

LESSON 35

Conversation on the telephone



(i) With the operator

- Operator : Hello, how can I help you?
Ankita : This is Ankita. Can I have Extension 3421, please?
Operator : Certainly, hold on a minute. I'll put you through.
Ankita : Is this Extension 3421? May I speak to Mr. Mathur?
Sumesh : I'm afraid he's out at the moment. Can I take a message?
Ankita : Yes, please. Could you ask him to call me at 9337291? It's urgent.
Sumesh : I'll repeat the number. It's 9-3-3-7-2-9-1 Please let me know your name.
Ankita : I'm Ankita Gupta.
Sumesh : Alright Ms. Gupta. I'll make sure that Mr. Mathur gets in touch with you.

(ii) Introductions on the telephone

1. Hello, this is Kamal on the line. Is that Sumesh?
2. Hello, this is Kamal calling! Sumesh are you able to hear me?
3. Hello, it's Prem from the dentist's office here. I'd like to speak to Mr Mehra regarding his appointment.

(iii) Taking a message

1. I am sorry, Smita is not here at the moment. May I know who is calling?
2. Raghav is not in. Would you like to leave a message?

(iv) Ending a conversation

1. Thanks for calling, I must hang up now.
2. I'll speak to you again!
3. It was nice speaking to you.
4. Do call again.

(v) Making special requests

1. Could you please repeat that?
2. Can you speak a little louder, please?
3. Can you just hold on for a minute? I have another call coming in.