Telephone Language- The Same or Different

*Without looking below, listen to your teacher and indicate if you think they have the same meaning or different ones.*

*Label the lines below with *S* for the same or *D* for different.*

**A: Vocabulary and short phrases**

**Hardware**
- A cell/ A cellphone/ A mobile/ A mobile phone
- Handset/ Receiver
- A text/ An email
- A text/ An SMS

**Dictating**
- A memo/ A note
- A spell/ A spelling
- Dash/ Hyphen
- Dash/ Underline
- Postal address/ Email address

**Actions**
- Call someone/ Phone someone/ Ring someone / Telephone someone
- Call someone again/ Call someone back
- Call someone back/ Get back to someone
- Pass a message on/ Take a message
- Give a message/ Pass a message on
- Give a message/ Leave a message
- Hold/ Hold the line
- Hold on/ Hold the line
- Hang on/ Hang up
- Be cut off/ Hang up
- Hang up/ Put the phone down
- A claim/ A complaint
- Send by mail/ Send by post/ Send by snail mail/ Mail something
B: Whole sentences

Starting calls

- Janet Smithers speaking/ This is Janet Smithers speaking
- This Janet Smithers/ Janet Smithers speaking
- Can I speak to Ms Jones, please?/ Can you put me through to Ms Jones, please?/ Can you connect me to Ms Jones, please?
- Can I have extension 3121, please?/ Can you put me through to extension 3121, please?
- Have you got a minute?/ Are you free to talk?
- Sorry to phone you so late./ Sorry to phone you so late in the evening.
- I’m putting you through/ I’m connecting you
- I’m putting you through/ I’m putting you on hold
Problems

- I have a meeting in an hour, so I'll phone you two hours after/ I have a meeting in an hour, so I'll phone you in two hours
- Can I take a message?/ Can I leave a message?
- Can I leave a message?/ Can you take a message?
- Can I take a message?/ Would you like me to take a message?/ Would you like to leave a message?
- Can you try again later?/ Can you phone again later?
- Can you ask her to call me back?/ Can you tell her to call me back?
- Can you hold?/ Please hold./ I'm putting you on hold.
- Can you spell that for me, please?/ How do you spell that, please?
- I'm afraid he's on holiday in Hawaii at the moment/ I'm afraid he's out of the country at the moment
- Mr Brown isn't here/ Mr Brown isn't in the office
- Mr Brown isn't here/ There's no Mr Brown here
- Please leave your message after the tone/ Please speak after the beep
- Shall I give you his cell phone number?/ Would you like his mobile phone number?
- He is on another line/ His line is busy/ His line is engaged
- I have someone on another line/ The line is busy

Finishing

- See you later/ See you then
- See you later/ Speak to you later
- Speak to you in a minute/ Bye for now

C: Differences in how you say things

*Do these have the same or different meanings?*

- three double nine nine/ three nine double nine/ three nine nine nine/ three treble nine/ three triple nine
- oh one three two three/ zero one three two three
- seven double two eight/ seven two two eight

*Are these said the same or differently?*

- alex.case@teflmail.com/ alex_case@teflmail.com/ alexcase@teflmail.com/ alex-case@teflmail.com
- alexcase@teflmail.com/ ALEXCASE@teflmail.com/ AlexCase@teflmail.com
- Green's/ Greens
- 13/ 30
- 13th/ 30th
- double X/ WX
- W/ double U

*How can you say them differently and make the differences clear?*

Written by Alex Case for UsingEnglish.com © 2013
Cards for students to hold up

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