

THE FLATMATES

Language point:
Telephone language



BBC WORLD SERVICE LEARNING ENGLISH



BBC Learning English – The Flatmates

The Flatmates – Telephone language

You can see this language point online at:

<http://www.bbc.co.uk/worldservice/learningenglish/flatmates/episode135/languagepoint.shtml>

Beginning phone conversations

A: Hello, can I speak to Amanda please?

B: Speaking (= This is Amanda speaking here).

A: Hi, is Andy there?

B: Hang on and I'll get him for you.

A: Good morning, can you put me through to your sales team please?

B: Certainly. Just hold the line please. / I'll just put you on hold for a moment.

A: Is that John?

B: Who's calling please?

A: It's Fiona.

A: Hello Grace here. How can I help you?

When someone is not available

A: Hello, can I speak to Gina?

B: I'm sorry she's not in. Can I take a message?

A: Yes please. Can you tell her that I'll meet her at 7.30 not 8 at the cinema?

A: Can I speak to Andy please?

A: I'm sorry he's not at his desk. Would you like to leave a message?

B: No that's OK, bye then.

Talking to a receptionist or operator

A: Can you put me through to Mark's office?

B: I'm sorry the line's busy. Do you want to hold?

A: No, I'll try again later.

A: Can I have extension 397 please?

B: I'll put you through. It's ringing for you now.

Ending a call

A: I'm sorry he's not here right now.

B: OK, I'll call back later. Bye

A: Bye

A: Well thanks for that. Bye then.

B: Bye

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Phone verbs

ring / phone / call

Will you ring me tomorrow?
Did anyone phone while I was out?
She called you last night.

make a call

Do you mind if I use your phone to make a call please?

call back

phone someone after they have phoned you

A: I'm sorry, he's not here just now.

B: OK. I'll call back later.

hang up

end a phone call

And then she didn't even say 'goodbye', she just hung up.

hang on

wait on the phone for a short time

A: Martin's busy right now. Do you want to hang on or call back later?

B: I'll wait, thanks.

Vocabulary:

a mystery

something that's not clear

home wrecker

someone who has an affair (with a person who is married) and who breaks up a marriage because of it (makes the married person leave his/her partner)

husband stealer

someone who has an affair with a married man and makes him leave his wife

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<http://www.bbc.co.uk/worldservice/learningenglish/flatmates/episode135/quiz.shtml>

Or you can download the quiz from:

http://downloads.bbc.co.uk/worldservice/learningenglish/flatmates/episode135/fm_quiz_080304.pdf

For more information about this language point go to:

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