



Phone English Exercise

A Match the phrases with their meanings and then translate them.

Phone English	Meaning	Translation
1- available	... a – I want to speak about ⇨
2- call back	... b – Don't hang up ⇨
3- I'm calling about	... c – phone again ⇨
4- leave a message	... d – reachable, ready ⇨
5- Please hold the line	... e – connect me with ⇨
6- put me through to	... f – leave a note ⇨
7- suit	... g – be convenient for ⇨

B Use the phone English to fill the gaps in the dialogue.

TELEPHONIST Douglas Marine Engineering. How can I help you?

MARIE NEMO Hello. Could you Mr. Douglas, please.

TELEPHONIST Yes. Could you tell me who's calling, please?

MARIE NEMO Yes, my name is Marie Nemo. repairs to my submarine.

TELEPHONIST Could you hold the line please, Ms. Nemo?

[Irritating music]

TELEPHONIST Hello. I'm afraid Mr Douglas is in a meeting right now. Would you like to?

MARIE NEMO No, it's okay. Can you tell me the best time to?

TELEPHONIST After lunch, at 4:30, say.

MARIE NEMO Thank you and goodbye.

At 4:30

MARIE NEMO Hello, this is Marie Nemo again. Is Mr Douglas now?

TELEPHONIST Yes, he is. Just a moment.

MR DOUGLAS Ah, Ms. Nemo. How can I help you?

MARIE NEMO Hello, Mr Douglas. I'd like to arrange a meeting to talk about my submarine.

MR DOUGLAS Of course. Would Monday morning you?

MARIE NEMO I'm afraid not. How about Tuesday.

MR DOUGLAS That would be fine. Let me see. Would 10 o'clock be convenient for you.

MARIE NEMO Perfect. I look forward to our meeting.

MR DOUGLAS Me, too. Goodbye.

MARIE NEMO Goodbye.





Answers

1-d 2-c 3-a 4-f 5-b 6-e 7-g

TELEPHONIST Douglas Marine Engineering. How can I help you?
MARIE NEMO Hello. Could put me through to Mr. Douglas, please.
TELEPHONIST Yes. Could you tell me who's calling, please?
MARIE NEMO Yes, my name is Marie Nemo. I'm calling about repairs to my submarine.
TELEPHONIST Could you hold the line please, Ms. Nemo?
[Irritating music]
TELEPHONIST Hello. I'm afraid Mr Douglas is in a meeting right now. Would you like to leave a message?
MARIE NEMO No, it' okay. Can you tell me the best time to call back?
TELEPHONIST After lunch, at 4:30, say.
MARIE NEMO Thank you and goodbye.
At 4:30
MARIE NEMO Hello, this is Marie Nemo again. Is Mr Douglas available now?
TELEPHONIST Yes, he is. Just a moment. Please hold the line.
MR DOUGLAS Ah, Ms. Nemo. How can I help you?
MARIE NEMO Hello, Mr Douglas. I'd like to arrange a meeting to talk about my submarine.
MR DOUGLAS Of course. Would Monday morning suit you?
MARIE NEMO I'm afraid not. How about Tuesday.
MR DOUGLAS That would be fine. Let me see. Would 10 o'clock be convenient for you.
MARIE NEMO Perfect. I look forward to our meeting.
MR DOUGLAS Me, too. Goodbye.
MARIE NEMO Goodbye.

