

Inhaltsverzeichnis

1 Getting started

- Answering the phone
- Starting a call
- Ending a call
- Getting connected
- Spelling

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how can I help you?
it's Caro I'll call again
I'm calling about can she call
thanks for your help me back?

2 Getting through

- Exchanging numbers
- Returning a call
- Saying you can't talk right now
- Transferring a call
- Saying why someone can't take a call

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what's your number?
can I get back to you?
on the other line put you through
hold the line
her line is busy

3 Small talk on the phone

- Asking how someone is
- Responding and asking back
- Making small talk
- Getting down to business
- Ending a call

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and you?
how are things?
I wanted to ask really busy
well, anyway what's the
weather like?

4 Arranging to meet

- Suggesting a meeting
- Responding to suggestions
- Suggesting times and places
- Confirming arrangements
- Changing arrangements

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let's meet are you free?
what's good for you?
sorry I can't make it how about?
ok, so let's say

5 Checking information

- Exchanging information
- Asking for clarification
- Giving email addresses

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could you explain?
can I just check?
sorry, I didn't catch that
I can't hear you did you say?
how do you spell?

6 Messages

- Taking a message
- Leaving a message
- Saying numbers and dates

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13th here until lunchtime **31st**
last name **let me read that back**
can she call you back?
I'll tell him want to confirm
you called

7 Voicemail and cell phones

- Understanding a voicemail greeting
- Leaving a voicemail message
- Using cell phones
- Shortened forms

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return your call
please leave a message
you're breaking up we got cut off
out of the office
not urgent

8 Conference calls

- Starting a conference call
- Handling communication problems
- Taking part in discussions

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welcome are we all here?
make a start could I just say?
I don't follow you the connection
do you mean? is bad

Anhang

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Page 68 A–Z wordlist

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Symbole und Abkürzungen

02 Tracknummer



Partnerarbeit

AE amerikanisches Englisch

BE britisches Englisch

sb. somebody (jemand)

sth. something (etwas)