

### Become a global TM with Aspire's Micron Moments!

#### MASTER THIS MICRON MOMENT AND IMPROVE YOUR BUSINESS ENGLISH!

It can be a challenge to speak on the telephone because you cannot see the other person to read their body language. Also, the other person might speak quickly and be difficult to understand. Furthermore, there are certain phrases that people use while telephoning that you need to be familiar with, but, if you learn these phrases, it will help you to handle telephone conversations more easily. Then, with more practice, you will become more confident when talking in English on the phone. Please see the phrases and example dialogues below.

#### EXAMPLES

##### Answering the phone

- ✓ Good morning/afternoon. Micron Memory Japan. Takashi Ikeda speaking.
- ✓ Micron Memory. Sarah speaking.
- ✓ Hello, this is John speaking.

##### Asking to speak to someone

- ✓ Could I speak to Hiroshi Sato, please?
- ✓ Is Katy Smith there, please?
- ✓ This is John Snow. I'd like to speak to Aya Suzuki, please.

##### Identifying the caller

- ✓ Could I have your name, please?
- ✓ Who's calling, please?
- ✓ May I ask who's calling?
- ✓ This is Simon Jones from ABC Tools.
- ✓ It's Emiko Takahashi from XYZ Deliveries.

##### Asking for & explaining the reason for the call

- ✓ Could you tell me what it's about?
- ✓ How can I help you?
- ✓ What can I do for you?



- ✓ I'm calling about (a problem with a delivery).
- ✓ I'm phoning to (arrange a meeting with Takashi Ikeda).
- ✓ The reason I'm calling is to (inform you of our new product).

### **When the other person isn't available**

- ✓ I'm afraid Takahashi-san isn't available at the moment.
- ✓ I'm sorry, but Derek is out of the office/isn't in the office today.
- ✓ I'm afraid she's on holiday/in a meeting/on another line.
- ✓ Can I take a message?
- ✓ Would you like to leave a message?

### **Leaving a message**

- ✓ Could I leave a message?
- ✓ Could you give him a message, please?
- ✓ Could you ask her to call me back?
- ✓ Could you ask her to call me, please? My number is 2311 5654.

### **Confirming the details of a message**

- ✓ I'm sorry, I didn't catch your name.
- ✓ Could you repeat the number, please? / Could I have your number again, please?
- ✓ Would you mind repeating that, please?
- ✓ Could you repeat that more slowly, please?

### **Finishing the call**

- ✓ I'll give him/her the message.
- ✓ Thank you for calling.
- ✓ Thanks for your help.

## **EXAMPLE DIALOGUE**

### **Taking a message when someone isn't available**

**Takashi:** Hello. Micron Memory Japan. Takashi Ikeda speaking.

**Simon:** Hello. Could I speak to Hiroshi Sato, please?

**Takashi:** I'm afraid he's out of the office at the moment.

**Simon:** Could I leave a message?

**Takashi:** Yes, of course. Could I have your name, please?

**Simon:** Sure. This is Simon Porter from Hiroshima University. Could you ask Hiroshi to call me back? My number is 4773 2598.

**Takashi:** I'm sorry, could you repeat the number, please?

**Simon:** Okay. It's 4-7-7-3-2-5-9-8.

**Takashi:** Thank you. Could you tell me what it's about?

**Simon:** I'm calling about the arrangements for the Micron promotional event at the university.

**Takashi:** Okay. I'll give him the message.

**Simon:** Thanks for your help. Goodbye.

## Calling to arrange a meeting

**Takashi:** Hello. Micron Memory Japan. Takashi Ikeda speaking.

**John:** Hello Takashi. It's John Smith from ABC Tools.

**Takashi:** Hi John. What can I do for you?

**John:** I'm calling to arrange a meeting with you about the next tool maintenance. Which day is convenient for you?

**Takashi:** How about Thursday afternoon? I'm free from 2:00 pm.

**John:** Thursday is good for me. Shall we say 3:00 pm?

**Takashi:** Sure, that's fine.

**John:** Okay, so that's Thursday at 3:00.

**Takashi:** Great. I'll see you then.

**John:** Okay. Bye.

## YOUR TURN!

Have telephone conversations with your partner. Try to use some of the useful telephone phrases.

Here are some ideas for phone calls:

1. Someone calls your office, but the person they want is not there. Take a message.
2. Someone calls you to arrange a meeting.
3. You call an office stationery supplier to order something.
4. You call the IT Service Desk to report an issue with your computer.
5. You call an office stationery supplier to report an issue with an order.
6. Your idea!



Click [here!](#) for more advice and techniques for Meeting English!