

## Speaking on the phone

When you speak on the phone you cannot see the other person's eyes, mouth and body movements. Create a close-to-real situation by trying this:

→ Put your chairs back to back and practice speaking on the phone. You will only hear the other person's voice which will approximate a telephone situation.



Some useful telephone conversation prompts:

### Introducing yourself:

- a) This is Peter
- b) Peter speaking

### Asking who is on the telephone:

- a) Excuse me, who is this?
- b) Can I ask who is calling, please?

### Here are some phrases which you can use to ask people to repeat:

- a) I'm afraid I can't hear you very well, could you **speak up** please?
- b) Would you **mind repeating** that?
- c) Could I **read** that **back** to you?
- d) Let me repeat that to double-check.
- e) Can you speak a little slower, please. My English isn't very strong

### When you need more time before you make a decision:

- a) I will **talk it over** with my ...tonight and then let you know tomorrow
- b) I can't make up my mind right away; I'll need to **think it over**.
- c) Can I **call you up** later/tomorrow morning? /Can you **call me back** again tomorrow morning?

### End your conversation:

- a) Thanks for calling! Bye for now!
- b) I'll talk to you again soon. Bye!
- c) Well, I guess I better get going. Talk to you soon.

**Extra work:** Write a telephone conversation between a customer and a salesperson, using words from the examples above.