

Everyday Conversations

Hétköznapi beszédhelyzetek

UNIT 7 - Telephone English

Telefonos angol



Telephone English

Speaking on the phone is not very easy in English especially when you are required to speak to native speakers. People are often nervous when they have to call someone in English because it can be a real challenge to catch and understand everything through the line. If you speak to somebody in person, besides verbal communication you can also rely on non-verbal communication.

Body language is excluded from a telephone conversation, so you have to solely rely on your ears as you cannot see the person you're talking to face to face. That's why speaking clearly, not too fast and not too softly is crucial for getting your point through. Articulating well instead of mumbling also helps effective communication.

When starting a phone conversation, first, identify yourself. Even if the person you're calling can probably see your number displayed on their phone they may not know who you are. Try to use a friendly and happy tone even if you dread the conversation and having to speak English. In order to identify yourself and start a conversation you may use the following expressions:

- Hello, this is speaking.
- May/Can/Could I speak to?
- I'm calling
- I would like to speak to



Telephone English

If you're the recipient of the call you can use the '- Hello, this is speaking.' phrase to introduce yourself. It may happen that you're answering the phone for someone else. In a situation like that these expressions may come in handy:

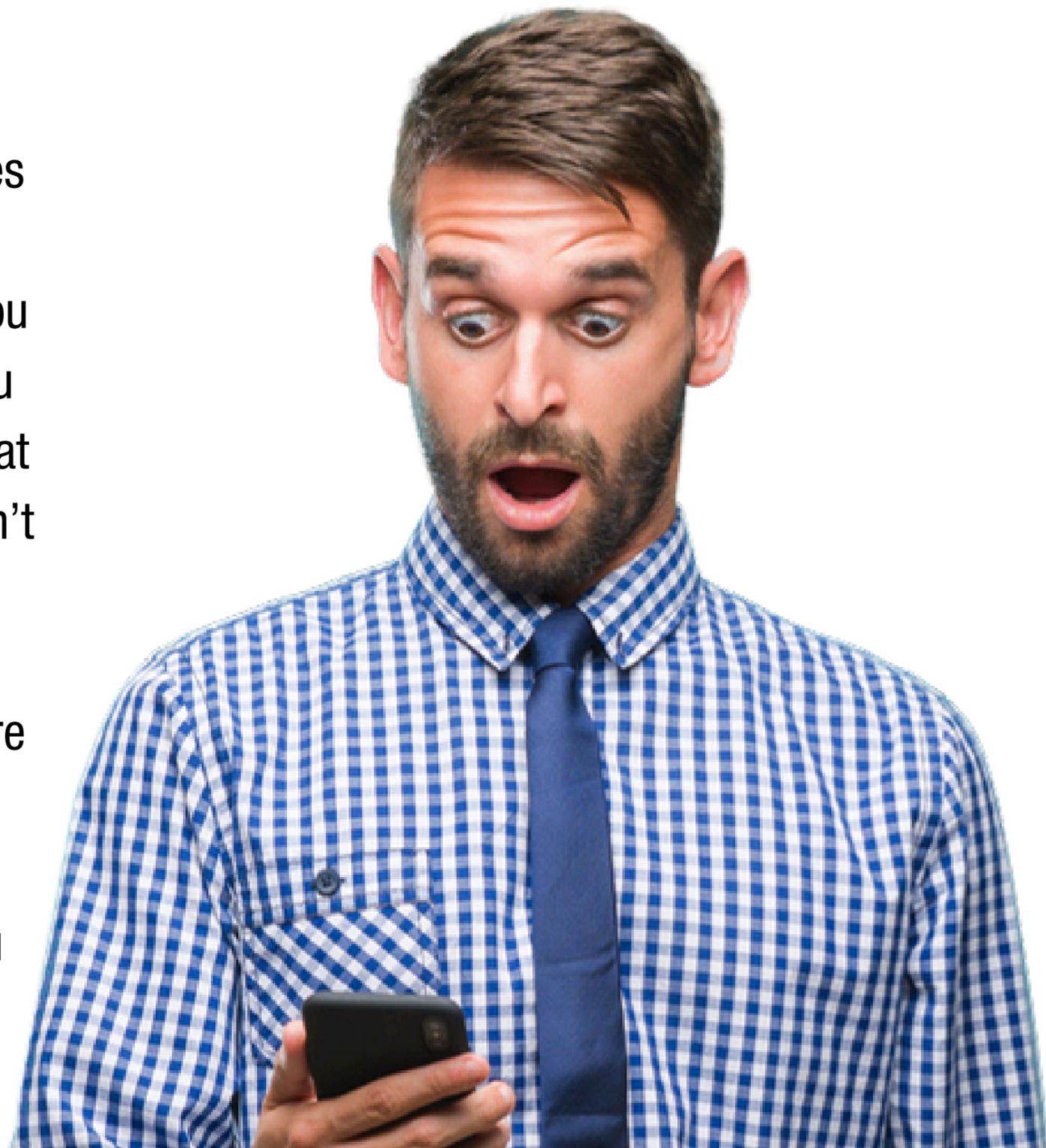
- Who is calling?
- Hold the line for a moment.
- May I take a message?
- I'll check if he/she is here.
- I'll put you through.
- I'll get him/her for you.
- How can I help you?
- Can I have your name and number?



Telephone English

Before you start a phone conversation make sure that you can take notes if needed. You might want to take a message or keep a record of some important details of the conversation. Keep a pen and paper handy or you may take notes on your phone. While phoning listen carefully so that you can respond effectively. Don't be shy to politely ask the speaker to repeat their name and number to ensure that you get the right information. Don't hesitate to ask questions if you fail to catch something important.

There are no set phrases to end a telephone conversation, but make sure that you don't forget to say goodbye to the other person in a polite way. To improve your telephone conversation skills use every opportunity to practice that comes your way. Practice makes perfect and the more you use the phone the better your phone conversation skills will become.



Telephone English

native speaker – anyanyelvi beszélő
through the line – telefonon keresztül
in person – személyesen
verbal – verbális, szóban történő
non-verbal – nem szóban történő
to be excluded – ki van zárva
solely – kizárólag
to rely on sg – támaszkodni valamire
softly – halkán
crucial – döntő fontosságú
to mumble – motyogni
to identify yourself – bemutatkozni
displayed – kijelezve
to dread sg – rettegni valamitől
recipient of the call – akit hívnak
to come in handy – jól jönni, kapóra jönni
to hold the line – tartani a vonalat

message – üzenet
I'll take you through. – Adom./Kapcsolom.
to take notes – jegyzetelni
to keep a record of sg – feljegyezni, nyilvántartani
detail – részlet
to respond – reagálni, válaszolni
effectively – hatékonyan
shy – félénk, szégyenlős
to ensure – biztosítani
to fail to catch – nem meghallani/megérteni
set phrases – bevett kifejezések
opportunity – lehetőség
Practice makes perfect. – Gyakorlat teszi a mestert.



Telephone phrases



I. Calling a friend

Anna: Hello?

Jim: Hi Anna. It's Jim. How are things?

Anna: Not bad, thanks. And what's up with you?

Jim: I'm fine. I was calling you to ask if you want to come hiking with John and me at the weekend.

Anna: Sounds great. I've got nothing else planned for the weekend. Where shall we meet?

Jim: I can pick you up on Saturday morning around nine.

Anna: Great. Do you know my address? We moved a few weeks ago.

Jim: I'll grab a pen and write down your address.

Anna: 25, Sunshine Road. See you on Saturday then.

Jim: See you.

Telephone phrases



II. Leaving a message

Frank: Hello. Could I speak to Joan Roberts, please?

Receptionist: Who's calling, please?

Fred: This is Frank Jones speaking. I'm Joan's friend.

Receptionist: Hold the line, please. I'll put your call through. I'm afraid she's out at the moment. Can I take a message?

Frank: Yes. Can you ask her to give my mum a call? Her number is 70-1234567.

Receptionist: Could you repeat the number, please?

Frank: Certainly. That's 70-1234567.

Receptionist: OK. I'll make sure Miss Roberts gets your message.

Frank: Thank you. Goodbye.

Receptionist: Goodbye.

Telephone phrases



III. Making a dinner reservation

Waiter: Good afternoon. Trophy Restaurant speaking. How may I help you?

Guest: Hello, I'd like to make a dinner reservation for tomorrow.

Waiter: Certainly, I'm happy to help you with that. For how many people?

Guest: For three people.

Waiter: And what time would you like to make the reservation for?

Guest: For 6 o'clock.

Waiter: All right. We can seat you then.

Guest: That's perfect then. Thank you.

Waiter: So a reservation for three people for 6 tomorrow. May I have your name?

Guest: Yes, it's White. Peter White.

Waiter: Thank you. Great. I have a table for three for the White party at 6 p.m. tomorrow.

Guest: Thank you very much.

Waiter: You're welcome. We'll see you tomorrow.

Guest: Yes, see you then. Goodbye.

Waiter: Goodbye.

Telephone phrases



IV. Making a doctor's appointment

Nurse: Dr Goodman's surgery. How may I help you?

Patient: I'd like to make an appointment to see the doctor.

Nurse: Certainly. Are you ill at the moment?

Patient: Yes, I don't feel very well.

Nurse: Do you have a fever, sir?

Patient: Yes, I have a slight fever and a headache.

Nurse: OK, Dr Goodman can see you tomorrow. Can you come in the morning?

Patient: Yes, tomorrow morning is fine with me.

Nurse: How about 9 o'clock?

Patient: Yes, 9 o'clock is fine. The sooner I can see the doctor, the better.

Nurse: May I have your name?

Patient: Yes, it's Paul King.

Nurse: OK, I've scheduled you for 9 a.m. tomorrow.

Patient: Thank you.

Nurse: Until then drink plenty of warm fluids and try to sleep a lot.

Patient: Thank you. I'll do my best. Goodbye.

Nurse: Goodbye.

Telephone phrases



IMPORTANT PHRASES

How are things? – Hogy mennek a dolgok?

And what's up with you? – És veled mi van?

I'll grab a pen and write down your address. – Fogok egy tollat, és leírom a címedet.

Who's calling, please? – Kivel beszélek?

Hold the line, please. – Kérem, tartsa a vonalat!

I'll put your call through – Kapcsolom.

Can I take a message? – Szeretne üzenetet hagyni?

I'd like to make a dinner reservation for tomorrow – Asztalt szeretnék foglalni holnapra vacsorához.

For how many people? – Hány ember részére?

We can seat you then. – Van akkorra asztalunk.

May I have your name? – Megmondaná a nevét?

for the White party – White névre foglalva

The sooner I can see the doctor, the better. – Minél hamarabb fogad az orvos, annál jobb.

I've scheduled you for 9 a.m. tomorrow. – Beírtam a holnap 9 órás időpontra.

Drink plenty of warm fluids – Igyon sok meleg folyadékot!

Telephone phrases



IMPORTANT WORDS

to go hiking – túrázni menni

to pick sb up – elmenni valakiért

to move – költözni

to leave a message – üzenetet hagyni

to give sb a call – felhívni valakit telefonon

to repeat – megismételni

to make a dinner reservation – vacsorához asztalt foglalni

to seat - leültetni

to make a doctor's appointment – orvostól időpontot kérni

surgery – orvosi rendelő

ill – beteg

slight – enyhe, nem túl magas

fever – láz

headache – fejfájás

until then – addig is

Telephone phrases

USEFUL PHRASES – HASZNOS MONDATOK

Thank you for calling Medipoint Healthcare Centre. – Köszönjük, hogy a Medipoint Healthcare Központot hívta!

How can I help you? – Miben segíthetek?

Hello. Emily Woods calling. – Hello. Itt Emily Woods beszél.

I have a terrible headache – Szörnyű fejfájásom van

and I wonder if Dr Brinkman has some time to see me this afternoon. – és szeretném tudni, hogy Dr Brinkman tudna-e fogadni ma délután.

I'm sorry Ms Woods but Dr Brinkman is booked for this afternoon. – Sajnálom Ms Woods, de Dr Brinkman teljesen be van táblázva ma délutánra.

Can I put you in for 2 pm tomorrow? – Holnap délután 2 óra megfelelő lenne Önnek? (szó szerint: Holnap délután 2 órára betehetem?)

How does that sound? – Ez hogy hangzik?

That would be fine. – Az jó lenne.

I'll have to give you the address of our new office. – Meg kell, hogy adjam az új irodánk címét.

You moved your office last month. – Múlt hónapban elköltöztött az irodájuk.

Yes, we moved downtown. – Igen, a belvárosba költöztünk.

Do you have a pen? – Van tolla?

Could you hold on a second? – Tudná tartan egy pillanatra?

Okay, go ahead. – Rendben, mondhatja.

Okay, we are at 327 Balkan Avenue. – Rendben, a Balkan Avenue 327 szám alatt vagyunk.

The office is on the ground floor. – Az iroda a földszinten van.

Thank you. – Köszönöm.

I'll see you tomorrow then. – Holnap találkozunk akkor.

Thank you for calling. – Köszönjük a hívását.

