



Telephone/ Face to Face/ Both

Without looking at the list below, hold up the Telephone or Face to Face cards that your teacher has given you (or both) depending on when they sentence you hear could be used.

Label the sections below with T for telephoning, F for face to face or B for both.

“(Please) help yourself.”

“As you can see here...”

“Can I help you?”

“Can you write it down for me?”

“Alex Case speaking”

“Can I ask who is calling?”

“Can I call you back (in a minute/ in a second)?”

“Can you find out and call me back?”

“I’m just checking on the computer system now.”

“If you can give me some contact details, I’ll find out and get back to you as soon as I can”

“If you could hold on just a moment.”

“If you give me your email address, I’ll ask someone with more knowledge to contact you.”

“I’ll see what I can do”

“Is this the student affairs department?”

“Just a moment, I’ll get a pen.”

“My colleague knows more about this. I’ll give you his/ her phone number/ email address”

“Don’t hang up, I’ll be back in just a second.”

“I have a call on another line”

“I’ll email it to you now.”/ “I’m emailing it to you now”

“I’ll put you through to him now.”

“Do you have a copy of this application form?”

“Do you need any help?”

“Here is our prospectus.”

“Here’s my business card.”

“I’ll ask my colleague to come over and speak to you.”

“If you look at the stack of brochures next to you/ this page/ the section I am pointing at...”

“Is this what you are looking for?”

“The information should be in here.”

“Just let me know if you can’t find the right information”

“Please come back any time if you need more help.”

“(Is there) anything else?”

“(Please) go ahead.”

“Can I check that back?”



"Can I speak to...?"

"Can you give me your contact details?"

"Can you try again later?"

"Go ahead."/ "Please do."

"He's in a meeting at the moment. Can I help you at all?"

"How can/ may I help you?"/ "How may I be of assistance?"

"I can't see any way out of this"/ "I don't know what to suggest."

"I have the information on the screen now."

"Please fill in this form."

"Please let me know if you have any questions/ need any help."

"Please take a seat and I'll call you in a minute."

"This is my colleague..."

"Who's next?"

"I hope that's okay."

"I regret to tell you that..."

"I think that's all, thanks"

"I'll get back to you as soon as I can."

"I'm calling because I need to know..."

"I'm phoning to ask..."

"I've got your 2011 prospectus here in front of me."

"Please hold (the line)."/ "I'm putting you on hold."

"Hello?"

"Sean Smith's phone/ office/ desk"

"Speaking"

"Thank you for your call."/ "Thanks for calling."

"This is a bit too complicated to deal with over the phone."

"OK, I'll pass that message onto him"

"So, as I said I'll email you an up-to-date prospectus this afternoon."

"Sorry to keep you waiting"

"Sorry, I didn't catch that."

"Thanks anyway"

"Thanks for your time."

"Thanks for your understanding."

"That's okay. I'll try again later."

"Unfortunately I don't have that information (to hand)"

"Was there anything else?"

"What exactly would you like to know?"

What do the italics above mean?



Photocopiable cards for students to hold up

**Face
to face**

Telephone

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