



# QUICK GUIDE TO ENGLISH

## TELEPHONING



BUSINESS LANGUAGE TRAINING

TOPIC	PHRASES	TOPIC	PHRASES																											
<b>Answering</b>	Hello, Sebastian Bauer speaking. Brandlmayer Industries, Julia Berger speaking. Simon Schmid, Customer Service. How can I help you? Who's calling please?	<b>Difficulties</b>	I'm sorry, but I didn't catch that. Could you say it again? _____ speak a little more slowly please? _____ speak up, please? _____ spell that for me, please?  I'm afraid we have a bad connection.  <b>For mobile phones:</b> I'm afraid my battery is almost empty. You're breaking up. <b>or</b> It's a bad line. I'm afraid I can't talk now, I'm on the train.																											
<b>Introduction</b>	<b>When phoning someone you don't know:</b> Hello, this is Tobias Fuchs from (company's name). <b>When phoning someone for the first time:</b> Hello, it's Lara Wagner here. <b>When phoning a friend or colleague:</b> Hi, it's Lukas here.	<b>Making requests</b>	Do you happen to ..? Could I ask you to ..? I don't suppose ..? I wonder if you could ..? Is there any point ..? Would you mind ..?																											
<b>Reason</b>	I'm calling about the progress meeting on Friday. I have a question about your terms of service. Are you the right person to speak to about this? I'm returning your call from this morning.	<b>Checking</b>	Sorry, did you say NINE-ty (90) or nine-TEEN (19)? OK, so that's Favoritenstrasse 61, right? Can I read that back to you?																											
<b>Request</b>	Could I speak to Anna Winkler, please? Is David Steiner there at the moment? Could you put me through to extension 8451? Who can I speak to regarding corporate sales?	<b>Voice mail</b>	You've reached Lena Weber's phone. Unfortunately I can't take your call right now. Please leave a message after the beep, and I'll get back to you as soon as possible.																											
<b>Connecting</b>	Just a moment, I'll see if he's /she's here. Hold on please, while I connect you. Can I ask what your call is about? What is this in reference to? Hold on a second, I'll put you through.	<b>Message</b>	Hello David, this is Felix. It's 10 o'clock and I'm calling to see if you would be able to meet on Friday.  Could you please call me back? You can reach me at 367-8925 until five this afternoon. I'll speak with you later, goodbye.																											
<b>Greetings</b>	It's nice to hear from you. Do you have a few minutes? How are you? How's business? Are you in the middle of something? Is now a good time to talk? How's everything going?	<b>NATO SPELLING ALPHABET</b>																												
<b>Unavailable</b>	I'm afraid he's / she's unavailable right now. _____ in a meeting. _____ out of the office. _____ on the other line.  I'm sorry, but the line is busy. I'm a bit busy right now, can I call you back in an hour? Would you like to call back later? Can he /she call you back in half an hour? Could I help you with anything?	<table border="0"> <tr> <td><b>A</b> Alpha</td> <td><b>J</b> Juliet</td> <td><b>S</b> Sierra</td> </tr> <tr> <td><b>B</b> Bravo</td> <td><b>K</b> Kilo</td> <td><b>T</b> Tango</td> </tr> <tr> <td><b>C</b> Charlie</td> <td><b>L</b> Lima</td> <td><b>U</b> Uniform</td> </tr> <tr> <td><b>D</b> Delta</td> <td><b>M</b> Mike</td> <td><b>V</b> Victor</td> </tr> <tr> <td><b>E</b> Echo</td> <td><b>N</b> November</td> <td><b>W</b> Whisky</td> </tr> <tr> <td><b>F</b> Foxtrot</td> <td><b>O</b> Oscar</td> <td><b>X</b> X-Ray</td> </tr> <tr> <td><b>G</b> Golf</td> <td><b>P</b> Papa</td> <td><b>Y</b> Yankee (US)</td> </tr> <tr> <td><b>H</b> Hotel</td> <td><b>Q</b> Quebec</td> <td><b>Y</b> Yellow (UK)</td> </tr> <tr> <td><b>I</b> India</td> <td><b>R</b> Romeo</td> <td><b>Z</b> Zulu</td> </tr> </table>		<b>A</b> Alpha	<b>J</b> Juliet	<b>S</b> Sierra	<b>B</b> Bravo	<b>K</b> Kilo	<b>T</b> Tango	<b>C</b> Charlie	<b>L</b> Lima	<b>U</b> Uniform	<b>D</b> Delta	<b>M</b> Mike	<b>V</b> Victor	<b>E</b> Echo	<b>N</b> November	<b>W</b> Whisky	<b>F</b> Foxtrot	<b>O</b> Oscar	<b>X</b> X-Ray	<b>G</b> Golf	<b>P</b> Papa	<b>Y</b> Yankee (US)	<b>H</b> Hotel	<b>Q</b> Quebec	<b>Y</b> Yellow (UK)	<b>I</b> India	<b>R</b> Romeo	<b>Z</b> Zulu
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<b>Messages</b>	Would you like to leave a message? <b>or</b> Can I take a message? Could you ask him / her to call me back? I need to talk to him / her about the service contract, it's urgent. Does he /she have your phone number? When will Ms Mayer be available? I'll tell Mr Eder that you called. I'll make sure that Ms Winkler gets your message.																													



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## EMAILING



BUSINESS LANGUAGE TRAINING

TOPIC	PHRASES	TOPIC	PHRASES
<b>Salutations</b>	When you don't know the name of the recipient: Dear Sir/Madam,	<b>Alternative vocabulary</b>	<b>but</b> however, nevertheless, nonetheless, on the other hand, despite, in spite of
	When you're writing to someone for the first time, or who is quite important: Dear Mr/Ms Pichler,		<b>and</b> furthermore, moreover, additionally, besides, what's more, likewise, not to mention, along with
<b>Openings</b>	Writing to someone you have contacted before: Dear Tobias,	<b>Arrangements</b>	I would be delighted to arrange a tour for you. Are you available on Friday? Or what about Tuesday? Will someone be at the airport to meet me? Shall I pick you up from the station? I'd like to confirm our meeting for Thursday at 3:00 in the afternoon or 3 pm. 9:00 am is good for me. How does that suit you?
	Writing to a group: Dear All, or Dear Team, or Dear Colleagues,		<b>Apologising</b>
<b>Context</b>	I'm writing in reference to your email of March 15th / phone call / letter. I'm writing to enquire about your prices. I just want to confirm our meeting tomorrow. This is just a quick note to inform / remind you about our team meeting next week. Just a few comments here on your proposal. I'm just following up on our phone call from yesterday. This is to let you know that I can't make the seminar next week.	<b>Attachments</b>	Please find attached the form you requested. I've attached the latest version of my report. I'm sending the agenda as an attachment.
	Your name was given to me by my colleague Sophie Hofer. Your colleague, Mr Maier, suggested that I contact you concerning specifications. You were recommended to me by a business contact. I found your email address on your website. I am the Sales Manager of a local catering company, and I am writing to discuss a possible marketing partnership. As you may already know, our firm is merging with (name of company).		<b>Thanks</b>
<b>Requests</b>	Could you please confirm your order number 3B9G7S/3 of 23 May? I would appreciate it if you could send me the updated schedule when you have a chance. Do you have time for a meeting next week? I am interested in finding out more about your services. Can you help with this? I would appreciate a reply as soon as it's convenient. I would appreciate it if you could get back to me as soon as it's convenient.	<b>Conclusion</b>	I'm looking forward to seeing you then. _____ meeting you. _____ hearing from you. _____ your visit. _____ your reply.  I look forward to seeing you in Linz. Please don't hesitate to get in touch if you have any questions. Feel free to contact me for more information. I hope to hear from you soon.
	<b>Explaining</b>		I am writing to explain our position on your proposed collaboration. I would like to clarify certain points regarding the draft contract. Here's some additional information about our service plan. I'd just like to clarify our position on the changes we discussed on the phone.
		<b>POPULAR SMS / EMAIL ABBREVIATIONS</b>	
		<b>2 u / 4 u</b> to you / for you	<b>gr8</b> great
		<b>asap</b> as soon as possible	<b>imo</b> in my opinion
		<b>atb</b> all the best	<b>jk</b> just kiddin'
		<b>b4</b> before	<b>lol</b> laugh out loud
		<b>Br</b> Best regards	<b>omg!</b> oh my god!
		<b>btw</b> by the way	<b>oxox</b> hugs and kisses
		<b>cu / cya</b> see you / see ya	<b>plz</b> please
		<b>fyi</b> for your information	<b>thx</b> thanks