

This learning guide is developed to provide you with the necessary information regarding the following content coverage and topics –

- Formal informal greetings and farewells;
- Self and third person introductions;
- Apologizing
- Giving and responding to compliments; and
- Handling business phone calls.

This guide is believed to assist you to attain the learning outcome stated earlier. Specifically, upon the completion of this Learning Guide, you will be able to –

- Use formal and informal greetings appropriately;
- Apologize properly and deal with complaints;
- Get people to know each other ;
- Introduce yourself to others;
- Handle formal and informal calls properly.
- Give and respond to compliments to people.

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets 1”.
3. Accomplish the “**Self-check# 1**” in page 13.
4. If you earn a satisfactory evaluation proceed to “**Information Sheet 2**”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #3.
5. Submit your accomplished Self-check in page 27. This will form part of your training portfolio.
6. Perform “Operation Sheet ”.
7. Submit your accomplished Operation Sheet. This will form part of your training portfolio.
8. Read the information written in the “**Information Sheets**”.

1. Formal and Informal Greeting

1.1. Formal Greeting

Using ‘sir’ or Madam in a greeting sounds very formal. It gives extra status or importance to the person you are talking to and there are several situations where you might hear it. One of the most common situations is in the service industry. It could be a hotel receptionist talking to a guest, a waiter talking to a customer in a restaurant. Or it could be in a shop - anywhere where people are dealing with customers or clients. If you were speaking to a woman, you wouldn’t say ‘sir – you would say ‘madam’.

It’s nearly always the people *offering* the service who would use this kind of language. If a waiter says ‘good evening, sir’ you would just reply with ‘good evening’ you wouldn’t say ‘good evening, sir’ back. This is because, in this particular situation, you are the one being given the most importance, so you don’t need to show this extra sign of respect. Likewise, if you walk into a hotel and the receptionist says ‘good afternoon, madam’, it would usually sound strange to say ‘good afternoon, madam’ back.

As well as in the service industry, there are other situations where you might hear ‘sir’ and ‘madam’. Look at this one and guess what the situation might be.

Good morning, sir. It’s a real honour to have you here.

The situation that makes me think of is of greeting a VIP - perhaps a very important politician or leader who you meet. In some cases, people use it when they are greeting someone much older than they are, as a sign of respect. Or you may occasionally hear it used in the workplace, where employees want to show respect for their superiors.

So far, we have looked over some of those situations where you might use very formal language in greetings, such as ‘sir’ or ‘madam’. You might use it in the service industry, with VIPs, with much older people and, sometimes, with bosses at work. But, as well as using these kinds of words, what else is it that makes language in greetings sound more formal and polite? Let us have a look at two different versions of a greeting between James and his boss Mr Jones, and decide which one is the most formal and think about why.

Dialogue 1

A: Morning!

B: Hi! How’s it going?

A: Good thanks – you?

B: Yeah, fine.

Dialogue 2

A: Good morning, Mr Jones.

B: Hello, James. How are you?

A: I’m very well, thank you. How are you?

B: Fine, thank you.

So words that are longer tend to sound more formal and polite, while shorter, abbreviated words are more likely to sound informal and friendly.

Here are some formal greetings with their possible positive negative and neutral responses.



Greetings

- *Good morning/afternoon/Evening/Dr./Mr./Mrs./Miss/Ms/ + last name.
- *Hello, /Dr./Mr./Mrs./Miss/Ms/ + last name
- *How are you?
- *How are you today, sir /madam
- * How do you do? (Meet the first time)

Responses

- *Good morning/afternoon/ Evening Dr./Mr./Mrs./ Miss/Ms /+ last name.
- *Hello /Dr./Mr./Mrs./Miss/Ms +last name.
- *Fine thank you, and you?
- *Fine thank you, how are you?

<u>Positive Response</u>	<u>Negative Response</u>	<u>Neutral Response</u>
<ul style="list-style-type: none"> *I am very well thank you, and you? * I am very fine. * I am fine. * Pretty good. 	<ul style="list-style-type: none"> * I am not very well. *I have got headache. *I am not good. *I'm not doing well. *I didn't sleep well. *I am not so well. *I feel dizzy. * It is Ok! 	<ul style="list-style-type: none"> * As usual. *I can't complain. *so so! * How do you do?

Study the following sample dialogues in which formal greetings are used.

<p style="text-align: center;">Dialogue 1</p> <p>A: Good morning, Mr Peter. How are you today? B: I'm fine, thank you. And you? A: Good! I'm glad to hear that.</p>	<p style="text-align: center;">Dialogue 2</p> <p>A: Good morning Mrs Davis. How are you today? B: I don't feel well. B: I'm sorry. Is there anything I can do for you?</p>
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<p>Dialogue 3 A: Good morning, sir! How can I help you? B: Good morning! Can you give me a baggage? A: Here is sir! Anything else? B: Thank you! It will do.</p>	<p>Dialogue 4 A: Hello! Dr. Olan, How do you do? B: How do you do?, Dr. Anna A: How was your flight? B: pretty good.</p>
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1.2. Informal greeting



As opposed to formal greetings, informal greetings are shorter and used with people we have already established sort of close relationship. They are commonly used with people like friends, relatives, workmates etc.

Greeting	Response
*Hi! + first name. *Hello! + first name. *Hey! + first name. *Good morning (morning)/afternoon /Evening/ + first name.	*Hi! + first name. *Hello! + first name. *Hey! + first name. *Good morning (morning)/afternoon/Evening/ + first name. *Just fine thanks, and you?

Greeting	Positive response	Negative	Neutral
# How is life? # How is everything? # How is it going? # How are things? #How are you doing? # How are you keeping? # How have you been?	*Pretty good. *Pretty well *Good! *Great! *Fine.	* Not very well. * I have got headache. * Not good. *I didn't sleep well * Not so well. *I feel dizzy. *I have been better	* As usual. * Not bad. *I am alright. *I can't complain. *so so!

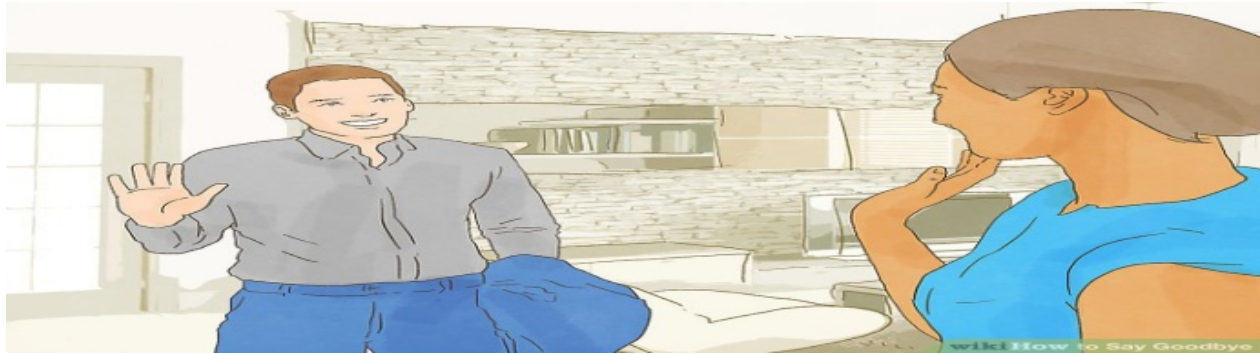
<ul style="list-style-type: none"> ❖ What's up? ❖ What is new? 	<ul style="list-style-type: none"> ❖ Not much. ❖ Nothing much. ❖ Nothing special. ❖ The usual stuff.
<p>➤ (when we meet someone after a long time (formal))</p> <ul style="list-style-type: none"> * It has been a long time seeing you. *It has been too long seeing you. *It is always a pleasure to see you. * I am so happy to see you again. *How long has it been seeing you? *where have you been up to all these Days? 	<p>➤ (when we meet someone after a long time) (informal)</p> <ul style="list-style-type: none"> *It has been ages since we last meet. *It has been such a long time seeing you. *Long time no see. *where have you been hiding? *How come I never see you?

<p>Responses</p> <ul style="list-style-type: none"> *Yes/yeah/, I was not in town. *Right, I have been out of town. *I have been around but pretty busy. * The pleasure is mine. *Happy to see you, too. *The same to you. / You too. * No, where I have been very busy. * I have not around for a year.

Be in pairs and practice the following dialogues.

Dialogue 1	Dialogue 2	Dialogue 3
<p>A: Good morning William. B: Morning Zenith. How is life? A: Just fine thanks, and you? B: Pretty good.</p>	<p>A: Good afternoon, Hanna. B: Good afternoon, Smith. How are doing? A: Not so well. My wife is sick. B: I am sorry; I wish her a speedy recovery. A: Thanks.</p>	<p>A: Hello! Ben, How are things? B: Hello! Anna, everything is fine. I have got the job at last. A: It is wonderful to hear that. B: Thanks.</p>
Dialogue 4	Dialogue 5	Dialogue 6
<p>A: Good evening, Helen. B: Good evening, William. How are you getting along? A: Pretty well.</p>	<p>A: Hi, Robert. How are you keeping? B: Not so bad, and you? A: Fine.</p>	<p>A: Hey, How is it going? B: Not good. A: What is wrong? B: My grand mom passed away. A: I am sorry to hear. B: Thanks.</p>

Farewells



2.1. Formal Farewells

Stating to leave

- *I really must be going. I have... (a program)
- *I must go. I have... (an appointment)
- *I must rush. I have... (a friend to visit)
- *I have got to go. It is... (getting dark)
- *I have to go. I am... (late for work)

(Saying goodbye)	(Response to saying goodbye)
<ul style="list-style-type: none"> *Goodbye/Dr./Mr./Mrs./Miss/Ms/+ last name. *Good night/Dr./Mr./Mrs./Miss/Ms/+last name. * I Hope to see you again. *I Hope to meet you again. 	<ul style="list-style-type: none"> *Goodbye/Dr./Mr./Mrs./Miss/Ms/+ last name. *Good night/Dr./Mr./Mrs./Miss/Ms/+last name. *I hope so, too. *I will look forward to it. *That would be lovely.
(Wish to someone when you depart)	(Response to the wish)
<ul style="list-style-type: none"> *Have a nice day. / *Have a good day/time/ *Have a good evening./*Have a nice dream/ *Have a good weekend. * Have a good vacation./*Have a good trip. *Have a good holiday. * Have a good Ester. *Have a good New Year. 	<ul style="list-style-type: none"> * Thank you, the same to you. *You too. *Likewise. * Same here.

(To someone leaving for a long time)

- *Wish you all the best./ All the best./
- * Goodbye and best of luck.
- *Goodbye and good luck.

- *Goodbye and all the best.
- (Response to leaving for a long time)
- ***Thank you**

Informal Farewells



- *
- *Goodbye + first name.
- *Bye./so long./see you
- *See you around /later/soon/then/ tomorrow/next week /on Monday /this afternoon/
- *Caio/ adios/ au revoir

(Saying goodbye for a long period of time)

- ***Look after yourself**
- ***Take care.** (not only long time)

Response

- *Goodbye + first name
- *Bye /so long /see you
- * See you /sure /Right/Fine/Ok
- *Thanks, I will.

Be in pair and practice the following dialogues.

<u>Dialogue 1</u>	<u>Dialogue 2</u>
A: Where are you going? B: To the library. A: Ok. I will see you later. B: See you.	A: I really must be going. I have a program. I hope to see you again. B: That would be lovely. Goodbye Mr. Ron. A: Goodbye Mr. Getahun.
<u>Dialogue 3</u>	<u>Dialogue 4</u>
A: I am afraid it is getting late. I have long way home. B: You had better go. Good bye Helen. A: Goodbye John.	A: I am going to New York tomorrow. I better get home early to pack things. B: How long will you stay there? A: for five years. B: Oh, then wish you all the best. A: Thank you. Goodbye. B: Goodbye

Dialogue 5	Dialogue 6	Dialogue 7
<p>A: Ok, see you tomorrow morning.</p> <p>B: Sure. See you tomorrow. Bye.</p> <p>A: Bye.</p>	<p>A: It is getting dark. I have to go. Good night.</p> <p>B: Good night. I have a nice evening.</p> <p>A: The same to you.</p>	<p>A: It is a pleasure meeting you Dr. Jonas. I hope to meet you again. Goodbye.</p> <p>B: I will look forward to it. Have a nice day Mr. Thomas.</p> <p>A: You too.</p>

Introductions

3.1. Self introduction



Expressions	Responses
<p>*May I introduce myself. My name is ...</p> <p>* I would like to introduce myself. I am</p> <p>*Let me introduce myself. My name is ...</p> <p>*Can I introduce myself? I am ...</p> <p>*Hi, I am ...</p> <p>*Hello, My name is ...</p>	<p>*Hi, pleased to meet you.</p> <p>*Hi, nice to meet you.</p> <p>*Hello, great to meet you.</p> <p>*Good to meet you.</p> <p>*Nice to meet you.</p> <p>*I am glad to meet you.</p> <p>*What a pleasure to meet you. (Formal)</p>

To ask the name again

- *I am sorry, could you tell me your name again. (Formal)
- *Sorry, could I have your name again, please. (Formal)
- *I am sorry, what is your name again.
- *Sorry, I didn't catch your name.
- * Can you tell me your name again? *Could you tell me the spelling of your name, please?
- *Could you spell your name, please?

*How do you spell that?

Talking about background	Talking about your language ability
*Originally I am from _____ *I was born and brought up in _____ *I come from a (sporty/musical) family. * I am from _____ (Canada/ Ethiopia). A: Where are you from? B: I am from Kenya. A: Whereabouts? B: Nairobi	*I am fluent in- (polish/Spanish/Amharic/) *I speak--- (Spanish) reasonably well.

*I can get by in --- (French/ Portuguese).

* I wish I could speak--- (French)

* I can speak---- (Arabic) but it is a bit rusty.

*I know a few words of--- (Japanese)

Talking about hobbies	Showing Interest
*I like--- (classical music) *I really love --- (foot ball/soccer) * I am fond of ----(jazz/playing jazz) *I am interested in---(reading novels)	*Wow! *Really? * (That's) interesting! * (That's) fantastic!

Practice the following dialogues being in pairs.

Dialogue 1	Dialogue 2
A: Oh, excuse me. Let me introduce myself. I am Dr. Aklilu Lema. B: How do you do? Dr. Aklilu. My name is Ato Wubishet Asnake. A: Please, call me Aklilu. B: I am pleased to meet you. A: Pleased to meet you, too.	A: Hi, my name is Derartu. B: Hi, I am Gezachew. A: Nice to meet you. B: Nice to meet, you too. A: Are you a new athlete? B: yeah. A: well come to the club. B: Thanks A: Where are you from? B: I am from Arsi? A: Whereabouts? B: Originally I am from Bekoji, but I grow up in Wanji. A: Me too. B: That's interesting.

Dialogue 3	Dialogue 4
<p>A: It is nice to meet you. My name is Jack.</p> <p>B: I am Benhan. It is a pleasure to meet you</p> <p>A: Pleasure to meet you. Sorry, I didn't catch your name?</p> <p>B: B-e-n-h-a-n. Benhan.</p> <p>A: So, what do you do for a living?</p> <p>B: I work at a public library. How about you?</p> <p>A: I am a college Dean.</p> <p>B: That is great.</p>	<p>A: Excuse me, is this the library?</p> <p>B: Yes, it is</p> <p>A: Are you the librarian?</p> <p>B: No, I am not. I am a student. My name is Kate Brandy.</p> <p>A: Hi, Kate. I am Tom Davis.</p> <p>B: This is Barbara James. She is also a new student.</p> <p>A: Hi, Barbara. How are you?</p> <p>B: Pretty good.</p>

3.2. Third person introduction



3.2.1. Formal introductions (third person)

- *I would like you to meet + Title+ Last name.
- *I would like you to introduce you to +Title +Last name.
- *Allow me to introduce you to +Title + Last name
- *May I introduce you +Title + Last name
- *Let me introduce you +Title + Last name.

Responses

- *How do you do? ----- *How do you do?/pleased to meet you./
- *Pleased to meet you. ----- *I am pleased to meet you too.

*It is a pleasure to meet you. -----*Thank you, the pleasure is mine/

*It is a pleasure to meet you, too./

* I am glad to meet you. ----* I am glad to meet you, too.

N.B. When we introduce people we give some extra information about the person.

*He/ she is a /an -+---- profession (Teacher, business person, doctor etc.)

* He/ she is works+----- (for the bank/ at the university)

* He/ she is from +----country/city/State/ nationality. (Brazil, Kenya, Luanda, New York etc.)

*He/ she is +----nationality (Irish, Polish, Ethiopian)

3.2.2. Informal Introduction (Third person)



Expression

* I would like you to meet + Title+ first name. /relations (My friend/ a colleague/a classmate of mine /My mother/my wife etc.

*Do you know?----+ First name. He/she is---

*I don't think you have met...+ First name. He/she is----

*Do you know each other?

*Have you two met?

*Have you met? ---+ First name. He/she is----

*Have you met----+ First name before?

* This is -----. He/she is----

Responses

*Hi, pleased to meet you.----*Hi, pleased to meet, you too.

*Hi, nice to meet you.----*Hi, nice to meet you, too.

*Hello, great to meet you. -----

*Hello, great to meet, you too.

Practice the following dialogues

Dialogue 1	Dialogue 2
A. Mr Jim, I would like you to meet Dr. Mark John. B. How do you do? Dr. Mark C. How do you do? Mr. Jim, please, call me John. A. Dr. John is a surgeon. He works in Ras Desta Hospital. B. Oh! That is great.	A. Hi, Kate May I introduce you to Barbara James? She is a new student, too. B. It is a pleasure to meet you. C. The pleasure is mine.

Dialogue 3	Dialogue 4
A. Dr. Ruth, allow me to introduce you to Pr. Smith. He is our country director. B. It is a great pleasure to meet you professor. C. The pleasure is mine. Call me Smith	A. Hi, Jane I would like you to meet Anna. She is my classmate. B. Hello, Anna nice to meet you. C. Nice to meet you too. B. How is class? C. Pretty good. We will have fined it by the end of this year. B. That is great.

Self check # 1

Activity 1: Complete the conversations with appropriate greetings and responses.

1. **A:** Hello, _____?
B: _____ thank you, how are you?
A: Fine _____.
2. **A:** _____, Miss. Rachel?
B: Hello, Ato Getahun. _____?
A: I am very _____, and you?
B: Pretty good.
3. **A:** Hi! What is up?
B: _____. What is new with you?
A: _____. I have been busy.
4. **A:** Hey! _____?
B: Pretty well. How about you?
A: Just fine.
5. **A:** _____? Professor Joshua.
B: How do you do? Mr. Allen.
6. **A:** Oh, hi! Hailer, _____?
B: I am doing well. How about you?
A: _____.
7. **A:** _____, Mr. Alexander.
B: Hello, Mrs. Hennery. How are you?
A: _____. I have a bad headache.
B: _____. Do you need a painkiller?
A: No, thank you. I will have coffee.
8. **A:** Good evening, Helen.
B: _____, William. How are things?
A: _____. (say you are okay)
9. **A:** Good afternoon, Mrs. Smith.
B: Good afternoon, Mr. Olaf. _____?
A: _____. My wife is sick.
B: _____. I wish her a speedy recovery.
A: Thanks.
10. **A:** Hello! Ben, _____?
B: Hello! Anna, I have got promotion.
A: It is wonderful to hear that.
B: Thanks.
11. **A:** Hi, Hanna how come I never see you?
B: _____.
12. **A:** Hello, Mr. John. _____?
B: Right. I was abroad for a year.
13. **A:** Hey, Jane. Where have you been hiding?
B: _____.

Activity 2: Rearrange the following jumbled dialogues.

Dialogue 1

- _____ Agent: Ok, the second fortnight in this month?
_____ Guest: No, the first fortnight, next month.
_____ Agent: How long are you going to stay?
_____ Guest: For next fortnight.
_____ Agent: Good morning, sir! Take a sit please. How can I help you?
_____ Guest: I would like stay for a week.
_____ Agent: I will arrange that right away.
_____ Guest: Good morning, I would like to book a luxury hotel in Addis Ababa.
_____ Agent: It's always a pleasure.
_____ Guest: Thank you.
_____ Agent: Ok, when would you like it for?

Dialogue 2

- _____ **Waiter:** Good evening, sir. Welcome to Lalibela Hotel. Do you have a table reservation?
_____ **Guest:** Sounds good!
_____ **Waiter:** That's fine, sir. Would you like to have a drink at the bar while you are waiting?
_____ **Guest:** Sure. My name's Mark.
_____ **Waiter:** I think in thirty minutes, sir.
_____ **Guest:** Ok. I will wait.
_____ **Waiter:** I'm afraid we are a bit crowded tonight, but if you would like to wait, I will put you on the wait list, sir.
_____ **Guest:** How long would it be?
_____ **Waiter:** Thank you very much, sir and could I have your name, please?
_____ **Guest:** No. I'm afraid not. Is it possible to have a table?

Activity 3: Fill the gaps with appropriate phrases of farewells.

- A: _____ . I have a flight. I hope to see you again.
B: That would be lovely. Take care Mr. Ron.
A: _____ Mr. Getahun.
- A: It is a pleasure meeting you Dr Jonas. I hope to meet you again.
B: I will look forward to it. _____ day Mr. Thomas.
A: You too.
- A: Goodbye, Alemu.
B: _____, Ayele. Have a nice _____.
A: _____.

4. A: It is getting late. I _____.
 B: _____.
5. A: Alright ciao, Jack.
 B: _____.
6. A: Hey, Helen. Why don't you come to the party tonight?
 B: Sure I will. Lindy I am in a rush. _____ at the party.
 A: _____.
7. A: I am really glad meeting you Pr. Lemma. _____ around.
 B: _____. Good bye.
8. A: Oh, Lindy I miss you a lot.
 B: I miss you, too. Well, _____. I do have a meeting in no time.
 A: _____ Lindy.
9. A: I hope you enjoyed your stay here. _____ trip back home. So long.
 B: _____.

Activity 4: Fill the gaps with suitable introductory expressions.

Third party introduction

Adam: It's my pleasure to introduce Dr. Smith.

Bonny: _____?

Dr. Smith: How do you do?

Paula: _____ Mr. Thomson.

Betty: _____.

Mr. Thomson: The pleasure is mine.

John: _____ Tony Brown.

Peter: Pleased to meet you.

Brown: Nice meeting you, too.

Abraham: _____ Barbara.

Betty: Good to meet you, Barbara.

Barbara: _____.

Thierry: Martha, this is Sam. Sam _____ Martha.

Sam: Nice to meet you, Martha.

Martha: _____.

A: Mrs. Spencer, _____ a friend of mine,
 Anita Green.

B: I'm very happy to meet you, Mrs. Anita Green.

C: _____

Albert: Anatoly, I'd like you to meet a friend of mine, Nina Brown. Nina _____
Anatoly. She's from Russia.

Nina: I'm very glad to meet you.

Anatoly: _____, Ms. Brown. **Nina:** Please call me Nina

Self-introduction

Timothy: _____? I'm Timothy Johnson.

Leslie: It's a pleasure to meet you. _____ Mary Leslie.

Timothy: _____.

Gordon: _____. My name is Gordon brown.

Helen: How do you do? I'm Helen Bradley.

Pat: _____. I'm pat.

Lisa: I'm afraid, we haven't. Good to meet you. I'm Lisa.

Pat: _____

Making phone calls

1.1. Formal Telephone Conversation

Helen: Midtown Computer Solutions, Helen speaking. How can I help you?

Ryan: Hello, this is Ryan Bardos. May I speak with Natalie Jones, please?

Helen: One moment please - I'll put you through.

Helen: Mr. Bardos? I'm sorry, Natalie's in a meeting at the moment. Would you like to leave a message?

Ryan: Yes, could you ask her to call me back as soon as possible? It's pretty urgent.

Helen: Of course. Does she have your number?

Ryan: She has my office number, but let me also give you my cell - it's 472-555-8901.

Helen: Let me read that back to you - 472-555-8901.

Ryan: That's right.

Helen: And could you spell your last name for me?

Ryan: B as in Boston - A - R - D as in dog - O - S as in September

Helen: Okay, Mr. Bardos. I'll give her the message.

Ryan: Thanks a lot. Bye.

Now let's see the second part of the conversation, when Natalie calls Ryan back.

Ryan: Hello?

Natalie: Hi, Ryan, this is Natalie returning your call.

Ryan: Hi Natalie, thanks for getting back to me. I was calling about the shipment of keyboards for our office - we haven't gotten them yet.

Natalie: Oh, that's not good - they were supposed to be delivered three days ago.

Ryan: Exactly, and we have a new group of employees starting on Monday, so we really need those keyboards as soon as possible.

Natalie: Okay, I'll look into it right away - if necessary, we can send you an emergency overnight shipment.

Ryan: Thanks, Natalie, I appreciate it.

Natalie: No problem, Ryan. I'll call you back a little later, as soon as I have more information.

Ryan: Sounds good – talk to you soon.

Natalie: Bye.

Telephone English Phrases – Formal Conversation

From these conversations, we can learn phrases for **beginning a phone call, taking and leaving messages, checking and clarifying information, and finishing a phone call.**

1.1.1. BEGINNING A CALL

When Helen answers the phone, she says, "Midtown Computer Solutions, Helen speaking. How can I help you?" This is a common way for a receptionist at a company or organization to answer the phone. Here are a couple alternatives:

- "Thank you for calling Midtown Computer Solutions. How may I direct your call?"**
- "Midtown Computer Solutions - good afternoon."**

To introduce yourself, you can say: "Hello, this is..." and if you want, you can add your company name:

- "Hello, this is Ryan Bardos."**
- "Hello, this is Ryan Bardos from Paramount Publishing."**

Then, ask to speak to somebody by using the phrases

- "May I speak with...?"**
- "Could I speak with...?"**

You can also add the phrase "I'm calling about..." or "I'm calling to..." in order to give a reason for your call. Use "I'm calling about..." to introduce a topic, and "I'm calling to..." to introduce an action:

- "I'm calling about the job opening I saw in the newspaper."**
- "I'm calling to register for the upcoming conference."**

To connect or transfer the call, the receptionist says, "One moment please - I'll put you through." A few other phrases for transferring a call are:

- "Please hold."**
- "I'll transfer you."**
- "May I ask who's calling?" / "Who's calling, please?"** *If you forgot to identify yourself at the beginning of the call, the receptionist will sometimes use this phrase to ask for your name.*

1.1.2. TAKING / LEAVING MESSAGES

Unfortunately the person Ryan wants to speak to is not available, and the receptionist says "I'm sorry, Natalie's in a meeting at the moment." Here are some additional phrases to use when another person can't answer a telephone call:

- "I'm sorry, she's on another call."**
- "I'm sorry, Natalie has left for the day."**
- "I'm sorry, Natalie's not in her office right now."**
- "I'm sorry, she's out of town at the moment."**
- "I'm sorry, she's not available at the moment."**

Then, there are two common phrases that are used for offering to take a message:

- "Would you like to leave a message?"**
- "Can I take a message?"**

If you don't want to leave a message, you can say:

- "No thanks, I'll call back later."**

There are two polite ways to leave a message. You can make a statement starting with "Please" or a question starting with "Could you..." - usually followed by the verbs **ask**, **tell**, or **remind** and then "him" (if the message is for a man) or "her" (if the message is for a woman).

- “Could you ask her to call me back?”
- “Please ask him to call me back.”
- “Please tell him/her that the documents are ready.”
- “Please remind him/her that he/she has a dentist appointment tomorrow.”

1.1.3. CLARIFYING/CONFIRMING INFORMATION

While taking the message, the receptionist used two phrases for checking and confirming information:

- “Let me read that back to you.”
- “Could you spell your last name for me?”

The verb “spell” means to say the letters of the word. Ryan replies:

- “**B as in Boston - A - R - D as in dog - O - S as in September.**”

It’s common to use phrases like “B as in Boston” and “S as in September” with letters that can be frequently confused with others, such as B and D, S and F, or M and N.

1.1.4. FINISHING A CALL

When you want to finish the conversation, you can use “signal phrases” – these are phrases indicating that the conversation is coming to an end:

- “Well, it was nice talking with you.”
- “Thanks for calling.”
- “Anyway... I should let you go / I should get going.”

If you want to promise future contact, you can use one of the phrases from the second conversation:

- “I’ll get in touch in a couple of days.” (*get in touch = contact you*)
- “I’ll call you back a little later”
- “Talk to you soon.”

Then you can finish the conversation with one of these “final phrases”:

- “Bye.”
- “Take care.”
- “Have a nice day.”

Response: “You too. Bye.”

2. Informal telephone conversations

Linda: Hello?

Ryan: Hi Linda, it's Ryan. How's it going?

Linda: Pretty good, thanks. How about you?

Ryan: I'm fine. Sure glad it's Friday. Hey, is Peter there?

Linda: Yeah, hold on, I'll get him. Peter! Ryan's on the phone.

Peter: Hey Ryan, what's up?

Ryan: Not much. Are you up for going fishing this weekend?

Peter: What? There's a lot of background noise – I can barely hear you.

Ryan: Sorry about that – I'm at the train station. I was wondering if you wanted to go fishing this weekend. I'm heading up to Mountain Lake with some friends early tomorrow morning.

Peter: Uh, hang on a sec, let me just check with my wife to make sure we have no other plans.

Ryan: Sure.

Peter: Okay, she's given me the green light!

Ryan: Sweet! We'll pick you up at 6 tomorrow morning, is that OK?

Peter: Yup. Do you need directions to my place?

Ryan: Uh, you still living on Willow Street, near the community center?

Peter: Yeah, that's right. The yellow house, number 30.

Ryan: Gotcha. I know how to get there.

Peter: All right – see you tomorrow, then.

Ryan: Take care.

Peter: Bye.

2.1. Telephone English Phrases – Informal Conversation

Telephone English Phrases – Informal Conversation

Let's learn some of the different phrases used in an informal telephone conversation. In informal phone calls, most people answer the phone by saying "Hello?" and the introduction is also different:

- Formal:** "Hello, this is _____."
- Informal:** "Hi / Hey _____, it's _____."

We see two different greetings in this conversation: "How's it going?" and "What's up?" These greetings require different answers. You can answer "How's it going?" (or the similar question "How are you doing?") with:

- "Great!"**
 - "Pretty good, thanks."**
 - "Not so good."**
- And the typical answers to "What's up?" are:
- "Not much."**
 - "Nothing much."**

The phrase "How about you?" is used to ask the same question to the other person. Notice that it is spoken like this: "*Howbout you?*"

In the formal conversation, Ryan used the phrase “May I speak with...” – but in an informal conversation, you can use these phrases:

- "Is Peter there?"
- "Is Peter around?"
- “Can I talk to Peter?”

If the person is not available, some informal responses are:

- "
- "Sorry - he's not home right now."
- "He's not here."
- "He's still at work."
- "He's at the gym."

This conversation also contains some expressions for asking someone to wait:

- "Hold on."
- "Hang on a sec."
- “Just a minute” / “Just a sec”

The formal equivalent of these phrases would be "One moment please" or "Please hold."

At one point, Peter can't hear or understand Ryan. Here are some phrases to use if you're having difficulty hearing the other person on the phone.

- "There's a lot of background noise - I can barely hear you."
- “You're breaking up. Could you call me back?” (*breaking up = you can only hear parts of what the other person is saying*)
- “We have a bad connection.”
- “Sorry – I didn't catch what you just said.”
- “Could you speak a little louder?”

(say this if the person is speaking too quietly)

- “Could you speak a little more slowly?”

(say this if the person is speaking too fast)

- “What did you say?” (informal)
- “Could you repeat that?” / “Could you say that again?” (more formal)

If the bad connection causes the call to fail, you can call the other person back and say this:

- “Hi, it's Ryan again. Apparently **we got cut off.**”

“Cut off” is a phrasal verb that means the call failed or disconnected.

Towards the end of the conversation, Ryan uses the phrase "**Gotcha**" - this is a very informal phrase that means "I understand." Another option is "**Got it.**" or "**Right.**"

Now, take the quiz to test your memory of the telephone phrases from this lesson.

Gratitude



1. A. Different ways of expressing Gratitude in English

- * Thanks. (In formal)
- * Thanks a lot/a ton (In formal)
- * Thanks a bunch. (In formal)
- * Thanks a million. (In formal)

- * Many thanks. (Informal more in email)

- * Thank you very/so/ much. (Formal)
- * Thank you very much indeed. (Formal)
- * I can't thank you enough. (Formal)

- * I don't know how to thank you (Formal)

- * I appreciate that, thanks. (Formal)
- * I am truly grateful, thank you. (Formal)
- * I am very grateful, thank you. (Formal)

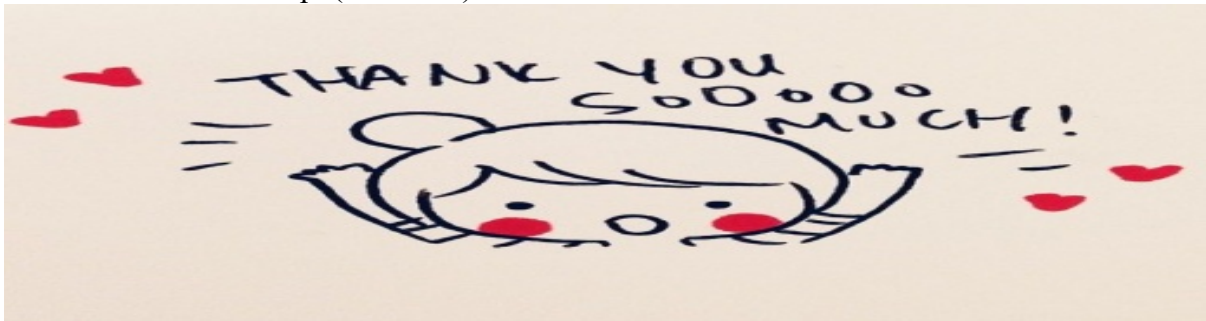
- * I am much obliged. (Formal)

- * It was very nice of you, thanks.
- * That is good of you, thank you.
- * That is very kind of you, thanks.
- * How kind of you.
- * You are too kind, thank you.
- * You shouldn't have thanks.

- * You are a life saver, thanks.
- * You save my life, thanks. - A bit
- * I owe you one, thanks. Strange
- * I owe you a big time, thanks

Responses to thanks

- * You are welcome. (Formal & standard)
- * The pleasure is all mine. (Formal)
- * My pleasure. (Formal)
- * It is a pleasure. (Formal)
- * Don't mention it. (Formal & Casual)
- * Not at all. (Formal & Casual)
- * Never mind./No problem/. (Casual)
- * Sure./Uh huh/. (Casual)
- * That is ok./It is okay. (In formal)
- * It is all right. (In formal)
- * It was nothing. (In formal)
- * Think nothing of it. (In formal)
- * Glad that I could help. (In formal)



Dialogue-1	Dialogue-2	Dialogue-3
<p>A: Where is the library?</p> <p>B: It is next to the bank.</p> <p>A: Thank you very much</p> <p>B: You're welcome.</p>	<p>A: How can I get to the national the gym?</p> <p>B: It is in front of the bank over there.</p> <p>A: Thanks a lot.</p> <p>B: Don't mention it.</p>	<p>A: Excuse me, could you please show me the home work.</p> <p>B: Certainly.</p> <p>A: It is really very kind of you.</p> <p>B: Glad that I could help.</p>

Dialogue-4	Dialogue-5
<p>A: Don't worry; we will practice the Dialogue together.</p> <p>B: How kind of you</p> <p>A: Think nothing of it.</p>	<p>A: Doctor, how is she?</p> <p>B: She is fine we. We gave her a shot and she will wake up soon.</p> <p>A: I can't thank you enough. I do appreciate for what you did to save her.</p> <p>B: It is a pleasure.</p>

Apologizing People



1. Formal ways of Apologizing people

- * I am very sorry.
- * I am so sorry.
- * I am terribly sorry.
- * I am awfully sorry.
- * I do apologize.
- * Please, accept my apology.
- * (Please) forgive me.
- * I owe you an apology... Email }
* I would like to apologize for... Letter }
* I sincerely apologize for Letter }
* I take full responsibility for... Letter }
- * Pardon me. To -ask }
* I beg your pardon. -pass by. }
* Excuse me, please. -get attention. }
 - interrupt. }
- * Excuse me for a moment, please. }
* Sorry I am late. -Being }
* Sorry for being late. Late }
* Sorry for keeping you waiting. }
* I am so sorry to hear that. (Bad news)
* I am sorry for your loss. (For funeral)

Responses to formal Apology

- * Don't worry about it.
- * Please, don't bother about....
- * That is quite all right./It is all right.
- * Think nothing of it.
- * Never mind.
- * Of course.
- * Certainly.
- * You should be.
- * I hope you.....

- * It is not important.
- * It is not a big deal.
- * It is just....
- * I hope not.

2. Informal ways of Apologizing people



- * Sorry.
- * I am sorry.
- * Pardon.
- * Excuse me.

Responses to Informal Apology

- * Ok.
- * It is/that is ok.
- * Forget it.
- * Not worry.
- * It doesn't matter.

Dialogue-1

- A: Please, excuse me for losing my temper.
 B: That is quite all right. Was something bothering you?
 A: Yes, I was not feeling well yesterday.

Dialogue-2

- A: Good morning. Please, excuse me for being late. There was a heavy traffic jam.
 B: It is all right. I Hope you get early next time.
 A: Of course. I will.

Dialogue-3

- A: How was your vacation?
 B: Oh, it is terrible. I was so busy fixing things.
 A: I am sorry to hear that.
 B: Thanks.

Dialogue-4

- A: Hey Biniam, I am so sorry for what happened yesterday.
 B: Don't worry. It was my fault too.
 A: No, I was just in a bad mood that is all.

Dialogue-5

A: Excuse me. Are you the one in charge of here?

B: Yes, Madam.

A: I am sorry to bother you, but there doesn't seem to be any hot water in my room?

B: Oh, I do apologize. I will send someone to see it immediately.

A: Thanks.

Dialogue-6

A: I do apologize for my conduct in the meeting.

B: Think nothing of it.

Self check#2

Activity 1: Complete the gaps with appropriate phrases/ words.

Question 1 "Green tree Financial Services. How may I _____ your call?"

Question 2 "I'm calling _____ a problem with a product I bought yesterday."

Question 3 "_____, John's not in his office right now. _____ a message?"

Question 4 A: "May I speak with Mrs. Black?"

B: "Yes, of course. Please _____."

Question 5 "I'm sorry, the director has _____ for the day. You can call back in the morning."

Question 6 "_____, I should get going. Talk to you later."

Question 7 "I'm calling _____ find out more about your English courses."

Question 8 "I'll get in _____ later this week."

Question 9 A: "How's it going?"

B: _____.

Question 10 "Hey Bob, is Karen _____?"

Question 11 "Actually, she's still at _____. You can call her at the office."

Question 12 "We have a bad connection. You're _____ up."

Question 13 "_____ did you say?"

Question 14 "Could you speak a little _____?"

Question 15 "Can I talk to Henry?"

"Sure - just a _____."

Activity 2: Use appropriate gratitude phrases to complete the conversation.

1. A: Hello, Anna. You look nice today!

B: _____, thank you.

2. A: Excuse me, could I open the window?

B: Please do.

A: Thank you.

B: _____

3. A: Here is the stake, sir. Enjoy your lunch!

B: _____.

4. A: Hi, lindy. I brought you a nice skirt.

B: _____, thanks.

5. A: Hey, Dave. Could you please change me the day off? I really need it today.

B: Of course, I have nothing to do today.

A: _____, thanks.

6. A: Hey, Ben you are invited to the party.

B: _____. I will meet you there.

7. A: Oh, no the computer doesn't work. How can I print out the assignment?

B: Don't worry. I have got mine. You can use it.

A: Oh, you _____

B: _____

8. A: _____ for patiently waiting me. There was heavy traffic jam.
 B: _____
9. A: Hi, Tom. Where are you going?
 B: Hi, Rebecca. I am going to Arat kilo.
 A: Me too. Please come in.
 B: Thank you for the lift.
 A: _____ help.
10. A: Thanks very much for your help.
 B: _____ ok.
11. A: I do appreciate for your cooperation.
 B: _____
12. A: I am very grateful for your support.
 B: _____

Activity 3: Listen and fill the gaps with the missing expressions.

Carl: Kathrin, hi. Nice to see you again.

Kathrin: Hi Carl. Nice to see you, too. _____ (1) coming down to meet me.

Carl: _____ (2). Actually, after restructuring last year we all got moved around, so I

wasn't sure you would be able to find my office by yourself.

Kathrin: Oh, really? Where are you now?

Carl: On the fourth floor. They decided to put sales and marketing together _ at last.

Kathrin: That does make more sense, doesn't it? And the reception area looks very nice.

Carl: Yes, they finally repainted it in June. ... Oh here's the lift now. After you. Was the driver there to meet you at the airport?

Kathrin: Yes she was. _____ (3) for arranging that.

Carl: _____ (4) after your early start. You must be exhausted now.

Kathrin: Oh, I'm all right. I managed to get some sleep, actually.

Carl: Here we are... . So, can I get you something to drink? How about a cup of that tea you like so much?

Kathrin: That would be wonderful. Mm. And may be a glass of water too.

Carl: Coming right up. ... Here you are.

Kathrin: Oh, _____ (5).

Carl: _____ (6).

Kathrin: You just don't get tea like this in Australia.

FORMAT