication problems

I didn't catch that (last part).
 Could you repeat that, please?
 Can you speak up a bit, please?
 Could you speak a little bit more slowly, please?
 Could you spell that for me, please?
 This is a really bad line.
 Sorry, we got cut off. ... Anyway, as I was saying, ...

Ending the call

Thank you very much.
 ➤ You're welcome.
 Just let me know if there's anything else I can do for you.
 ➤ I'll do that.
 Speak to you later. Bye now. / Goodbye.

Returning a call

I'm just returning your call from yesterday.
 You left a message on my answering machine.

<i>item</i>	Artikel
<i>quantity</i>	Menge
<i>unit price</i>	Einzelpreis
<i>total</i>	Gesamtbetrag
<i>deliver to</i>	liefern an
<i>delivery date</i>	Lieferdatum
<i>method of payment</i>	Zahlungsweise
<i>discount</i>	Rabatt
<i>charge</i>	Kosten, Gebühr

USEFUL VOCABULARY

CORRESPONDENCE

enquiry
 offer
 acknowledgement
 delivery
 delivery note
 complaint

DEPARTMENTS

bookkeeping/accounts
 marketing
 sales
 logistics
 purchasing
 research & development (R&D)

production planning
 human resources
 production
 quality
 IT

reception / switchboard
 machine construction

FINANCE

invoice
 credit / debit note
 creditor / debtor
 payment
 reminder
 cancellation
 net / gross (before / after tax)
 discount
 bonus payment
 supply stop

APPOINTMENTS

to arrange
 to discuss
 to cancel
 to postpone
 to delay

Anfrage
 Angebot
 Bestätigung
 Lieferung
 Lieferschein
 Beschwerde

Buchhaltung
 Vertrieb
 Verkauf
 Logistik
 Einkauf
 Entwicklung & Forschung
 Produktionsplanung
 Personalabteilung
 Fertigung
 Qualität
 EDV
 Zentrale
 Maschinenbau

Rechnung
 Gutschein / Lastschrift
 Kreditor / Debitor
 Bezahlung
 Mahnung
 Stornierung
 netto / brutto
 Rabatt
 Prämienzahlung
 Liefersperrung

verabreden
 besprechen
 absagen
 verschieben
 verschieben

Messages (in person)

Taking a message

Can I take a message?
 Does (s)he have your number?
 I'll tell him/her that you called.
 Shall I ask him/her to call you back?
 I'll make sure he/she gets your message.

Checking the message

Let me just read that back to you.
 Let me just make sure that I got that right.
 You'd like to know if...
 Was that M for Michael or N for Nancy?
 Sorry, did you say 42 04 or 42 14?
 Sorry, what was the post code again?

Leaving a message

Could you ask him/her to call me back?
 My name is John Ellis. I'm calling from Retex Plc and my number is...