

Learning how to make a call

Rappels : le tout c'est de ne pas paraître abrupt

- **Secretary** : 'Name of the company', Good morning, this is 'name', how may I help you ?
- **Mrs Doe** : Hello/good morning/afternoon/evening, I am calling to ask/request for ... // Could (~~can/order~~) I speak to Mr/Mrs 'name' ? ~~I want to speak to ...~~
- S : Please hold on (~~wait~~), I will put you through/I will transfer your call
- Mrs D : Thanks
- S : I have a problem, his **extension** doesn't work. I will try **to reach him** another way
- Mrs D : Alright (~~ok~~)
- S : I am afraid/unfortunately (~~no~~) Mr Jones isn't available currently/at the moment ⇒ he is in a meeting/he is out of town/he is attending a lecture...
- Mrs D : Well, when do you think he could be available ?

- S : He will be back by 10:00 am, would you like to leave a message ?
- Mrs D : That's alright, I will call him back, thank you
- S : Alright, is there anything else I can do to help you ?
- Mrs D : Could you repeat please, I didn't (quite) catch that (~~what~~)
- S : I am sorry, as I was saying, 'répétition'
- Mrs D : Yes, please. Could you let him know my phone number ?
- S : Certainly/Of course (~~yes~~), I am all ears/let me grab a pen
- Mrs D : It's 999-834 (savoir épeler un numéro ou des noms)
- S : Alright, then it's 999-834
- Mrs D : Exactly/that's alright/perfect ... Sorry, I am afraid there was a mistake ...
- S : Thank you very much have a nice day, goodbye

- Mrs D : Goodbye

Once he is available ⇒ once ne s'utilise pas avec will
When ne s'utilise pas avec will

Exercices

Exercice 1 : Questions/réponses

A. Good evening, this is Hannah, how may I help you
?

→ Good evening, Could you let me know your opening
hours ?

B. I am afraid he/she is not available at the moment,
would you like to leave a message ?

→ Yes, please/absolutely/definitely

→ No, that's fine thanks, I will call back later

C. Alright, his number is 999-451-456

→ Could you let me know his phone number please ?

D. Of course, I will repeat : As I was saying, the
extension is 893

→ Sorry, I didn't (quite) catch that (could you repeat
please ?)

E. Do you need anything else ? (oui et non)

→ Yes, I do/Indeed/as a matter of fact, ...

→ No, I don't, thank you very much

Exercice 2 : Traductions

1) Bonjour, que puis-je faire pour vous aider ?
→ Good morning, how may I help you ?

2) Veuillez patienter, je vous transfère
Please hold on, I will put you through/I will transfer the call

3) Je regrette, mais M. Jones n'est pas disponible : il est en réunion
I am afraid/unfortunately Mr Jones is not available : he is in a meeting

4) Désolée, je n'ai pas saisi/je n'ai pas compris
Sorry, I didn't catch that

5) Pourriez-vous lui transmettre mon numéro ?
Could you let him know my phone number, please ?

6) Je n'arrive pas à les joindre : pourriez-vous m'indiquer leur poste ?
I can't reach them : could you let me know their extension ?

to reach = joindre

Exercice 3 : passer du style informel au style formel

1) Hi Mr Jones !

Good afternoon/evening/morning // Hello

2) What ? I don't understand

Sorry, I didn't catch that (could you repeat please ?)

3) What is his extension ?

Could you let me know his extension ?

4) Could you call back later ?

- Yes // - No

Yes, of course ! Absolutely/Certainly

Unfortunately/I am afraid I will not be able to/I will not have time to call back

5)- I will call her back

- OK

Alright/fine/perfect

6) Wait a minute

Please hold on

7)- His name is Lewandovski

- How do you write that ?

Could you spell his name please ?

8) Mr Jones is not here

Mr Jones is absent/out of town/is not available

Compréhension orale

1) Who is answering the phone
an employee of Chic Boutique

2) Who is calling ?
John Wright, International fashion supplies

3) Why is he calling ?
To speak to Mr Morgan

4) What is the message left ?
a shipment delayed (300 dresses) ⇒ for next Friday
⇒ Mr Morgan has to call him back when he receives the shipment

5) What is his number ?
01632960994

Exercice : vocabulary

1) Quel numéro avez-vous composé ?

Which/What number did you dial ?

to dial a number = composer un numéro

2) Ma ligne est coupée : je ne peux pas recevoir d'appels

My line is dead : I can't receive calls/any call

3) Veuillez laisser un message sur sa messagerie

Please **leave a message** on his/her **voicemail**

4) Sa ligne est occupée : je rappellerai plus tard

his/her line is **engaged** : I will call back later

5) Je ne décroche pas le téléphone à midi

I don't pick up the phone at noon

6) lors de l'appel, il y avait des coupures (ça a coupé)

the call broke up

7) Elle a raccroché

She hang up

8) J'ai été mise en attente

I was put on hold