



Office Telephone

PART ONE USEFUL EXPRESSIONS

1. Hello, this is Mike here. Who's speaking please?
2. May I speak to Mr. Wang in the sales department please?
3. Sorry, he is tied up at the moment – can he call you back.
4. Would you like to leave a message in her voicemail or call back later?
5. Sam, you are wanted on the telephone – it is the service department.
6. Sorry, there is no such person here. You must have the wrong number.
7. Sorry, I cannot hear you. Could you please speak a little louder?
8. Sorry, I have to hang up now, I have another call waiting.
9. What number should I dial to get the After Hours Customer Service Department?
10. You can get our after-sales service at 666-3980 or 594-7788.
11. When can I reach the manager?
12. I tried to call Ms. Yang twice but the line was still busy.
13. I am sure I dialed the right number – why is nobody answering?
14. The telephone has been ringing for some time. Would you please answer it immediately?
15. Please put me through to the advisor on extension 110.

PART TWO MORE EXAMPLES

1. Would you please put the receiver closer to your mouth? I cannot hear you clearly.
2. There is a Mr. Hill who wants to see you. Shall I show him into your office now?
3. Could you please leave a message? We will inform her as soon as she comes back.
4. Sorry, our boss cannot see you right now. He is in a meeting with somebody.
5. Sorry, she has already left the office for the day.
6. Good afternoon, this is NYC Company, how may I help you?
7. Could you hold for a minute? I will see if she is in.
8. He is busy on another line - can I take a message for you?
9. Call I tell her who is calling?
10. Remind me to give her call tomorrow morning after the meeting.

PART THREE SITUATIONAL DIALOGUE PRACTICE

Number 1

Read the following dialogue and extend the dialogue so that Jim offers a reason for not putting the call through to Mr. Hooper. Use between 20 - 30 words for your extension.

Background: Getting through to Mr. Hooper.

Jim: Hello, this is NYC Company. How may I help you?

Ted: My name is Ted Lee. I would like to speak to Mr. Hooper.

Jim: Just a minute, please. I will put you through.

Ted: Thank you.

Jim: I am sorry ...

Number 2

Read the following dialogue and extend the dialogue so that Adam advises Bob of what the next actions will be. Use between 20 - 30 words for your extension.

Background: The line is busy.

Adam: Good morning. This is ABC office. How may I help you?

Bob: May I speak to Mr. Hooper, please?

Adam: Sorry, his line is busy.

Bob: Will he be long?

Adam: I have no idea. May I have him call you back?

Bob: That will be good. Please call me at 112-778 and my name is Bob Johnson.

Adam: I will ...