



# TELEPHONING IN ENGLISH

TIPS

## ANSWERING THE PHONE

Thank you for calling ... May I help you?

Good morning, ... This is ...

... speaking.

## ASKING FOR SOMEONE

Could I speak to ..., please?

I'd like to speak to ..., please.

Is ... in Sales available?

Could I speak to someone in Sales?

## TAKING A MESSAGE

... is not at his / her desk right now. I'll tell him / her you called.

... is on another line. Would you like to leave a message?

... will be back in an hour. Could I take a message?

... is out of the office. Would you like him / her to call you back?

## LEAVING A MESSAGE

Could you ask him / her to call me back?

Could you tell him / her that I called?

## ENDING THE CALL

I won't take up any more of your time ...

I'd better let you go ...

I don't want to keep you on the phone for too long ...

## WHAT SHOULD THE MESSAGE ON MY ANSWERING MACHINE SAY?

### During business hours:

Thank you for calling "insert name of company". Unfortunately we are unable to answer the phone at this time. Please leave your name, number and a brief message and we will return your call as soon as we can.

### When outside of business hours:

Thank you for calling "insert name of company." Unfortunately you have reached us outside of our normal business hours. Our business hours are...Monday to Friday... Please leave your name, number and a brief message and we will return your call as soon as we can or please call us back during our business hours .

## NATO PHONETIC ALPHABET

| LETTER     | CODE WORD    | LETTER | CODE WORD |
|------------|--------------|--------|-----------|
| A          | Alfa (Alpha) | N      | November  |
| B          | Bravo        | O      | Oscar     |
| C          | Charlie      | P      | Papa      |
| D          | Delta        | Q      | Quebec    |
| E          | Echo         | R      | Romeo     |
| F          | Foxtrot      | S      | Sierra    |
| G          | Golf         | T      | Tango     |
| H          | Hotel        | U      | Uniform   |
| I          | India        | V      | Victor    |
| J          | Juliet       | W      | Whiskey   |
| K          | Kilo         | X      | X-ray     |
| L          | Lima         | Y      | Yankee    |
| M          | Mike         | Z      | Zulu      |
| - (hyphen) |              | Dash   |           |



Speak with Confidence

## Costa Rica

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Sabana Norte (506) 2291-4327  
Fórum I, Santa Ana (506) 2204-7555

## Guatemala

Reforma y Majadas  
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Marbella (507) 265-4800

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