

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
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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